

# WELCOME TO



Regional Center of Excellence  
for Behavioral Health

SUBSTANCE USE TREATMENT SERVICES

## Patient Resource Packet



### **Substance Use Treatment Services Mission Statement:**

*To provide each individual struggling with the disease of addiction  
the highest quality of person-centered care delivered with compassion  
in a safe, supportive and family centered environment.*

### **Patient Resource Packet online PDF Quick Link**



The difference between healthcare and true care™



ecmc.edu

## **Inpatient Rehabilitation Substance Use Treatment Services:**

### **CLEARVIEW (MT. ST. MARY CAMPUS)-**

Address: 5300 Military Rd, Lewiston, NY 14092 (Mt. St. Mary's Hospital)

Phone Number: (716)298-2115

### **CLEARVIEW (ST. JOSEPH CAMPUS)-**

2605 Harlem Rd, Cheektowaga NY 14225 (St. Joseph's Hospital)

Phone number: (716) 314-8300

"Our team takes a comprehensive approach to addiction management, which may include group counseling, one-on-one sessions, medication-assisted treatment, and discussion-based therapy. This program includes the insights and services of a clinical psychologist, psychiatrist, primary care doctor, RNs, and primary counselors."

<https://www.chsbuffalo.org/locations/clearview-treatment-services>

### **RECOVERY CENTER OF NIAGARA-**

2600 William St. Newfane NY 14108

Phone number: (716)265-3700

"The Recovery Center of Niagara Facility is brand new and outfitted with the best elements to make your stay comfortable and restorative. We've made sure to make it look as beautiful and welcoming as possible. We are also a top-rated, licensed detox and short-term treatment center."- [www.niagararecovery.com](http://www.niagararecovery.com)

### **HORIZONS TERRACE HOUSE-**

Address: 291 Elm St, Buffalo, NY 14203

Phone Number: (716) 854-2444

"Horizon offers a 24-hour residential setting at Terrace House (291 Elm Street, Buffalo) for persons with substance use disorders who need support, counseling, observation, nursing and medical care to achieve stabilization following drug and/or alcohol withdrawal."- <https://www.horizon-health.org/services/detox/inpatient-rehab/>

### **STUTZMAN ATC-**

Address: 360 Forest Avenue Buffalo, NY 14213-1215

Phone Number: 716-882-4900

“Services & programs available to patients include individual & group therapies (2-6 weeks); chemical dependency program; AA, NA meetings; family education program, aftercare planning. Location is tobacco free and provides treatment for nicotine dependence to patients.”- <http://www.211wny.org/provider/6679/>

### **WHITE DEER RUN-**

Address: 360 White Deer Run Rd, Allenwood, PA 17810

Phone Number: (570) 428-9537

” At the addiction rehab centers within the White Deer Run Treatment Network in Pennsylvania, we appreciate the courage that is involved in the decision to enter residential rehabilitation for a substance use disorder or co-occurring mental health condition, and we honor the strength and experiences of each person who chooses to heal with us. The intensely personal nature of chemical dependency ensures that no two people will have identical treatment experiences, but each person who enters one of our programs can expect to receive quality care that has been personalized to meet his or her specific needs and that is provided in a supportive atmosphere of dignity and respect.”- <https://www.whitedeerrun.com/programs/residential/>

### **CONIFER PARK-**

79 Glenridge Rd Glenville NY 12302

Phone number: (800)989-6446

“The Inpatient Rehabilitation program at Conifer Park attends to the multiple and diverse needs of each individual client, as well as their substance use disorder, on distinct Gender-specific units. Conifer Park recognizes that many persons in treatment require varying combinations of services and treatment components during the course of treatment and recovery. Treatment addresses the individual’s drug and/or alcohol use and any associated medical, psychological, social or legal problems to be Conifer Park recognizes that many clients require varying combinations of services and varying treatment components during the course of treatment and recovery. Treatment addresses the individual’s drug and/or alcohol use and any associated medical, psychological, social, or legal problems.”- [www.coniferpark.com](http://www.coniferpark.com)

### **FRENCH CREEK RECOVERY CENTER-**

535 Williamson Rd Meadville PA 16335

Phone Number: (814)636-6777

“When it comes to treatment for substance use disorders, you want a program grounded in two key components: evidence and compassion. French Creek Recovery Center was founded to provide exceptional treatment for those struggling with drugs or alcohol. To do that, we combine 12-Step techniques with evidence-based practices delivered in with empathy and respect. Each aspect of our program—individual and group therapy, holistic treatment, family involvement, and more—is built on these same principles.”- [www.frenchcreekrecovery.com/residential/](http://www.frenchcreekrecovery.com/residential/)

### **CASA TRINITY-**

7309 Seneca Rd North Hornell NY 14843

Phone Number: (607)282-5200

“This location offers a 28-day program. Detox is provided for opiates through a Buprenorphine taper when clients request complete detox without MAT or Vivitrol. Detox for a client with opiates who wishes to utilize Buprenorphine as a MAT process is another form of detox that we offer. More monitoring and specific medications are used to ease the client’s withdrawal effects. Within the facility, there are 11 female beds and 16 male beds. Once detox treatment is complete, the client is then transported via warm handoff to a residential program or returns home and continues treatment in outpatient in their county of origin.”- [www.casa-trinity.org/treatment/inpatient-programs/](http://www.casa-trinity.org/treatment/inpatient-programs/)

### **UPMC CHAUTAUQUA-**

207 Foote Ave. Jamestown NY 14701

Phone Number: (716) 664-8620

“If you have a drug or alcohol addiction, doctors might refer you for care to help you withdraw. You'll also work on skills to live a substance-free life. Our programs include: Inpatient substance use disorder care. A live-in program in our 13-bed chemical dependency unit.”

## **HOPE HAVEN-**

16 Bank Street, 2nd Floor Batavia, NY 14020

Phone Number: (585) 922-9900

“At Hope Haven, we proudly welcome every person struggling with acute substance use disorder (SUD). Each patient is treated by a multidisciplinary team of medical and mental health professionals who use a person-centered approach – meaning every person’s care is unique to their recovery journey. Our goal is to support patients who are stabilizing from acute substance use by discovering the impacts that substance use is having on their life and facilitate a return to a goal-oriented future they desire. We are accepting new patients immediately – there is no need to wait to find the help you need.”- [www.rochesterregional.org/locations/jerome-medical-center/hope-haven-center](http://www.rochesterregional.org/locations/jerome-medical-center/hope-haven-center)

## **ADDITIONAL ASSISTANCE WITH INPATIENT LINKAGE:**

### **SAVE THE MICHAELS OF THE WORLD-**

737 Delaware Avenue, Suite 101 Buffalo, NY 14209

144 Main St (Walnut St Entrance) Lockport, NY 14094

Phone Number: (716) 984-8375

“If you are struggling with Substance Use Disorder and are unsure about your treatment options, Save the Michaels should be your FIRST and only stop. CALL 716-984-8375 to speak with a qualified Intake Coordinator. We understand that substance misuse and mental health conditions often co-occur. Intake Coordinators meet you with empathy and compassion for your circumstance. They will take basic demographic, medical, and mental health information and send referrals to NYS treatment programs that best suit your needs.” - [www.savethemichaels.org](http://www.savethemichaels.org)

# **Outpatient Substance Use Treatment Services:**

## **ECMC OUTPATIENT CLINICAL SERVICES-**

“Our programs enable patients to stay focused on healing through compassionate, effective treatment and to gain the tools for living a fulfilling, productive life.”

Locations:

- ECMC Downtown Clinic 1285 Main Street, Buffalo, NY 14209 (716) 883-4517
- ECMC Northern Erie Clinic 2005 Sheridan Dr, Buffalo, NY 14223 (716) 874-5536

## **ECMC Center for Hepatology (Hepatitis C Treatment and MAT-Suboxone Services)**

462 Grider Street, Floor 1 Buffalo, NY 14215

Phone: (716) 898-6410

Website: [www.ecmc.edu/health-services-and-doctors/outpatient-specialty-clinics/center-for-hepatology-care/](http://www.ecmc.edu/health-services-and-doctors/outpatient-specialty-clinics/center-for-hepatology-care/)

## **BESTSELF BEHAVIORAL HEALTH-**

“BestSelf Behavioral Health can provide you and your family with the innovative and evidence-based services you need, along with a personal and caring approach that will help you feel respected, valued, confident and hopeful.” - <https://www.bestselfwny.org/who-we-are/>

Phone: 716-884-0888

Locations:

- 1050 Niagara Street Buffalo, NY, 14213
- 768 Delaware Ave Buffalo, NY, 14209
- 254 Franklin St. Buffalo, NY, 14202
- 1412 Sweet Home Road, Suite 3-5 Amherst, NY, 14228
- 95 W. Humboldt Pkwy. Buffalo, NY, 14214
- 951 Niagara Street Buffalo, NY, 14213
- 3176 Abbott Rd., Suite 500 Orchard Park, NY, 14127
- 2101 Spruce Street North Collins, NY, 14111-0458
- 695 Genesee St. Buffalo, NY 14211
- 1500 Broadway Street Buffalo, NY 14212

## **ENDEAVOR-**

“Here for you, every step of the way. Your wellness is our mission, and we offer a variety of services to help you on your way.” - [www.ehsny.org](http://www.ehsny.org)

Phone: 716-895-6701

Locations:

- 1526 Walden Avenue, Suite 400 Cheektowaga, NY 14225
- 463 William Street Buffalo, NY 14204
- 1131 Broadway Buffalo, NY 14212
- 3671 Southwestern Blvd, Suite 209 Orchard Park, NY 14127

## **HORIZON HEALTH SERVICES-**

“Outpatient services are designed to assist individuals and their families to achieve recovery while allowing them to access treatment while remaining in their homes and maintaining their work and social schedules.” - <https://www.horizon-health.org/services/outpatient/>

Phone: 716-831-1800

Locations:

- 3020 Bailey Avenue Buffalo, NY 14215
- 314 Ellicott Street Batavia, NY 14020
- 370 Niagara Falls Boulevard Tonawanda, New York 14150
- 77 Broadway Buffalo, NY 14203
- 699 Hertel Avenue, Suites 350 Buffalo, NY 14207
- 637 Davison Road Lockport, NY 14094
- 6520 Niagara Falls Boulevard Niagara Falls, NY 14304
- 2400 Pine Avenue Niagara Falls, NY 14301
- 3345 Southwestern Boulevard, Suite 100 Orchard Park, NY 14127
- 2563 Union Road, Suite 800 Cheektowaga, NY 14227
- 6495 Transit Road, Suite 800 East Amherst, NY 14051

## **BEACON CENTER-**

“Recognizing that recovery is possible for those who are suffering from alcoholism and substance abuse.” - [www.beaconcenter.net](http://www.beaconcenter.net)

Locations:

- 295 Main Street, Suite 105 Buffalo, New York 14203, Phone: 716-853-0243
- 3354 Sheridan Drive Amherst, New York 14226, Phone: 716-831-1937
- 36 East Avenue, Suite A Lockport, New York 14094, Phone: 716-439-6815
- 417 Third Street Niagara Falls, New York 14301, Phone: 716-282-4480

## **GCASA-**

“The path to recovery begins here. Prevention. Treatment. Recovery. Support.” - [www.uconnectcare.org](http://www.uconnectcare.org)

Locations:

- 430 E. Main St., Batavia, NY 14020 Phone: 585-343-1124
- 249 East Ave., Albion, NY 14411 Phone: 585-589-0055

## **NORTHPOINTE-**

“Northpointe’s Outpatient Clinics provide interdisciplinary treatment to adolescents and adults affected by substance use disorders and other addictions. Services are covered by most insurances; sliding scale self-pay fees are available for individuals not covered.” - [www.northpointecouncil.org/outpatient-program](http://www.northpointecouncil.org/outpatient-program)

Locations:

- 1001 11th Street, Niagara Falls, NY 14301, Phone: 716-278-8110
- 41 Main Street, Lockport, NY 14094, Phone: 716-433-3846

## **SPECTRUM HUMAN SERVICES-**

“A gratifying life is attainable for you and we’re here to help you get there. Regardless of what the past looks like, we know your future can be bright. Real help, from real people, who really care.” – [www.shswny.org](http://www.shswny.org)

Phone: 716-539-5500

Locations:

- Downtown Buffalo Counseling Center 1280 Main Street, 1st Floor, Buffalo NY 14209
- Southtowns Counseling Center 326 Orchard Park Rd, West Seneca NY 14224-0631
- South Buffalo Counseling Center 2040 Seneca Street, Buffalo NY 14210
- Springville Counseling Center 27 Franklin Street, Springville, NY 14141-0319
- Wyoming County Counseling Center 34 N. Main Street, Warsaw, NY 14569

## **TLC-**

“We understand that substance abuse is a complex issue that requires complete, comprehensive treatment. We’ll work with everyone involved as we help our patients and their loved ones work toward overcoming the grip of substance use and addiction disorders.” – [www.brookshospital.org/services/substance-use-disorder/](http://www.brookshospital.org/services/substance-use-disorder/)

Locations:

- Cassadaga Clinic: 33 N. Main St. Cassadaga, NY 14718, Phone: 716-595-3355
- Derby Clinic: 7020 Erie Road Derby, NY 14047, Phone: 716-947-0316

## **EVERGREEN HEALTH-**

“Evergreen Health provides assistance for people seeking substance use services. If you are ready or considering change, our team is here for you and abstinence is not required. Our substance use services team offers individual and group counseling and medication assisted treatment for people who are interested in quitting or regaining control over their use of drugs.”- [www.evergreenhs.org/behavioral-health-services/substance-use-services/](http://www.evergreenhs.org/behavioral-health-services/substance-use-services/)

Phone: 716-847-2441

Location:

- 206 South Elmwood Ave, Buffalo, NY 14201
  - Harm Reduction Center is located on the 3<sup>rd</sup> Floor

## **WNY OPIOID ADDICTION TREATMENT-**

### **24/7 Virtual Medication Assisted Treatment Center**

Available to anyone in WNY. Call to be linked to a MAT Provider for evaluation, prescription, and linkage to ongoing care at a location of your choice.

Phone: 716-463-6222

# **METHADONE MAINTENANCE PROVIDERS:**

## **PATHWAYS-**

[www.chsbuffalo.org/locations?search-by=&location-type%5B%5D=311&city-zip=](http://www.chsbuffalo.org/locations?search-by=&location-type%5B%5D=311&city-zip=)

Locations:

- 158 Holden Street, Buffalo, NY 14214, Phone: (716) 862-1330
- 210 John Glenn Drive, Amherst, New York 14228, Phone: (716) 862-2059
- 435 E Henrietta Road, Rochester, New York 14620, Phone: (585) 424-6580

## **DART-**

[www.caowny.org/dart](http://www.caowny.org/dart)

1237 Main Street, Buffalo, NY 14209, Phone: (716) 884-9101

## **ALBA DE VIDA-**

[www.acacianetwork.org/addiction-services/](http://www.acacianetwork.org/addiction-services/)

254 Virginia Street, Buffalo, NY 14201, Phone: (716) 768-4040

## **NORTHPOINTE-**

[www.northpointecouncil.org/methadone-maintenance](http://www.northpointecouncil.org/methadone-maintenance)

1001 11<sup>th</sup> Street, Niagara Falls, NY 14301, Phone: (716) 278-8110

## **GCASA-**

[www.uconnectcare.org/opioid-treatment-program-methadone-clinic/](http://www.uconnectcare.org/opioid-treatment-program-methadone-clinic/)

430 East Main Street, Batavia, NY 14020, Phone: (585) 343-1124

## **BESTSELF-**

[www.bestselfwny.org/programs-and-services/wny-opioid-addiction-treatment/](http://www.bestselfwny.org/programs-and-services/wny-opioid-addiction-treatment/)

3176 Abbott Rd., Suite 500 Orchard Park, NY, 14127, Phone: (716) 884-0888

## **SAFE POINT LIGHTHOUSE-**

[www.acacianetwork.org/services-guide/](http://www.acacianetwork.org/services-guide/)

303 Main Street, Dunkirk, NY, Phone: (716) 413-4661

# AA Meetings and Links

**Buffalo Area:** [Meetings \(buffaloaany.org\)](http://www.buffaloaany.org/meetings/), www.buffaloaany.org/meetings/

**Niagara Falls Area:** [Meetings – Niagara Intergroup of AA \(niagarafallsnyaameetings.com\)](http://www.niagarafallsnyaameetings.com/meetings?tsml-day=any), www.niagarafallsnyaameetings.com/meetings?tsml-day=any

**Rochester Area:** [Rochester AA Find a Meeting](http://www.meetings.rochesteraa.org/?post_type=tsml_meeting), www.meetings.rochesteraa.org/?post\_type=tsml\_meeting

**Genesee-Wyoming Area:** [Genesee Wyoming Intergroup of Alcoholics Anonymous, Serving Genesee & Wyoming Counties, New York - View meeting list \(genesee-wyomingcountyaa.org\)](http://www.genesee-wyomingcountyaa.org/meetings/view-meeting-list/), www.genesee-wyomingcountyaa.org/meetings/view-meeting-list/

**Cattaraugus, Chautauqua, Allegany:** [Meetings \(nypennintergroup.org\)](http://www.nypennintergroup.org/meetings), www.nypennintergroup.org/meetings

**Online:** [Browse the Directory of Online Meetings – Online Intergroup of Alcoholics Anonymous \(aa-intergroup.org\)](http://www.aa-intergroup.org/meetings/), www.aa-intergroup.org/meetings/

**Read The Big Book Online:** [The Big Book | Alcoholics Anonymous \(aa.org\)](http://www.aa.org/the-big-book), www.aa.org/the-big-book

**Read the Twelve Steps Online:** [Twelve Steps and Twelve Traditions Book | Alcoholics Anonymous \(aa.org\)](http://www.aa.org/twelve-steps-twelve-traditions), www.aa.org/twelve-steps-twelve-traditions



**Meeting Guide** (12+)  
A.A. World Services  
Alcoholics Anonymous World Services, Inc.  
Designed for iPad  
★★★★★ 4.3 • 105 Ratings  
Free

**Meeting Guide**  
A.A. World Services, Inc.

A.A. meeting information in an easy-to-access format



**4.6★**  
3.48K reviews

**1M+**  
Downloads

**E**  
Everyone

## Al-Anon/Al-Ateen Meetings and Links:

**Al-Anon Meetings:** [Al-Anon Meeting Search - Al-Anon Family Groups](http://www.al-anon.org/al-anon-meetings/find-an-al-anon-meeting/), www.al-anon.org/al-anon-meetings/find-an-al-anon-meeting/

**Al-Ateen Meetings:** [Alateen Meeting Search - Al-Anon Family Groups](http://www.al-anon.org/al-anon-meetings/find-an-alateen-meeting/), www.al-anon.org/al-anon-meetings/find-an-alateen-meeting/

# NA Meetings and Links

WNY Region: [nawny.org/?current-meeting-list=6](http://nawny.org/?current-meeting-list=6)

Buffalo Area: [nawny.org/?current-meeting-list=1](http://nawny.org/?current-meeting-list=1)

Central Allegany Mountain Area: [nawny.org/?current-meeting-list=2](http://nawny.org/?current-meeting-list=2)

Niagara Falls Area: [nawny.org/?current-meeting-list=3](http://nawny.org/?current-meeting-list=3)

Niagara-Orleans Area: [nawny.org/?current-meeting-list=4](http://nawny.org/?current-meeting-list=4)

Northern Allegany Mountain Area: [nawny.org/?current-meeting-list=5](http://nawny.org/?current-meeting-list=5)



## NA Meeting Search 17+

NA World Services, Inc.

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Free

## NA Meeting Search

NA World Services, Inc.

Locate an NA Meeting anywhere in the world, plus helplines, websites & more.



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4.19K reviews

500K+  
Downloads

E  
Everyone

## INTRODUCTION

In an infectious disease outbreak, when social distancing and self-quarantine are needed to limit and control the spread of the disease, continued social connectedness to maintain recovery is critically important. Virtual resources can and should be used during this time. Even after a pandemic, virtual support may still exist and still be necessary.

This tip sheet describes resources that can be used to virtually support recovery from mental/substance use disorders as well as other resources.

## VIRTUAL RECOVERY PROGRAMS

- **Alcoholics Anonymous:** Offers online support  
<https://aa-intergroup.org/>
- **Cocaine Anonymous:** Offers online support and services  
<https://www.ca-online.org/>
- **LifeRing:** LifeRing Secular Recovery offers online support  
<https://www.lifering.org/online-meetings>
- **In The Rooms - Online Recovery Meetings:** Provides online support through live meetings and discussion groups  
<https://www.intherooms.com/home/>
- **Marijuana Anonymous:** Offers virtual support  
<https://ma-online.org/>
- **Narcotics Anonymous:** Offers a variety of online and skype meeting options  
<https://www.na.org/meetingsearch/>
- **Reddit Recovery:** Offers a virtual hang out and support during recovery <https://www.reddit.com/r/REDDITORSINRECOVERY/>
- **Refuge Recovery:** Provides online and virtual support  
<https://www.refugerecovery.org/home>
- **Self-Management and Recovery Training (SMART) Recovery:** Offers global community of mutual-support groups, forums including a chat room and message board  
<https://www.smartrecovery.org/community/>
- **SoberCity:** Offers an online support and recovery community  
<https://www.soberocity.com/>
- **Sobergrid:** Offers an online platform to help anyone get sober and stay sober  
<https://www.sobergrid.com/>
- **Soberistas:** Provides a women-only international online recovery community  
<https://soberistas.com/>
- **Sober Recovery:** Provides an online forum for those in recovery and their friends and family  
<https://www.soberrecovery.com/forums/>
- **We Connect Recovery:** Provides daily online recovery groups for those with substance use and mental illness  
<https://www.weconnectrecovery.com/free-online-support-meetings>

## RECOVERY RESOURCES AND SUPPORTS

### AA Beyond Belief

A program for the agnostics, atheists, and free thinkers interested in AA  
<https://aabeyondbelief.org/>

### Al-Anon Family Groups

Providing help and hope for families and friends of alcoholics  
<https://al-anon.org/>

### Association of Recovery in Higher Education

Represents collegiate recovery programs and collegiate recovery communities, the faculty and staff who support them and the students who represent them  
<https://collegiaterecovery.org/>

**Buddhist Recovery Network**

Promotes the use of Buddhist teachings and practices to help people recovery from the suffering caused by addictive behaviors  
<https://www.buddhistrecovery.org/>

**Celebrate Recovery**

A Christ-centered 12-step recovery program  
<https://www.celebraterecovery.com/>

**Crystal Meth Anonymous**

Fellowship of people who share their experience, strength and hope with each other so they may solve their common problem and help others to recovery from addiction to crystal meth  
<https://www.crystalmeth.org/>

**Fountain House**

(NYC Peer Organization) virtual clubhouse with links to virtual "living rooms" and other community-focused virtual spaces  
<https://virtual.fountainhouse.org/>

**Hazelden Betty Ford Foundation**

**Contains online support meetings, blogs, mobile apps, social media groups, and movie suggestions, including the online support community, The Daily Pledge:** <https://www.hazeldenbettyford.org/recovery/tools/daily-pledge> and "Tips for Staying Connected and Safeguarding Your Addiction Recovery": <https://www.hazeldenbettyford.org/about-us/news-media/tips-for-staying-connected>

**HelpGuide**

A small non-profit organization that manages one of the world's top ten mental health websites  
<https://www.helpguide.org/>

**Latinx Therapy**

Founded to destigmatize mental health issues in the Latinx community  
<https://latinxtherapy.com/>

**Mental Health America**

Mental health and Covid-19 Information and Resources  
<https://mhanational.org/covid19>

**Moderation Management**

A lay-led non-profit dedicated to reducing the harm cause by the abuse of alcohol  
<https://moderation.org/>

**National Alliance for Mental Illness (NAMI) HelpLine**

Coronavirus Information and Resources Guide  
<https://www.nami.org/Support-Education/NAMI-HelpLine/COVID-19-Information-and-Resources/COVID-19-Resource-and-Information-Guide>

**National Alliance for Recovery Residences**

Compiled best practices and resources  
<https://narronline.org/>

**One Sky Center**

A national resource center for American Indian and Alaska Native health, education and research. Dedicated to quality health care across Indian country  
<http://www.oneskycenter.org/>

**Peer Recovery Center of Excellence**

Provides training, technical assistance and resources on peer support services, recovery community organization capacity building, peer workforce development and evidence based practice utilization  
<https://peerrecoverynow.org/>

**Project LETS**

Peer-led communities of support education and advocacy for folks with live experience of mental illness, trauma, disability, and/or neurodivergence  
<https://projectlets.org/>

**Recovery Dharma**

Method of freeing from suffering of addiction using Buddhist practices and principles  
<https://recoverydharma.org/>

**Rural Communities Opioid Response Program**

Technical Assistance June 2020 Newsbrief "Sustaining Recovery Support Services During the COVID-19 Pandemic" [https://www.rcorp-ta.org/sites/default/files/2020-08/RCORP-Newsbrief-Sustaining-Recovery-7-10-2020-508\\_0.pdf](https://www.rcorp-ta.org/sites/default/files/2020-08/RCORP-Newsbrief-Sustaining-Recovery-7-10-2020-508_0.pdf)

**Shatterproof**

"How I'm Coping with COVID-19 and Social Isolation as a Person in Long-Term Recovery" provides helpful suggestions <http://bit.ly/shatterproof-coping>

**She Recovers**

An international movement of self-identified women in or seeking recovery from a range of issues, including substance use disorders, trauma, abuse, codependency, grief etc.  
<https://sherecovers.org/>

**The Chopra Center**

"Anxious About the Coronavirus? Here Are Eight Practical Tips on How to Stay Calm and Support Your Immune System." <http://bit.ly/Chopra-calm>

**The Phoenix (fitness oriented recovery support)**

Now live streaming fitness classes through Zoom <https://thephoenix.org/>

**The Trevor Project**

The leading national organization providing crisis intervention and suicide prevention services to LGBTQ young people under age 25 <https://www.thetrevorproject.org/>

**Therapy for Black Men**

Provides an online directory for men to find a therapist to fit their needs by searching by location, specialization, and other detailed criteria <https://therapyforblackmen.org/therapists/>

**Trans Lifeline**

Provides trans peer support for community, run by and for trans people <https://translifeline.org/>

**VetChange**

Free, confidential online program to help Veterans cut back or stop drinking alcohol and learn to manage post-traumatic stress disorder symptoms without using alcohol <https://vetchange.org/home/index2>

**We R Native**

Targeted to Native American youth, including all genders who have questions or difficulties <https://www.wernative.org/>

**White Bison or Wellbriety**

Offers sobriety, recovery, addictions prevention and wellness/wellbriety 12-step learning resources to the Native American/Alaskan Native community nationwide <https://whitebison.org/>

**Women for Sobriety**

An organization and self-help program also called the New Life Program for women with substance use disorders <https://womenforsobriety.org/>

**HELPFUL RESOURCES HOTLINES**

SAMHSA's Disaster Distress Helpline  
Call or Text: 1-800-985-5990 (English and español)  
Website: <https://www.disasterdistress.samhsa.gov>

SAMHSA's National Helpline  
Toll-Free: 1-800-662-HELP [24/7/365 Treatment Referral Information Service in English and español]  
Website: <https://www.samhsa.gov/find-help/national-helpline>

National Suicide Prevention Lifeline  
Toll-Free (English): 1-800-273-TALK (8255)  
Toll-Free (español): 1-888-628-9454  
TTY: 1-800-799-4TTY (4889)  
Website (English): <https://www.suicidepreventionlifeline.org>  
Website (español): <https://suicidepreventionlifeline.org/help-yourself/en-espanol/>

Treatment Locator Behavioral Health Treatment Services Locator Website: <https://findtreatment.gov/>  
For help finding treatment 1-800-662-HELP (4357) <https://findtreatment.gov/>

SAMHSA Disaster Technical Assistance Center  
Toll-Free: 1-800-308-3515  
Email: [DTAC@samhsa.hhs.gov](mailto:DTAC@samhsa.hhs.gov)  
Website: <https://www.samhsa.gov/dtac>

**Note: Inclusion or mention of a resource in this fact sheet does not imply endorsement by the Substance Abuse and Mental Health Services Administration, or the U.S. Department of Health and Human Services.**

Reviewed July 2021

# TEMPORARY HOUSING RESOURCES

[HTTPS://WWW.HOMELESSSHELTERDIRECTORY.ORG](https://www.homelesshelterdirectory.org)

## **WNY211 (AFTER HOURS/WEEKEND/HOLIDAY ASSISTANCE)**

**Phone:** 1-888-696-9211

**Website:** [www.211wny.org](http://www.211wny.org)

## **ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES**

158 Pearl St  
Buffalo, NY 14202

**Phone:** (716) 858-8000

**Website:**

[www.erie.gov/temporaryassistance/homelessnes](http://www.erie.gov/temporaryassistance/homelessnes)

## **BUFFALO CITY MISSION-BUFFALO, NY**

100 East Tupper  
Buffalo, NY - 14203

**Phone:** (716) 854-8181

**Website:** [www.buffalocitymission.org](http://www.buffalocitymission.org)

## **HAVEN HOUSE**

241 Genesee Street  
Buffalo, NY 14203

**Phone:** (716) 842-4184

**Website:** [www.rsiwny.org/what-we-do/harbor-house-resource-center.html](http://www.rsiwny.org/what-we-do/harbor-house-resource-center.html)

## **COMMUNITY SERVICES FOR EVERT1-BUFFALO, NY**

1179 Kenmore Avenue  
Buffalo, NY 14217

**Phone:** (716) 877-1111

## **LITTLE PORTIONS FRIARY – BUFFALO, NY**

1305 Main St  
Buffalo, NY 14209

**Phone:** (716) 882-5705

**Website:** <http://www.littleportionfriary.com/>

## **THE SALVATION ARMY FAMILY SHELTER – BUFFALO, NY**

960 Main Street

Buffalo, NY 14202

**Phone:** (716) 884-4798

**Website:**

[https://buffalo.salvationarmy.org/BufaloNY/Emergency\\_Shelter](https://buffalo.salvationarmy.org/BufaloNY/Emergency_Shelter)

## **ST LUKE'S MISSION OF MERCY - BUFFALO, NY**

325 Walden Avenue  
Buffalo, NY 14211

**Phone:** (716) 894-4476

**Website:**

<https://www.stlukesmissionofmercy.org/>

## **FAMILY PROMISE OF WNY – FAMILY SHELTER -BUFFALO, NY**

75 Hickory Street  
Buffalo, NY - 14204

**Phone:** (716) 771-3007

**Website:** [www.fpwny.org](http://www.fpwny.org)

## **LOCKPORT CARES – LOCKPORT, NY**

188 Genesee Street  
Lockport, NY 14094

**Phone:** 716-939-0926, 716-438-2273

**Website:** [www.lockportcares.org](http://www.lockportcares.org)

## **COMMUNITY MISSIONS – NIAGARA FALLS, NY**

1570 Buffalo Ave.  
Niagara Falls, NY 14303

**Phone:** 716-285-3403

**Website:** <https://www.communitymissions.org/>

## **NIAGARA GOSPEL RESUCE MISSION – NIAGARA FALLS, NY**

317 Portage Rd  
Niagara Falls, NY 14301

**Phone:** (716) 205-8805

**Website:**

<https://www.niagaragospelrescuemission.com/>



## **ADDICT 2 ADDICT, FAMILY 2 FAMILY (A2A, F2F) PEER & FAMILY SUPPORT**

**Phone: 716-836-2726**

[Addict 2 Addict \(a2awny.org\)](http://a2awny.org)

A2A, F2F offers Peer & Family support to people with Substance Use Disorder (SUD) and their families/friends/significant others. The A2A, F2F team is made up of Peers who are in recovery themselves and have family members or a loved one with SUD. The Peers share their own lived experience with recovery with those seeking help from SUD.

- A2A Peers are non-judgmental, have suffered their own SUD, understand the shame and guilt associated with using, and have found recovery.
- F2F Peers have been through what many family members are going through. They have enabled their loved ones, spent sleepless nights, walked floors, bailed loved ones out of jail, shown up to court appearances, driven their loved ones to detoxes and rehabs, and understand the shame and guilt you've gone through. F2F Peers have found their own recovery, in order to safely love and support their family member with SUD.

### **Bringing Recovery and the Message of Hope to the Community and at ECMC**

In our community the Peers work with a person with SUD and help them navigate the many avenues to help and recovery. They provide advocacy, referral to services, peer counselling, recovery coaching, linkages to treatment providers, outreach and follow up. The Peers area guide towards the first steps of recovery.

In the ED at ECMC, the Peers carry the message of recovery and hope. Peers meet with people who present to the ED seeking detox from SUD. They are part of the chemical dependency team that screen people for inpatient detox. A2A Peers discuss the many avenues to recovery, explain the benefits of self-help, share their stories and give a listening ear to both the person with SUD and their loved ones who have accompanied them to the ED.

## **MENTAL HEALTH PEER CONNECTION (MHPC)**

**24-Hour Hotline: 716-836-2727**

[www.wnyil.org/Mental-Health-PEER-Connection/MHPC-Programs/A2A](http://www.wnyil.org/Mental-Health-PEER-Connection/MHPC-Programs/A2A)

Mental Health Peer Connection is a peer driven advocacy organization dedicated to facilitating self-directed growth, wellness and choice through genuine peer mentoring. Our staff and peers are people who are in recovery from mental health issues and/or chemical addiction who can relate to the individuals they are serving. MHPC provides Institutional, Community, and Vocational Based services assisting consumers in their recovery process. Benefits Advisement, Housing Assistance, and Job Placement Services are some of the services offered.

## **LGBTQ+**

[www.ecmc.edu/diversity-equity-inclusion/lgbtq/#1570643072377-042d8dc8-cbf2](http://www.ecmc.edu/diversity-equity-inclusion/lgbtq/#1570643072377-042d8dc8-cbf2)



At Erie County Medical Center Corporation (ECMCC), we believe that all patients deserve high quality of care delivered with compassion and respect, regardless of sexual orientation or gender identity or expression. Like all patients, we recognize that LGBTQ (lesbian, gay, bisexual, transgender, questioning) individuals need high quality, culturally competent health care from providers who know, respect, and understand them. They need providers who know their unique health risks and understand how to provide appropriate referrals and counseling.

ECMCC is committed to providing affirmative, sensitive, and informed health care to the LGBTQ community. We have developed policies to include patient and employee non-discrimination, a guarantee of equal visitation for same-sex partners and parents, and LGBTQ health education for staff.

ECMCC's Office of Diversity, Equity and Inclusion works to ensure that our LGBTQ patients receive respectful and compassionate health care.

### **Clinical Services Available to LGBTQ+ Patients**

- [YOU Center for Wellness](#)
  - Phone: 716-898-4119
  - [Learn more>>](#)
- [Plastic & Reconstructive Surgery](#)
  - Offering gender affirming surgeries
  - Phone: 716-898-5530
  - Patient Navigator [Learn more>>](#)
  - [Surgeries Offered and Surgical Requirements](#)
  - [What to expect before gender confirmation surgery](#)
  - [Behavioral Health Clearance Letter Requirements for Patients](#)
- [Desiring Gender Affirming Surgery](#)
- [Primary Care](#)
- [Behavioral Health](#)
  - Comprehensive Psychiatric Emergency Program (CPEP)
  - Mental Health & Psychiatry
  - Outpatient Behavioral Health Services
  - Chemical Dependency Services
  - [Help Center](#)
  - [Learn more>>](#)
- Additional Resources
  - [BRAVE](#)

### **Local LGBTQ+ Community Resources**

- Pride Center of WNY
  - Phone: 716-852-7743
  - Website: [www.pridecenterwny.org/](http://www.pridecenterwny.org/)
- Evergreen Health
  - Phone: 716-847-2441
  - Website: [www.evergreenhs.org/](http://www.evergreenhs.org/)
- GLYS WNY (Growing LGBTQ+ Youth Support)
  - Phone: 716-855-0221
  - Website: [www.glyswny.org/](http://www.glyswny.org/)
- M.O.C.H.A. Project (Men of Color Health Awareness, Project, Inc.)
  - Phone: 716-852-1142
  - Website: [www.mochacenter.org/](http://www.mochacenter.org/)
- PFLAG Buffalo/Niagara
  - Phone: 716-883-0384
  - Website: [www.pflagbuffalo.org/](http://www.pflagbuffalo.org/)
- Spectrum Transgender Group of WNY
  - Phone: 716-541-7003
  - [www.spectrumwny.org/](http://www.spectrumwny.org/)
- The Center for Psychosexual Health
  - Phone: 716-322-6394
  - Website: [www.cphpsych.com](http://www.cphpsych.com)

### **LGBTQ+ Educational Offerings**

- AIDS Institute Cultural Competency Course
  - Website: [www.hivtrainingny.org/](http://www.hivtrainingny.org/)
- National LGBTQIA+ Health Education Center
  - Website: [www.lgbtqihealtheducation.org](http://www.lgbtqihealtheducation.org)

The difference between  
healthcare and true care™



## **ECMC HELP CENTER:**

[www.ecmc.edu/health-services-and-doctors/behavioral-health/outpatient-behavioral-health-services/help-center/](http://www.ecmc.edu/health-services-and-doctors/behavioral-health/outpatient-behavioral-health-services/help-center/)

ECMC's Help Center provides immediate mental health crisis support and treatment.

- An urgent care service for walk-in mental health treatment of adults in crisis who do not require psychiatric emergency treatment or inpatient care
- Individualized services addressing each patient's needs with a focus on wellness to aid for those experiencing:
  - anxiety
  - depression
  - obsessive thoughts and behaviors
  - hallucinations
  - feelings of hopelessness / helplessness
- o Counselors can also provide assistance for follow-up appointments with ECMC's Partial Hospitalization Program, Adult & Family Clinic, Downtown Clinic, MAP Clinic for medication/prescriptions, as well as other area resources.

**Contact us at 716-898-1594**

Walk-in Hours

Monday – Friday 8:00am-12:00 midnight

Weekends & Holidays: 8:00am-12:00 midnight

Virtual Visit Hours

In addition to the walk-in service, the Help Center offers virtual visits without leaving the comfort of your own home Monday – Friday 8:00am 9:30 pm. You will speak with a licensed mental health clinician who will assist and support your needs.



BRAVE believes in assisting victims of violence to recover from both emotional and physical trauma by empowering survivors with the skills, services and opportunities to live safe and healthy lives.

**To Speak with a BRAVE Hospital Advocate, call: 716-898-6461**

[www.ecmc.edu/about-ecmc/brave-program/](http://www.ecmc.edu/about-ecmc/brave-program/)

**About BRAVE:**

Violence is a public health problem that affects us all. At ECMC, we are committed to serving a vital role in efforts to reduce community violence in Buffalo. BRAVE is the region's only hospital-based violence intervention program (HVIP). Through BRAVE, ECMC focuses on the structural causes of violence and provides survivors the tools and connections to make lifestyle changes that prevent re-victimization or further perpetration of violence. Together, BRAVE workers will connect patients and families to culturally sensitive, comprehensive, and multifaceted interventions at ECMC and in the community.

**BRAVE Services:**

BRAVE advocates provide a full range of services for our program participants. These services include, but are not limited to:

- Crisis Intervention and Support
- Bedside Hospital Responder from SNUG
- Safety Planning after assessing the situation, provide guidance on orders of protection, law enforcement support, legal services and shelter
- Individual Counseling Sessions by trauma informed mental health professionals
- Mental Health Counseling for the caregivers of survivors of violence
- Trauma Support Groups for survivors of violence
- Intensive Case Management Services
- Applying for Victim Assistance Funds
- Danger/Lethality Assessments to evaluate risk for further harm in a domestic violence situation
- Assistance with Job Training, Life Skills and Job Placement
- Assistance with Educational/Vocational Training
- Housing Assistance
- Assistance with Enrollment for Health Insurance Coverage
- Transportation Assistance for Counseling and Medical Appointments

- Referrals to Community-based Service Providers
- Linkage to Substance Abuse Services

BRAVE services are provided free of charge by frontline staff including:

- Social Workers
- Clinical Psychologist and/or Mental Health Counselor
- SNUG Hospital Responder/Credible Messenger

Understanding Trauma

What trauma feels like:

- Be scared, angry or shocked
- Want revenge or to hurt the person who hurt you
- Be embarrassed
- Feel guilty
- Feel numb

Common Trauma Symptoms:

- Feelings of hopelessness or helplessness
- Mood swings
- Anxiety
- Depression
- Feeling powerless
- Loss of control
- Anger
- Nightmares or flashbacks
- Headaches or upset stomach
- Conflict or withdrawing from friends and family

# **PRIMARY CARE DOCTORS/CLINICS**

## **EAST SIDE-**

### **ECMC Primary Care**

462 Grider St Buffalo, NY 14215  
First Floor, Suite #15  
Phone: 716-898-3152

### **ECMC Family Health Center**

462 Grider St Buffalo, NY 14215  
Phone: 716-831-8612

### **St. Vincent Health Center**

1500 Broadway Buffalo, NY 14212  
Suite #200  
Phone: 716-893-8550

### **UBMD Family Medicine**

1315 Jefferson Ave Buffalo, NY 14208  
Phone: 716-332-3797

### **Jericho Rd Community Health Center**

1609 Genesee St Buffalo, NY 14211  
Phone: 716-892-2775

## **DOWNTOWN-**

### **Buffalo Medical Group**

85 High St Buffalo, NY 14203  
Phone: 716-857-8800

## **WEST SIDE-**

### **Jericho Rd Community Health Center**

184 Barton St Buffalo, NY 14213  
Phone: 716-881-6191

### **Evergreen Health Services**

206 South Elmwood Ave Buffalo, NY 14201  
Phone: 716-847-2441

## **NORTHTOWNS-**

### **UBMD Family Medicine**

2465 Sheridan Dr Tonawanda, NY 14150  
Phone: 716-835-9800

### **Elmwood Health Center**

2128 Elmwood Ave Buffalo, NY 14207  
Phone: 716-874-4500

### **UBMD Family Medicine**

850 Hopkins Rd Williamsville, NY 14221  
Phone: 716-688-9641

### **Hertel/Elmwood Internal Medicine**

900 Hertel Ave Buffalo, NY 14216  
Phone: 716-871-1571

### **Neighborhood Health Center**

155 Lawn Ave Buffalo, NY 14207  
Phone: 716-875-2904

### **Lifetime Health/Amherst Health**

1185 Sweet Home Rd Amherst, NY 14226  
Phone: 716-689-0040

**SOUTHTOWNS-**

**Mercy Comprehensive Care Center**

397 Louisiana St Buffalo, NY 14204

Phone: 716-847-6610

**OLV Family Care Center**

227 Ridge Rd Lackawanna, NY 14218

Phone: 716-822-5944

**Lifetime Health/ West Seneca Health Center**

120 Gardenville Park W. West Seneca, NY 14224

Phone: 716-668-3600

**Southgate Medical Group**

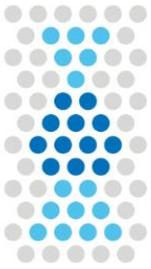
1026 Union Rd West Seneca, NY 14224

Phone: 716-712-0851

**Lifetime Health/Hamburg Health**

151 Elmview Ave Hamburg, NY 14075

Phone: 716-648-3040



# MATTERS<sup>®</sup>

Medication for Addiction Treatment & Electronic Referrals



## 15 Vending Machines in New York State.

### STEPS

- 1 Enter the universal code 8377
- 2 Enter your year of birth and zip code
- 3 Select which supplies you want and wait for the items to dispense

### WHY VENDING MACHINES?

Harm reduction vending machines provide supplies for free to individuals so they can use safely and prevent overdoses.

### CONTACT US

 [www.mattersnetwork.org](http://www.mattersnetwork.org)



### WHAT'S AVAILABLE?

- Naloxone
- Fentanyl Test Strips
- Xylazine Test Strips



### WHAT TO KNOW?

- Available 24/7
- Free of charge
- 3 items per transaction



### WHERE ARE THEY?

- Treatment organizations
- Peer organizations
- Supportive housing agencies
- County public health departments
- Private businesses
- Law enforcement agencies



765-MATTERS(628-8377)

# NARCAN SAVES LIVES



**Erie County**  
Opiate Epidemic  
*Task Force*

**YOU ARE NOT ALONE.  
HELP IS AVAILABLE.**

**24/7 Crisis Services  
Addiction Hotline**  
(716) 831-7007

**Never Use Alone**  
(800) 484-3731, free phone  
app & neverusealone.com

**Free Narcan Classes**  
*Online and in-person*  
[erie.gov/opioidtrainings](http://erie.gov/opioidtrainings)

**Medication Assisted  
Treatment** at Erie County  
emergency departments  
- ask for NY Matters

**FREE NARCAN  
NO QUESTIONS  
ASKED**

**CALL**   
(716) 858-7695

**TEXT**   
(716) 225-5473

*Scan to  
text your  
request*



## **Warning: Fentanyl kills.**

**If your drugs come from anywhere other than a  
licensed pharmacy, they may be cut with fentanyl.**

# Your Rights and Responsibilities

## *What individuals in Addiction Treatment programs need to know*



Individuals in an addictions treatment program that is NYS OASAS certified or funded, have certain legal rights and responsibilities.

If you have questions concerning the treatment services you receive, or feel your rights have been violated, follow these steps:

- 1.** Talk with your counselor – most problems can and should be resolved with your counselor.
- 2.** If your counselor cannot resolve the situation, talk with his or her supervisor.
- 3.** If you still need help, talk with the director of your program.
- 4.** If the matter is still not resolved, call the OASAS Patient Advocacy line, 1-800-553-5790, during normal business hours. Calls must be made from within New York.

***Patient Advocacy 1.800.553.5790***

For help call or text:

**1-877-8-HOPENY**

Text: HOPENY (467369) 1-877-846-7369

### **Patient Advocacy**

501 7th Avenue • New York, NY 10018

[www.oasas.ny.gov](http://www.oasas.ny.gov)

1-800-553-5790



**Office of Alcoholism and Substance Abuse Services**

