

Medaille College Community Connections



On & Off Campus Resources 2016-2017

Created by the Student Counseling Center

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Quick Contacts

Buffalo Campus Numbers:

- Medaille Public Safety: 716-880-2911
- Student Counseling Center: 716- 880-2339
- Health Services: 716-880-2112, 716-880-2155

Police/Fire:

- Emergency: dial 911
- Buffalo Police:
 - D District (non-emergencies): 716-851-4413
 - Non-Emergency: 716-853-2222

Crisis Services Off-Campus:

- AIDS Hotline: 800-541-AIDS (2347)
- Alcohol Abuse: 800-888-9383
- Child and Family Services (24 hrs, 7 days/week): 716-842-2750
- Crisis Services (24 hrs, 7 days/week): 716-834-3131
- Erie County Medical Center: 716-898-3000
- Family Justice Center: 719-558-SAFE (7233)
- National Center for Victims of Crime: 202-467-8700
- NY State Victims of Assistance: 716-847-7992 or 1-800-247-8035
- Planned Parenthood: 716-831-2200
- Poison Control: 716-878-7654
- Any hospital emergency room or family physician

Dial 2-1-1 or visit www.211wny.org to “identify services in the Western New York community that can provide you with the help you need.

Information available through 2-1-1 include: basic needs, food assistance, free tax preparation, holiday assistance, housing, job training, legal counseling, mental health services, substance abuse services, volunteer opportunities, and more.” <https://www.foodbankwny.org/additional-assistance/>

Most information found in this resource guide is from www.211wny.org.

Student Support Services- Buffalo Campus

Academic Advisement- Student Success Center, Huber 117

- 716-880-2227
- Monday-Thursday from 8am-8pm and Friday 8am-4pm.
- <http://www.medaille.edu/academics/academic-services/student-success-center>
- Academically advises undergraduate students in all aspect of their degree completion.
- Each student is assigned a professional academic advisor during their first semester to work with throughout their studies on issues such as choosing/registering for classes, changing majors and discussing their academic progress.
- Advisors work collaboratively with students to create degree completion plans so that students can graduate in a timely manner.

Academic Support Center- Student Success Center, Huber 107

- 716-880-2214
- Monday – Thursday 8am – 8pm, Friday 8am – 4pm, and Saturday 10am – 3pm.
- <http://www.medaille.edu/academics/academic-services/student-success-center>
- The ASC provides an environment in which students can get extra help, study for a test, work on class assignments, or enhance basic academic and study skills.
- Come into the ASC and use:
 - o Tutoring services by professional and peer tutors
 - o Weekly workshops focused on academic skills and learning
 - o Computer lab with internet and printing access
 - o Group study areas
 - o Academic success plans designed to meet your academic goals

Career Planning- Student Success Center, Huber 109

- 716-880-2210, 716-880-2211
- <http://www.medaille.edu/current-students/career-planning/resources>

- Assists students with preparing for their future goals and can help students:
 - Identify a major or careers available through a major
 - Decide on internships and the best direction that can help them reach their particular goal.
 - Preparing their documents for a job search or graduate school; including resumes and cover letters, personal statements, interviewing and networking.
- Host a variety of programs throughout a student’s four years to support their professional growth.
- Maintaining a wealth of information on our website including MayJobs, an online listing of jobs including part-time and internships.

Center for Culture & Community- Student Success Center, Huber 107 (formerly the Community Based Learning Center)

- Nicole Calamunci, Coordinator of Multicultural and Community-Based Learning, 716-880-3083
- <http://www.medaille.edu/academics/academic-services/student-success-center>
- Coordinates all international student programing and advisement for incoming and current foreign students.
- Aims to create a comfortable and welcoming environment by educating our staff, faculty, and students on the importance of cultural collaboration in and out of the classroom.
- Establishes partnerships with numerous local organizations where students are connected with community engagement opportunities.
- Students can become advocates for social justice and appreciate the importance of becoming respectful global citizens.

Disability Services- Student Success Center, Huber 107

- 716-880-3087
- <http://www.medaille.edu/academics/academic-services/student-success-center>
- Disability Services is committed to providing the support and

encouragement necessary to promote self-advocacy and personal responsibility for students with disabilities (in accordance with the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990).

- Medaille College recognizes the need to provide an environment that does not discriminate against persons with disabilities. Any currently enrolled Medaille student with a disability is eligible to be reviewed for accommodation. However, college differs from high school in that students must self-identify and seek out their accommodation, complete the Disability Services intake form, and provide current documentation by a licensed or certified official that states the disability. The student must meet with the coordinator of Disability Services to discuss the accommodations, and to become familiar with the procedures.
- Accommodations include but are not limited to separate location for testing, extended time for testing, assistive technology, and academic note takers. Students may register with the office at any point throughout their academic career, even if it's a temporary injury!

Financial Aid Office- Main 134

- 716-880-2256
- Monday-Thursday 8am-6pm, Friday 8am-4pm
- <http://www.medaille.edu/admissions/financial-aid>
- The Financial Aid Office's main priority is to make an education at Medaille College an affordable venture. We work with students, parents, and spouses education and assisting them with the process. We work with families to decide what may be the best for them depending on their financial situation.

Library Services- Huber Hall, 1st floor

- 716- 880-2283
- Monday-Thursday 7:30am-12:00am, Friday 7:30am-6:00pm, Saturday 10:00am-5:00pm, Sunday 10:00am-9:00pm
- <http://library.medaille.edu/>
- The Medaille Libraries supply our students with the books and articles they need for any of their research needs. Books are available to be

checked out, or accessed electronically. Articles are available through the library databases. Resources available electronically can be accessed through any computer with internet access.

- The Library can provide in-person research assistance to students anytime the library is open with no appointment necessary, students can just ask right at the reference desk. When the Library is closed there is 24/7 research assistance available through AskUs 24/7, the “Research Help” link will guide them to that option. Students are also welcome to schedule an appointment with any librarian if they like.
- Students are able to obtain just about any information source they need through a variety of services that we offer. ConnectNY provides quick access to 12,000,000 books through a consortium of NYS Libraries. Rapid Interlibrary Loan (ILL) provides quick access to journal articles that are not available through our databases. ILL articles are to students electronically with an average delivery time of about 8 hours. ConnectNY provides books in 2 business days with a 6 week loan period and an option for renewal if necessary.
- The Medaille faculty can schedule library-based instruction for entire classes, and there is an Embedded/Personal Librarian program that will provide a dedicated librarian for a specific class. The librarians will work with the instructors to determine how they would like the students to participate in this program (individual meetings with the librarian, assistance with one specific aspect of an assignment, etc.) Please feel free to contact Library Director Andy Yeager to inquire about any of these resources or services, ayeager@medaille.edu.

Residence Life- Student Development in the Sullivan Center

- Kathryn Dennehy, Director of Residence Life and Student Conduct, 716-880-2449
- Through community development and intentional interactions, the Residence Life program promotes a living and learning environment that balances personal and academic growth with a focus on student development and community well-being. We assist students in learning responsibility by holding them accountable for community standards.

We are committed to promoting a diverse student residence hall community that offers students an opportunity to live and interact with people from a variety of backgrounds. Through involvement in their residential population and the greater Medaille community, students will be appropriately challenged and supported to develop their social, educational, recreational, and cultural competencies.

Student Accounts- Main 130

- 716-880-2235, 716-880-2309, 716-880-2271
- Monday 8am-6pm, Tuesday-Friday 8am-4pm
- <http://www.medaille.edu/current-students/student-accounts>
- Bills the students and takes payment for the bills. They verify the billing amounts are correct and work with students on any questions they may have regarding their bill, how much is due and when etc.
- Sells bus passes, Dining Dollars for food and Mav Bucks for books.
- Process refunds weekly, put holds and late charges on for late payments, add on discounts for eligible students (Adult & Grad) and set up employer reimbursed students (Adult & Grad).
- They offer and monitor payment plans and work with Financial Aid, Registrar and Admissions depts. very closely.

Student Counseling Center- Health and Wellness Center, 117 Humboldt Parkway, 2nd floor

- Rosalina Rizzo, LCSW-R- Director of Counseling Services, 716-880-2339
- <http://www.medaille.edu/student-faq/wellness-center/counseling-services>
- Provides free and confidential services to matriculated Medaille students. The office is open daily with evening hours by appointment.
- Counseling services are designed to help students understand themselves better, resolve problems, and come to terms with difficult issues. Individual counseling, group counseling, and wellness

workshops are provided. Assistance with referrals to outside professionals is also provided when necessary.

- Additionally, self-help materials on a wide variety of topics are disseminated by the Student Counseling Office. Substance Abuse educational programming is also provided.

Student Health Center- Health and Wellness Center, 117 Humboldt Parkway, 1st floor

- Marsha Glose, RN-Director of Health Services, 716-880-2112
- Pamela Barone, LPN 716-880-2155
- September-May: Monday-Friday 8am-4pm
- <http://www.medaille.edu/current-students/wellness-center/health-services>
- Services includes:
 - o Physician appointments Wednesday 2pm-4pm
 - o Nursing diagnosis and treatment of minor illnesses
 - o First aid for minor injuries
 - o Referrals to community health providers
 - o Basic diagnostic testing
 - o Eye exams for NYS driver's license renewal
 - o Rest area for ill students
 - o Wellness programming and educational materials on many health topics
 - o Over the counter medications
 - o Measles, mumps, rubella, and tetanus immunizations

Student Involvement- Student Development in the Sullivan Center

- Kayla Betacchini, Coordinator of Student Development, 716-880-2351
- Campus activities are a valuable part of a student's collegiate experience. Involvement outside the classroom complements a student's work inside the classroom by providing opportunities to pursue interests, improve interpersonal communication, and develop leadership, time management, and problem-solving skills. Participation in co-curricular activities increases a student's marketability upon graduation. The Student Involvement Center staff coordinates New Student Orientation, oversees all student clubs and organizations on campus, and implements unique programs and leadership opportunities throughout the academic year.

- More information about the programs, services, and activities offered through the Student Involvement Center may be found here:
<http://www.medaille.edu/student-life>.

TRiO Student Support Services- Student Success Center, Huber 114

- 716-880-3086
- <http://www.medaille.edu/current-students/student-accounts>
- SSS (Student Support Services) is a federally-funded program whose mission is to help eligible participants graduate with the grades and skills necessary for success at Medaille and beyond. Students admitted to the TRiO program receive free services above and beyond those available to the general college population. Medaille's SSS Program has served more than 200 low-income, first-generation students per year since 1980. We take an integrated approach, developing each participant's leadership potential over their time at Medaille.

Community Resources- Off Campus

Anger Management

Conflict Resolution - Anger Management Workshop - Salvation Army - <http://www.buffalosalvationarmy.org>

960 Main Street
Buffalo, NY 14202
(716) 864-1717

“Adult group counseling program teaches self-esteem improvement, relationship awareness, stress and anger management, and communications skills as the alternative to domestic violence.” www.211wny.org

Eligibility: Open to men.

Intake: Call

Cost: \$11 fee per session

Child and Family Services-

<http://www.cfsbny.org/programs/counseling/family-mental-health.aspx>

Individual and Family Counseling

- Skilled therapists in multiple areas including anger management therapy
- “Medicaid, Medicare and most private insurances are accepted forms of payment. Walk-ins are accepted or individuals can call for an intake appointment. Morning, afternoon, and evening appointments are available.” <http://www.cfsbny.org/programs/counseling/family-mental-health.aspx>
- For more information, check out the above website or call:
- (716) 842-2750

- Provide counseling at the following locations:
 - 330 Delaware Avenue
Buffalo, NY 14202
 - 3901 Genesee Street
Cheektowaga, NY 14225

Delaware Park Community Counseling- Lake Shore Behavioral Health- <http://www.lake-shore.org/>

95 W. Humboldt Pkwy.
Buffalo, NY 14214
(716) 710-5151

Provides counseling services dealing with anger management

Accepts most health insurance plans including Medicaid and Medicare. A sliding fee may be available for those without health insurance-

[http://www.lakeshore.org/files/3214/7264/9654/LSBH Sliding Fee Scale 2015.pdf](http://www.lakeshore.org/files/3214/7264/9654/LSBH_Sliding_Fee_Scale_2015.pdf)

Elmwood Health Center- www.elmwoodhealthcenter.org

2128 Elmwood Avenue
Buffalo, NY 14207
716-874-4500

Offer counseling services dealing with anger management and other mental health issues. Here is the counseling services brochure:

http://www.elmwoodhealthcenter.org/home/health_services/BrochureEHCCounseling.pdf

List of accepted health insurances:

[http://www.elmwoodhealthcenter.org/home/accepted health insurance/index.html](http://www.elmwoodhealthcenter.org/home/accepted_health_insurance/index.html)

Support Groups in WNY- <http://www.eriemha.org/PDF/erie-county-mental-health-self-help-group-directory-12.pdf>

Provided by Mental Health Association of WNY- none related to anger management specifically but offers a wide range of groups that might be helpful with related issues.

Online resources about anger:

American Psychological Association-

<http://www.apa.org/topics/anger/control.aspx>

Counseling- psychologist locator-

http://locator.apa.org/?_ga=1.9077429.164996249.1492533004

Child Care

Child Care Resource Network- www.wnychildren.org

Also known as: CCRN Child Care Coalition of the Niagara Frontier Inc.

“Are you the parent of a child 6 weeks to 12-years-old? Do you need help finding child care? Child Care Resource Network can match you with the program you need. Interested in finding out how to make child care more affordable? Want to learn what makes child care programs high-quality? We can help. Whether you come into our office, talk to us over the phone, or send us an e-mail, a Parent and Employer Services Specialist will be available to help.” www.211wny.org

1000 Hertel Avenue Monday- Friday 9am-5pm
Buffalo, NY 14216

Parent Services Department (716) 877-6666 x3064

Intake process: Call, email, or visit website

Clothing

Buffalo City Mission- www.buffalocitymission.org

Free clothing and food distribution Tuesday and Thursday from 8am-12pm - Operates 24 hours a day, 7 days a week

100 East Tupper Street
Buffalo, NY 14203
(716) 854-8181

Eligibility: Anyone in need

City Mission Thrift Store

“Retail sales of slightly used clothing, household items, small appliances, knick knacks, linens and much more.” www.211wny.org

510 Dick Road
Depew, NY
(716) 681-9128

Mon- Fri 9am-8pm; Sat 9am-6pm

Goodwill Industries of Western NY, Inc.- www.goodwillwny.org

Thrift store selling new and gently-used clothing, household items, etc. at reduced prices- multiple locations throughout Erie County

1119 William Street
Buffalo, NY

Mon-Fri 8am-4:30pm

Main: (716) 854-3494

Thrift Store: (716) 961-0300

4190 Union Road
Buffalo, NY 14225
(716) 810-9341

Mon-Fri 9:30am-8 pm; Sunday 12pm-5pm

3637 Union Road
Cheektowaga, NY 14225
(716) 393-3900

Mon-Sat 10am-8pm; Sun 12pm-5pm

2655 Delaware Avenue
Buffalo, NY 14216
(716) 447-0566

Mon-Sat 9:30am-8pm; Sun 12pm-5pm

4779 Transit Road
Depew, NY 14043
(716) 656-0903

Mon-Sat 9:30am-8pm; Sun 12pm-5pm

3531 Seneca Street
Buffalo, NY 14224
(716) 677-4340

Mon-Sat 9:30am-8pm; Sun 12pm-5pm

Salvation Army- www.use.salvationarmy.org

Inexpensive second hand clothing, household items, and furniture- multiple locations throughout Erie County

278 West Ferry Street
Buffalo, NY 14213
(716) 886-4062

Mon-Sat 9am-6pm

1080 Military Road
Buffalo, NY 14217
(716) 875-2533

Mon, Tues, Thurs, Fri, Sat 9am-6pm
Wed 9am-8pm

2196 Seneca Street
Buffalo, NY 14210
(716) 826-7648

Mon-Sat 9am-6pm

7000 Transit Road
Williamsville, NY 14221
(716) 631-9268

Mon. Tues, Thurs, Friday 9am-7pm
Wed 9am-8pm; Sat 9am-6pm

Friends of the Night People- <http://friendsofnightpeople.org>

FoNP is open 365 days per year. Services are provided to men, women, and children of all ages.

Clothing Closet Hours: 5 to 7 p.m. Mondays and Wednesdays when school is in session, and 11:30 a.m. to 1 p.m. Thursdays. Free of charge and without question!

394 Hudson
Buffalo, NY 14201
(716) 884-5375

Harvest House- Babies and Children's Ministry-
<http://www.harvesthouse.ws/bcm>

“Supplies used baby items including: strollers, car seats, playpens, highchairs, clothes (newborn to size 14), and toys as available, to anyone in financial need. Harvest House does not provide diapers, formula, cribs, furniture or financial assistance.” www.211wny.org

175 Jefferson Avenue
Buffalo, NY 14210
(716) 824-7818

Eligibility: Individual must be financially unable to provide items themselves.

Intake Process: No appointment; must have Harvest House referral form from 1 of 200 participating agencies.

Program Fees: Free

Crisis Services & Crime Victims Assistance:

Crisis Services Advocate Program- www.crisisservices.org

2969 Main Street
Buffalo, NY 14214

24 hours a day, 7 days a week

24 Hour Hotline: (716) 834-3131

Main Phone: (716) 834-2310

Rape Crisis Center & Domestic Violence

Rape Crisis Center, as well as a Domestic Violence, Family Violence and Elder Abuse Service Provider.

Provides:

- 24-hour immediate crisis response to all Erie County Hospital Emergency Departments when a victim of rape, domestic/family violence or elder abuse is identified.

Services include:

- Crisis intervention, support, advocacy, safety planning, case management, supportive counseling, prevention education and community referrals.

- Individual therapy is available to victims of sexual violence.
- Dedicated to implementing Sexual Assault Nurse Examiner Programs throughout Erie County.

Satellite offices:

Buffalo Police Sex Offense Section, Town of Tonawanda Police Department, Erie County Sheriff's Office. Speakers and trainers are available. Advocates are also co-located at various college campuses across Erie County.

Eligibility: Victims of domestic violence, family violence, rape, sexual assault, elder abuse; services also available to friends, family, significant others.

Intake Process: Call the 24 hr. hotline; go to an Erie County Hospital Emergency Departments or collaborative satellite offices.

Program Fees: All services are free and confidential.
Handicap accessible and access to Language Line

Trauma Response Services

Call **24 hour hotline** and ask for trauma response services: **(716) 834-3131**

Provides:

- Intervention to children, adolescents, adults, and groups who have been exposed to traumatic events such as homicide, suicide, aggravated assault, or community violence.
- Individuals, families and the community are offered critical incident stress management, which provides education, normalization, and relief of trauma symptoms.
- When necessary, referrals to support groups and/or on-going counseling services are provided.
- Follow-up visits to promote the recovery of individuals suffering from the effects of trauma are provided as needed.

Suicide Prevention and Crisis Service, Inc.

24 hour hotline: (716) 834-3131

Administrator Line: (716) 834-2310

Program Fees: Free

“24-hour Crisis Counseling Program provides immediate response to all callers, offering assessment, supportive counseling, crisis intervention, referral and information.

Counselors have the expertise in homelessness, domestic violence, sexual assault, elder abuse, suicide prevention, trauma response and response to mental health crisis. Also manages the mental health hotline for Chautauqua County and the New York State Domestic and Sexual Violence Hotline. The local connection for the National Suicide Prevention Hotline.

Provides the Police/Mental Health Coordination Project which brings law enforcement and mental health providers together to improve the systems response to mental health consumers.” www.211wny.org

Haven House – Child and Family Services

www.cfsbny.org/programs/haven-house

“Description:

- 24/7 crisis hotline provides counseling for victims of domestic violence.
- Shelter for abused women & their children and for child abuse victims when accompanied by the non-offending female parent.
- Provides individual and group counseling and advocacy for former shelter residents & non-shelter victims of domestic violence.
- Provides outreach and advocacy for most courts, community education, and transitional housing.” www.211wny.org

24/7 Hotline: (716) 884-6000

Administrative Assistant: (716) 884-6002

Hours: 24 hours a day, 7 days a week.

Eligibility: Shelter is open to women and their children seeking refuge from domestic violence, regardless of county/state of residence.

Intake Process: Self-apply by phone.

Program Fees: Call for specific information.

Crime Victim Assistance and Advocacy Program-

www.northwestbuffalo.org

AKA: Northwest Buffalo Community Center

“Office of Victim Services claim assistance, court advocacy, referrals & other coordinated services as needed to victims of crime. Reimbursement for out of pocket medical expenses, essential personal property, counseling, lost wages, and Good Samaritan benefits. All services are confidential.” www.211wny.org

155 Lawn Avenue
Buffalo, NY 14207

Mon-Fri 8:30am-4:30pm

Crime Victims Staff: (716) 876-8108 x24
Main Phone: (716) 876-8108

Eligibility: Call for information.

Intake Process: Call or walk in. Staff is also available for home visits for homebound residents & senior citizens as well as hospital visits for those who have been a victim of crime.

Program Fees: Free

New York State - Office of Victim Services- <https://ovs.ny.gov/>

AKA: Crime Victims Board

“Compensation for out-of-pocket expenses such as unreimbursed crime related medical expenses, loss of earnings & essential personal property, burial benefits, loss of support to dependents of homicide victims, provides emergency awards, court transportation costs & referrals.” www.211wny.org

65 Court Street, Room 308
Buffalo, NY 14202
(716) 847-7992

Mon-Fri 9am-5pm

To be serviced, must be in office by 4:30

Eligibility: Call for specific eligibility requirements.

Intake Process: Call for an appointment.

Program Fees: Free

Victim Witness Assistance Program – Erie County District Attorney- www.erie.gov/victimrights/

“Provide:

- crisis intervention support ;
 - information for crime victims and witnesses. Assistance through all court procedures;
 - submission of Victim Impact Statement for sentencing;
 - completion & filing of crime victim compensation claims;
 - follow-up with probation/parole/corrections process & referrals to social service & counseling agencies.
 - Also available designated assistance for homicide families;
 - DWI Victim Impact Panel;
 - and bilingual services available to Spanish speaking crime victims.”
- www.211wny.org

25 Delaware Avenue
Buffalo, NY 14202
(716) 858-4640

Mon-Fri 8:30am-5pm

Eligibility: Victims of crime in Erie County

Intake Process: Direct contact by phone, writing, or walk-in

Program Fees: Free

Domestic Violence Bureau– Erie County District Attorney
www.erie.gov

“Assistant District Attorneys working with police to investigate & prosecute cases of a domestic violence nature. Unit vertically prosecutes cases. One Assistant D.A. involved from the arrest through grand jury, trial & sentencing phases to enhance conviction rate & accord victim personalized treatment. Social Workers provide court advocacy, counseling services, safety planning, etc. Unit is part of a network of police, social service agencies & victim service groups.” www.211wny.org

50 Delaware Avenue, 4th floor Mon-Fri 8:30am-5pm
Buffalo, NY 14202
(716) 858-4630

Eligibility: Victims of domestic violence.

Intake Process: Police, sometimes Social Services referrals or direct contact by victims.

Program Fees: Free.

Family Justice Center of Erie County Inc.

www.fjcsafe.org

“Domestic violence community cooperative for survivors of domestic violence. Provides access to various services for victims of domestic violence including advocacy, civil legal assistance, safety planning, counseling, shelter referrals, and access to criminal and civil courts. Partners with various agencies on-site. Speakers' bureau covering domestic violence topics.” www.211wny.org

438 Main Street
Suite 201
Buffalo, NY 14202
(716) 558-SAFE (7233)
Mon-Fri 8:30am-5:00pm

Eligibility: Open to anyone who has experienced domestic violence or abuse regardless of age, gender, sexual orientation, immigration status or disability.

Does not serve perpetrators

Intake Process: Call or walk-in

Program Fees: Free

Languages: Language line service available

Financial Education:

Consumer Credit Counseling Service of Buffalo Inc. -

<http://www.consumercreditbuffalo.org>

“Offers the following services to help you better understand and manage your finances. All sessions are with certified counselors.

- Delinquency (Default) Housing Counseling
- Financial Education Classes
- Financial Counseling
- Creditor Repayment Plan (CRP)
- Student Loan Counseling
- Small Business Counseling
- Credit Report Review
- Financial Coaching
- Reverse Mortgage Counseling (aka HECM Counseling)” www.211wny.org

Main Office:

40 Gardenville Parkway, Suite 300
Buffalo, NY 14224
(716) 712-2060 Toll Free: (800) 926-9685

Additional Locations:

Bethel AME Church - Buffalo
1525 Michigan Avenue, Buffalo, NY 14209

Key Bank - Buffalo
306 West Ferry Street, Buffalo, NY 14213

Family and Children's Service - Niagara Falls
1522 Main Street, Niagara Falls, NY 14305

The Dale Association - Lockport
33 Ontario Street, Lockport, NY 14094

Evans Bank - Tonawanda
2800 Niagara Falls Boulevard, Tonawanda, NY 14150

M&T Bank - Niagara Falls
750 Main Street, Niagara Falls, NY 14301

Eligibility: Open to all; sole requirement is a financial concern or need

Intake Process: Self-apply by calling for an appointment or visit the website

Program Fees: Varies Languages: Interpreter on request

Buffalo Urban League- Housing Service, Foreclosure Prevention, Financial Literacy Program-

www.buffalourbanleague.org

“Provides services for home ownership, first time ownership, tenants, and also services for the homeless or those at risk of homeless. Program is a source of information about predatory lending, mortgage foreclosure prevention counseling, fair housing, handling debt, and credit repair. Other services provided are budget/credit counseling, home buyer classes, business development referrals, and also the help of self sufficiency calculator. Rental assistance services are also provided when funds are available.” www.211wny.org

15 Genesee Street
Buffalo, NY 14203
(716) 250-2400

Mon-Fri 9:00am-5:00pm

Eligibility: Low to moderate income individuals who reside in the urban core of the Buffalo/Niagara Region

Service Area: Erie & Niagara Counties

Intake Process: Call

Program Fees: Call for information

Empowerment Academy- Restoration Society Inc.-

www.restoration-societyinc.org

“An Office of Mental Health (OMH) funded Recovery Center offering services for adults with mental health conditions. Services include employment support, benefits advisement, parenting classes and support, financial literacy development, volunteer opportunities, meals, some social activities. Certified Benefits Advisors on staff; Certified Employment Network offering Ticket to

Work services for SSI/SSDI beneficiaries. Individualized, same day services are available." www.211wny.org

327 Elm Street, Second Floor
Buffalo, NY 14203
(716) 884-5216

Sun 10:00am-6:00pm
Mon & Sat 9:00am-5:00pm
Tues/Thurs 9:00am-7:00pm
Wed & Fri 9:00am-9:00pm

Eligibility: CSS eligible; primary psychiatric diagnosis

Service Area: Erie County

Intake Process: Self apply by phone & walk-in service

Program Fees: Free

Food:

Food Bank of WNY- www.foodbankwny.org

Can help you locate emergency food assistance services in the community. Every food recipient is treated with dignity and respect!

Call (716) 852-1305 or use the Pantry/Meal Locator to find food nearest you- <https://www.foodbankwny.org/pantrymeal-locator/>

City Mission- www.buffalocitymission.org

Provides 3 meals every day, morning, noon and evening. No one will be turned away who comes hungry, at any time.

Free clothing and food distribution Tuesday and Thursday from 8:00am-12:00noon

Thanksgiving and Christmas dinner open to the community.

Thanksgiving Express delivers meals to those in the community unable to come to the Mission to share in the Thanksgiving meal. Meals will be

delivered on Thanksgiving Day, 8:00am-2:00pm. Max number of meals per household is 8.

100 East Tupper Street
Buffalo, NY 14203
(716) 854-8181

Hours: Mon-Fri 8am-4pm; operates 24 hours a day, 7 days a week

Eligibility: Anyone in need; men seeking shelter must be ambulatory, able to take care of self.

Intake Process: Self-apply by walk-in service.

Thanksgiving Express will be taking reservations November 7-17, Monday-Friday, 9:30am-12noon and 1:00pm-3:30pm, and November 18, 9:00am-noon.

Thanksgiving Express Reservations: (716) 854-8181 x437

Program Fees: Free

Languages: Spanish sometimes available.

Friends of the Night People- <http://friendsofnightpeople.org>

FoNP is open 365 days per year. Services are provided to men, women, and children of all ages. Free of charge and without question!

Dinner is served daily from 5 to 7PM. Times vary on major holidays.
394 Hudson
Buffalo, NY 14201
(716) 884-5375

Health Care:

Insurance:

Health Insurance Navigation-Buffalo-Neighborhood Legal Services Inc.- www.nystateofhealth.ny.gov

“Helps enroll eligible consumers into the New York State Health Marketplace.”
www.211wny.org

237 Main Street, Suite 400
Buffalo, NY 14203
(716) 847-0650

Mon-Fri 9:00am-5:00pm

Eligibility: Low or no income people who need assistance in obtaining Medicaid or a Premium Tax Credit towards purchasing a health insurance plan through the NYSOH Marketplace.

Intake Process: Call to schedule an appointment

Program Fees: Free

For information on obtaining health insurance, please see the Medaille Wellness Center website for a list of resources:

<http://www.medaille.edu/current-students/wellness-center/health-services/health-insurance>

Other resources include:

<https://www.healthcare.gov/>

Health Care Providers:

Medaille College is not recommending or endorsing any particular provider. This is a list of services close to campus that students have utilized in the past in a timely manner.

Allergist:

Allergy Clinic at Buffalo General Hospital-

<http://www.kaleidahealth.org/BGMC/services/>

100 High Street
Buffalo, New York 14203
(716) 859-2524

Buffalo Medical Group-

<http://buffalomedicalgroup.com/services/allergy.html>

295 Essjay Parkway
Buffalo, New York 14223
(716) 630-1130

Dental Care:

State University at Buffalo Dental Emergency Clinic-

<http://dental.buffalo.edu/Patients/EmergencyInformation.aspx>

Main Street Campus
Squire Hall
3435 Main St
Buffalo, NY 14214
(716) 829-2821

Dr. Robert Herzog, D.D.S.

2727 Main Street
Buffalo, NY 14214

(716) 833-2727

Erie County Medical Center Dental Clinic-

<http://www.ecmc.edu/health-services-and-doctors/outpatient-specialty-clinics/dental-clinic/>

462 Grider Street
Buffalo, New York 14215
(716) 898-3189

Family Dental Services- <http://www.familydentalwny.com/home>

2121 Main Street
Buffalo, New York 14214
(716) 835-1933

Dermatology:

Western New York Dermatology- <http://www.wnyderm.com/>

297 Spindrift Dr. Ste. 100
Williamsville, NY 14221
(716) 831-2600

Endocrinology:

WCHOB Outpatient Clinics-

<http://www.kaleidahealth.org/Childrens/services/>

140 Hodge Avenue
Buffalo, NY 14222

(716) 878-7588 for Endocrine Patients
(716) 878-7262 for Diabetes Patients

Family Planning/ OB/GYN:

Planned Parenthood Buffalo Medical Center-

<https://www.plannedparenthood.org/health-center/new-york/buffalo/14214/buffalo-medical-center-3334-91040>

2697 Main St
Buffalo, NY 14214
(716) 831-2200

Kaleida Health Buffalo General Hospital Family Planning Center- <http://www.kaleidahealth.org/services/>

1313 Main St
Buffalo, NY 14209
(716) 748-4988

Family Planning Center- Jesse Nash Health Center Erie County Department of Health-

<http://www2.erie.gov/health/index.php?q=erie-county-family-planning-center>

608 William Street
Buffalo, NY 14206
(716) 858-2779

Hospital/Emergency Room:

Sisters of Charity Hospital

2157 Main St
Buffalo, NY 14214
(716) 862-1000

Erie County Medical Center

462 Grider St
Buffalo, NY 14215
(716) 898-3000

Immunization:

Erie County Health Department - Immunization Clinic-

<http://www2.erie.gov/health/index.php?q=ecdoh-immunization-information>

608 William Street
Buffalo, NY 14206
(716) 858-7687

Local pharmacies may also provide immunizations

Orthopedics:

Excelsior Orthopedics- <http://www.excelsiorortho.com/>

3925 Sheridan Drive
Amherst, NY 14226
(716) 250-6541

UBMD Orthopaedics & Sports Medicine

Sports Medicine Clinic- <http://www.ubortho.com/>

160 Farber Hall
3435 Main St
Buffalo, NY 14214
(716) 204-3200

Pharmacies:

Rite Aid Pharmacy

2585 Main St.
Buffalo, NY 14214
(716) 862-0511

Walgreen's Pharmacy

1556 Hertel Ave
Buffalo, NY 14216
(716) 834-2820

Wegmans Pharmacy

Tops Pharmacy

601 Amherst St
Buffalo, NY 14207
(716) 877-1477

345 Amherst St
Buffalo, NY 14207
(716) 515-2170

Podiatry:

Northtown Podiatry- <http://www.northtownpodiatry.com/>

2121 Main St
Buffalo, NY 14214
(716) 838-2983

Primary Care:

Primary Medicine Clinic Buffalo General Medical Center-
<http://www.kaleidahealth.org/bgmc/>

100 High Street
Buffalo, NY 14203
(716) 859-2175

Community Health Center of Buffalo- <http://chcb.net/>

34 Benwood Avenue
Buffalo, NY 14214
(716) 986-9199

STD/HIV Testing:

Planned Parenthood Buffalo Medical Center-

<https://www.plannedparenthood.org/health-center/new-york/buffalo/14214/buffalo-medical-center-3334-91040>

2697 Main St
Buffalo, NY 14214
(716) 831-2200

Community Health Center of Buffalo- <http://chcb.net/>

34 Benwood Ave
Buffalo, NY 14214
(716) 986-9199

Kaleida Health Buffalo General Hospital Family Planning Center-<http://www.kaleidahealth.org/services/>

1313 Main St
Buffalo, NY 14209
(716) 748-4988

Jesse Nash Health Center STD Clinic -Erie County Department of Health- <http://www2.erie.gov/health/index.php?q=sexually-transmitted-disease-clinics>

608 William St
Buffalo, NY 14206
(716) 858-7687

Evergreen Health Services- <http://evergreenhs.org/>

206 S Elmwood Ave
Buffalo, NY 14201
(716) 845-0315

Urgent Care Facilities:

MASH Urgent Care- <http://www.mashurgentcare.com/>

1751 Sheridan Drive
Tonawanda, NY 14223
(716) 844-7100

WNY Immediate Care- <https://www.wnyimmediatecare.com/>

2497 Delaware Avenue
Buffalo, NY 14216
(716) 874-2273

Housing:

City Mission- www.buffalocitymission.org

100 East Tupper Street Operates 24 hours a day, 7 days a week.
Buffalo, NY 14203
(716) 854-8181

Provides emergency shelter for men- men must be able to walk and take care of self. Free- men may stay for up to 45 days at no charge

Compass House Resource Center- www.compasshouse.org

“Provides non-residential support services for youth ages 14-24; case management assistance to secure housing, financial resources, employment, and educational services. Basic skills training; health & mental health services; advocacy; individual, group & family counseling; individual and group independent living instruction. “ www.211wny.org

1451 Main Street Mon-Fri 9:00am-5:00pm
Buffalo, NY 14209
(716) 884-3066

Eligibility: Males & females, ages 14-24, homeless or at risk of being homeless

Intake Process: Self-apply by phone & walk-in service. Referrals welcome

Program Fees: Free

Compass House Shelter- www.compasshouse.org

“Provides runaway, homeless and street youth ages 12-17 years of age, with safe emergency shelter and services, through a voluntary and mutually agreed-upon process, in an environment that supports dignity, respect and self-reliance. 24 hour hotline.” www.211wny.org

370 Linwood Avenue 24 hours a day, 7 days a week
Buffalo, NY 14209
(716) 886-0935

Eligibility: Youth ages 12-17

Service Area: Erie County

Intake Process: Call

Program Fees: Free

Emergency Shelter - Salvation Army Buffalo Area Services-
www.buffalosalvationarmy.org

“Provides short-term emergency shelter for families and single women who find themselves homeless and in crisis. Provide assistance in finding permanent housing; Provide advocacy and referrals for residents; Also provide short-term crisis counseling.” www.211wny.org

960 Main Street 24 hours a day, 7 days a week
Buffalo, NY 14202
(716) 884-4798

Eligibility: Families (male or female head of household) with children and single females 18+ years.

Service Area: Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans & Wyoming Counties.

Intake Process: Go to the Department of Social Services to request shelter. Bring ID for self, children and proof of homelessness, which may include a notice of eviction or letter from the person you were staying with stating that they will not house you any longer. DSS caseworker will do an intake and place you in an appropriate shelter.

Program Fees: Free Languages: Spanish-bilingual services available.

Friends of the Night People Inc. - www.friendsofnightpeople.org

FoNP is open 365 days per year. Services are provided to men, women, and children of all ages. "Housing assistance is available on the 3rd and 4th Monday of every month by Matt Urban Center. Housing assistance is available on the last Wednesday of every month by Housing Options Made Easy."

394 Hudson
Buffalo, NY 14201
(716) 884-5375

Greater Buffalo Community Housing Center – HOME
www.homeny.org

"Provides housing search assistance, security deposit assistance for first-time Section 8 participants who become clients of the program, assistance in finding housing in opportunity areas, and eligibility for case management services." www.211wny.org

1542 Main Street Mon-Fri 9:00am-5:00pm
Buffalo, NY 14209 Intake: Mon-Fri 9:00am-1:00 pm
(716) 854-1400 & by appointment
Eligibility: Call for information

Service Area: Erie County

Intake Process: Most clients enter the program through Housing Choice (Section 8) briefings; those that do not can call the office during intake

hours and speak with a counselor to determine eligibility.

Program Fees: Free

Homeless Alliance of Western New York- www.wnyhomeless.org

“Work with agencies to coordinate services to homeless persons & to develop new programs to meet the needs of this population. Coordinate research & data collection about hunger, homelessness & poverty in Erie County. Also coordinate HUD Continuum of Care process. DOES NOT PROVIDE DIRECT SERVICE.” www.211wny.org

960 Main Street
Buffalo, NY 14202
(716) 853-1101

Mon-Fri 8:00am-4:00pm

Safe House - Shelter and Assistance For Family Emergencies-
www.csdd.net

“Emergency shelter for developmentally disabled individuals at-risk of or facing abuse including family violence. Dependent children can stay with parent. Domestic Violence Specialist on staff.” www.211wny.org

1179 Kenmore Avenue
Buffalo, NY 14217

Mon-Fri 8:00am-4:30pm

Admissions (716) 883-8002

Admissions Coordinator (716) 881-5387 x114

Shelter Services Coordinator (716) 887-1111

Eligibility: Individuals with developmental disabilities & dependent children

Intake Process: Contact Admissions Department

Program Fees: Free

Legal Aid:

Buffalo Civil Legal Advice & Resource Office (CLARO)-

www.clarobuffalo.org

“Assists and advises debtors in representing themselves in court and filing all the necessary court paperwork related to debt. Program can help people who may have: Collection issues, wage garnishments, frozen bank accounts, debt court cases or judgments related to credit card debts, medical debts, student loans, car loans, utilities collection, lines of credit, charge accounts, and foreclosures.” www.211wny.org

At City Court:

Buffalo City Court Floor 7, Part 15
50 Delaware Avenue
Buffalo, NY 14203
(716) 828-8432

Fri 10:00am-12:00pm

Eligibility: No income guidelines

Service Area: Erie County

Intake Process: Walk-in

Program Fees: Service is free

Languages: With advance notice, translators are provided

At BFNC Hope Center (Leroy & Halbert):

45 Jewett Avenue, Suite 250
Buffalo, NY 14214
(716) 828-8432

Tue 5:00pm-7:00pm

Eligibility: Open to all

Service Area: Erie County

Intake Process: Walk-in service, no appointments necessary; bring ALL pertinent documentation concerning your case, (court documents, collections letters, credit reports, legal papers pertaining to debt).

Program Fees: Free

Languages: With advance notice, translators are provided

Legal Aid Bureau of Buffalo Inc. - www.legalaidbuffalo.org

“Provides the following services: Aids clients in preparing applications for relief of civil disabilities; assists clients in reviewing, verifying and correcting criminal records; refer clients to appropriate reentry partners in Erie County regarding counseling, training, employment and housing opportunities; participate in seminars and workshops for persons recently or soon to be released. Topics for such events will include family law issues, orders of protection, employment, and housing issues.” www.211wny.org

290 Main Street
Suite 300
Buffalo, NY 14202
(716) 853-9555 x666
Mon-Fri 8:30am-4:30pm

Eligibility: General Federal guidelines for representation of indigent persons

Intake Process: Call for an appointment

Program Fees: Free

Neighborhood Legal Services, Inc. - www.nls.org

“Disability rights, legal advice/representation to developmentally disabled & others.

Family problems - Kinship custody, victims of domestic violence.

Housing problems - helps tenants who are facing eviction or who have been

locked out of their apartments. Helps people who are applying for public or subsidized housing who have been denied, or tenants in public or subsidized housing who are worried about losing their subsidy or who have questions about how their rent has been calculated. Helps tenants whose landlords are not making necessary repairs and who are forced to live with unsafe or hazardous conditions. NLS also provides legal assistance and advocacy to people who have encountered discrimination while looking for housing, or during their tenancy.

Entitlements advocacy - welfare, food stamps, Medicaid, SSI, utilities.”
www.211wny.org

237 Main Street
Main-Seneca Building, Fourth Floor
Buffalo, NY 14203
(716) 847-0650

Mon-Fri 9:00am-5:00pm

Eligibility: Income: 125% of U.S. Poverty Level &/or Developmentally Disabled

Intake Process: Call as close to 9:00am as possible or write

Program Fees: Clients are sometimes required to pay some court costs.

Work Incentives Hotline - Neighborhood Legal Services Inc.-
www.nymakesworkpay.org/

“Offers information, advice, and referrals to persons with disabilities, their families, and the agency personnel who serve them regarding the work rules and incentives for SSI and Social Security disability benefits. This also includes information on the impact of work on and the availability of Medicaid, Medicare, food stamps, housing subsidies, and vocational rehabilitative right and options.” www.211wny.org

237 Main Street
Fourth Floor
Buffalo, NY 14202
(888) 224-3272

Mon-Fri 9:00am-5:00pm

Eligibility: Open to anyone with a disability

Intake Process: Call, leave a message if calling after hours.

Program Fees: Free

Languages: Spanish

LGBTQ Resources:

Pride Center of WNY (PCWNY)- <http://www.pridecenterwny.org/>

“The mission of the Pride Center is to work with the community to make Western New York a safe, healthy, and satisfying place for LGBTQ people to live, work, and establish their families.” <http://www.pridecenterwny.org/>

200 S. Elmwood Avenue
Buffalo, NY 14201
(716) 852-7743

Center Hours:
Mon, Wed, Fri 9:00am-5:00pm
Tues 12:00pm 8:00 pm
3rd Thurs of each month 12:00-8:00 pm

Services of PCWNY: <http://pridecenterwny.org/Services>

“All PCWNY programs and services are provided free of charge unless otherwise noted. The Pride Center is home to many local social and support groups that are responsible for their own programming that are listed on our resources and events pages. For more information on any of these programs or services, email the Pride Center or call us at 716-852-PRIDE (7743).”
<http://www.pridecenterwny.org/>

Resources: <http://pridecenterwny.org/Resources>

The PCWNY has compiled an extensive listing of resources. Please visit the above website for more information! Some resources include: art and culture,

college and university groups, community organizations, emergency housing and domestic violence, employment resources, faith and spirituality, financial services, health and wellness, legal and consultation services, parenting and youth services, political and advocacy, social groups, support groups, transgender groups, and more!

PCWNY Calendar: <http://pridecenterwny.org/Calendar>

Gay and Lesbian Youth Services of WNY Inc.-

www.glyswny.org

“Provides an accepting environment to enhance the personal growth of gay, lesbian, bisexual, transgendered and questioning youth in WNY. Advocates for community awareness and acceptance of young people of all sexual orientations and gender identities.” www.211wny.org

371 Delaware Avenue
Buffalo, NY 14202
(716) 855-0221

Mon, Wed, Thurs 2:30pm-7:30pm
July & August Tues/Thurs 12:00pm-5:00pm

Eligibility: Gay, lesbian, bisexual, transgender, and questioning youth and their friends, ages 14-21; youth cannot come to the drop-in Center should call or email info@glys.org

Intake Process: Call for information, visit Drop-in Center or check website

Program Fees: Free

Buffalo and Erie County Public Library-

<http://www.buffalolib.org/content/subject-guides/lgbtq-resources>

For a listing of LGBTQ resources, including databases, websites, community and local links, and a link for library materials, visit the above website.

Support Groups:

For a list of support groups, visit the Erie County Mental Health Association (MHA) website: <http://www.eriamha.org/support-groups.php>

Adult Self-Help Group Directory- provided by the Erie County MHA:
<http://www.eriemha.org/PDF/erie-county-mental-health-self-help-group-directory-12.pdf>

Child & Family Support Group schedules- provided by the Erie County MHA: <http://www.eriemha.org/PDF/support-group-CFSP-4.pdf>

Transportation:

Liberty Cab

1524 Kenmore Ave
Buffalo, NY 14216
(716) 877-7111

Kenmore Cab

35 Skillen St
Buffalo, NY 14207
(716) 876-3030

NFTA- Metro- <http://metro.nfta.com/>

Schedules: <http://metro.nfta.com/Routes/Schedules.aspx>

Fares & Pass Sales: <http://metro.nfta.com/Routes/Fares.aspx>

Metro Trip Planner: <http://infoweb.nfta.com/>

Accessibility: <http://metro.nfta.com/Paratransit/BusRail.aspx>