

FALL/WINTER 2022/23

ROCHESTER NY RESOURCES

Where to ask if you are in need,

Where to help if you have resources

***FOOD IS A HUMAN RIGHT
HOUSING IS A HUMAN RIGHT
HEALTHCARE IS A HUMAN RIGHT***



Used with permission from Seth Tobocman, originally created for COMMON GROUND an organization addressing the needs of POC in post-Katrina New Orleans



CALL 211

Local emergency and family assistance programs for food, housing, mental health, substance abuse, healthcare, household items, employment, education, family, and military.

Website: 211LifeLine.org

211 has connections for:

- A Food voucher program and groceries. Food pantry delivery is available to those unable to leave their homes on a case by case basis
- Referrals for diaper bank/baby formula
- General counseling services
- Bus passes
- Temporary Assistance(TA)- temporary help for adults and children in need. If you are unable to work, can not find a job, or your job does not pay enough, TA may be able to help you pay for your expenses, including rental assistance
- Assistance with Social Security Income (SSI) and other benefits
- Tenant/landlord disputes, rent/eviction services, and reporting landlord code violations
- Disability rights information and programs

ROCHESTER MUTUAL AID NETWORK

A cooperative network looking to connect people who are in need of aid to those who can offer it. Rochester Mutual Aid Network delivers everything from food and hygiene products, to home goods, appliances, and furniture.

→ You can request aid, volunteer, or donate money or items on their website: **www.rocmutualaid.com** →

You can also call to request aid: (585) 200-5630

Visit **RocMutualAid.com/resources** to view a list of further local resources for family assistance, food (including a long list of local food cupboards), and pet supplies (including where to look for low cost veterinary care)

Mutual aid, over charity!

Mutual aid is the voluntary exchange of resources and services for mutual benefit. Mutual aid projects are a form of political participation in which people take responsibility for caring for one another.

If you are arrested or taken to a police station:

- You have the right to remain silent and the right to talk to a lawyer before you talk to the police. Don't tell the police anything except your name and address.
- Don't give any explanations, excuses, or stories. You can make your defense later, in court, based on what you and your lawyer decide is best.
- If you have a lawyer, ask to see your lawyer immediately. If you can't afford a lawyer, you have the right to a free one once your case goes to court. You can ask the police how to contact a lawyer.
- Within a reasonable time after your arrest or booking, you should ask the police to contact a family member or friend. If you are permitted to make a phone call, anything you say at the precinct may be recorded or listened to. Never talk about the facts of your case over the telephone.
- Do not make any decisions in your case or sign any statements until you have talked with a lawyer.

TIPS ON POLICE INTERACTIONS

- Stay calm and in control of your words, body language, and emotions.
- Do not get into an argument with or "bad-mouth" officers.
- Remember that anything you say or do *will* be used against you.
- If the police are wrong, try to tell them in a non-confrontational way that will not escalate the situation.
- Keep your hands where the police can see them.
- Do not run or resist, even if you are innocent.
- Do not touch any police officer.
- Do not make any statements regarding the incident.
- If you are arrested, ask for a lawyer immediately.
- Remember officers' badge numbers, patrol car numbers, and physical descriptions.
- Write down everything you remember as soon as possible.
- Try to find witnesses and their names and phone numbers.
- If you are injured, take photos of the injuries as soon as possible, but make sure you get medical attention first. Ask for copies of your medical treatment files.

KNOW YOUR RIGHTS - POLICE ENCOUNTERS

Sourced from NYCLU.org

If you have a police encounter:

- You have the right to remain silent. You can say “I would like to remain silent” and not answer any questions.
- If the police say they have a warrant, ask to see it. You never have to consent to a search of yourself, your belongings, your car, or your house.
- Do not interfere with or obstruct the police. You can be arrested.
- **Write down everything you remember as soon as possible.**

If you are stopped, questioned, and/or frisked:

- Police may stop and briefly detain you if there is “reasonable suspicion” that you are involved with a crime. Ask if you are under arrest or free to leave.
- You are not required to carry ID or show it to the police, but if you are issued a summons or a warrant and do not identify yourself, you may be detained until you are identified.

If you are stopped in your car:

- Upon request, show the police your driver’s license, registration, and proof of insurance.
- In some cases, your car can be searched without a warrant, but you should state that you do not consent to a search in order to protect yourself for later.
- If you’re suspected of drunk driving, you will be asked to take a breath-alcohol and coordination test. If you fail the tests or refuse to take them, you will be arrested, your driver’s license may be suspended, and your car may be taken away.
- If you are arrested, your car will be subject to a search.

If police come to your home:

- The police can enter your home without your permission if they have a warrant or if it is an emergency. If the police say they have a warrant, ask to see it. Check to make sure the warrant has the correct address.
- If you are arrested in your home or office, the police can search you and the area immediately surrounding you or where evidence of criminal activity is in plain view.

BETHANY HOUSE

Bethany house serves women facing homelessness, domestic violence, incarceration, addiction, and mental and physical illness.

- Free material and emotional support services for all women
- Transitional housing (shelter)
- Food pantry (Tuesday-Thursday 9am-1pm)
- Feminine hygiene products
- Weekly community service and dinner (Wednesdays)
- Baby clothing, diapers and formula
- Low to no income health care

1111 Joseph Ave, 14621

(585) 454-4197

visit www.BethanyHouseRocNY.org/ to volunteer or donate!

HOUSE OF MERCY

House of Mercy is open 24/7 to help those in need.

- Hot meals every day 9:00a-10:00a, 12:00p-1:30p, and 5:00p-6:30p
- Emergency shelter
- Clothing
- Serious substance abuse treatment
- Emergency financial assistance
- Transportation through a rideshare program
- Drop-in emergency services

285 Ormond Street, 14605

(585) 546-2580

Visit HouseOfMercyRochester.org/want-to-help/ to volunteer or donate!

CATHOLIC FAMILY CENTER

Committed to embrace the poorest and most vulnerable, they connect them to a variety of life-changing services. They work for social change and difference-making opportunities to help heal our community.

- Basic needs - Shelter, food, and clothing
- Drug treatment
- Job training and employment skills
- Mental health counseling
- Senior services

87 N Clinton Ave, 14604

(585) 546-7220

Email: ccfcs@fcsCharities.org

HOUSING IS A HUMAN RIGHT!

HOUSING PROGRAMS

Person Centered Housing Options

PCHO is an organization whose mission is to address, prevent, and alleviate chronic homelessness within Monroe County New York and surrounding communities using the housing first model.

PCHO provides services that include

- Community-wide homeless outreach
- Permanent supportive housing
- Rapid rehousing
- Health home care management
- Peer recovery support program

If you or someone you know is homeless, or at risk of being homeless, reach out to PCHO today

Call: (585)736-4663

OR email HomelessOutreach@PCHO.org

Family Promise of Greater Rochester

FPGROC (formerly RAIHN) assists families at risk of or experiencing homelessness to achieve sustainable independence by providing person-centered, holistic services in collaboration with the greater community.

Host groups across Monroe County provide private and public space for families, safe overnight accommodations, and home-cooked meals, for a week at a time, 3 to 4 times a year.

*** Offers some financial assistance with security deposits and first month's rent.**

(585)506-9050

142 Webster Avenue, 14609

IF AN IMMIGRATION OFFICER ASKS YOU QUESTIONS

- You do not have to answer any questions – including questions about who you are, who else is in the home, or your immigration status. You have the right to remain silent. If you are asked about your immigration status and you wish to remain silent, you may say: “I have the right to remain silent.”
- Immigration officers may try to search your home or question other people in the home. Nobody in your home is required to answer their questions, and you should not agree to let them search your home.
- Never lie. Do not falsely claim to be a US citizen or to be lawfully in the US

IF AN IMMIGRATION OFFICER ASKS YOU FOR YOUR IMMIGRATION DOCUMENTS

- If you are a US citizen, you do not need to show any documents. You may show documentation, to prove that you lawfully reside in the US.
- If you are an immigrant and do not have valid U.S. immigration documents, you have the right to remain silent. You can decide not to answer questions about your immigration status or whether you have immigration documents. If you tell an immigration officer that you are not a U.S. citizen and you cannot produce valid U.S. immigration documents, there is a good chance you will be arrested.
- If you are an immigrant who is 18 or older who has been issued valid U.S. immigration documents (such as a permanent resident card, also known as a “green card”), you are legally required to carry those documents with you at all times. If you have your valid U.S. immigration documents and you are asked for them, it is usually a good idea to show them to avoid arrest. Failure to carry valid immigration documents is a misdemeanor crime.
- If you are arrested because you do not have your valid U.S. immigration documents with you, but you have them elsewhere, ask a friend or family member to bring them to you.
- Never show an officer fake immigration documents or pretend that someone else’s immigration documents are yours.

IF YOU ARE ARRESTED BY IMMIGRATION OFFICERS

- You have the right to remain silent. You do not have to answer questions. You can tell the officer that you want to speak with a lawyer before answering any questions. You may say, “I will remain silent until I speak to an attorney.” You do not have the right to an appointed free lawyer, but you do have the right to talk to a lawyer - Call The Legal Aid Society (pg. 27)
- You do not have to sign anything giving up your rights, and should never sign anything without reading it and understanding the consequences of signing it.
- Talk to a lawyer before signing anything or making a decision about your situation. If possible, carry with you the name and telephone number of The Legal Aid Society. Immigration law is hard to understand. You may have options that immigration officers will not explain.
- If you are not a U.S. citizen, you have the right to call your consulate or to have a law enforcement officer tell consulate officials of your arrest. Law enforcement officers must let your consulate visit or speak with you if consular officials decide to do so. Your consulate might be able to help you find a lawyer.

Justice for Migrant Families (JMF) - If you are an undocumented person requesting support, or a currently detained person, call JMF. They work with undocumented individuals and their families to raise emergency funds for basic needs. They defend the individual rights of our clients and ensure that they are treated with dignity, equality and respect.

Call: (716) 427-4917

Locate a detainee: Locator.ICE.gov/odls/#/index

The Legal Aid Society

Their Immigration Unit provides legal representation, advice and information to non-citizen community members, their family members, and asylum seekers in the United States.

They provide a variety of services, including:

- Green Cards, and Naturalization/Citizenship
- Asylum applications
- Uniting families through consular processing
- Deferred Action for Childhood Arrivals (DACA)
- Family based, and Violence Against Women Act (VAWA) petitions
- T, and U visas, and Temporary Protected Status (TPS)
- Removal proceedings
- Work authorizations
- Immigration consequences of criminal convictions
- Special immigrant juvenile status

Call: (585) 232-4090

1 West Main Street, 14614

*ASL interpreters available

United States Citizenship and Immigration Services:

Visit <https://www.USCIS.gov/portal/site/uscis>

United States Department of Labor – Permanent Labor Certification

Visit DOL.gov/agencies/eta/foreign-labor/programs/permanent

KNOW YOUR RIGHTS - ICE ENCOUNTERS

IF AN IMMIGRATION OFFICER COMES TO YOUR DOOR

- Do not open the door. Not even a little bit. Immigration officers can only enter your home if they have a warrant signed by a judge, which they almost never have.
- Without opening the door, ask for any warrants to be slipped underneath the door, and look carefully to see if it is signed by a judge. Don't be confused. Immigration officers will sometimes have papers that say "warrant," but are signed by another immigration officer, not a judge.
- If immigration officers believe they can enter your home, they might do so without you letting them. If an immigration officer is inside your home, say **"I do not consent to you entering my home"** and **"I do not consent to a search."**

ST. JOSEPH'S HOUSE OF HOSPITALITY

St. Joe's House of Hospitality provides several programs and emergency shelter, as well as transitional housing

St. Joe's

Open each morning mon-sat at 9am

Monday-Friday Lunch Program

Open: 9:00 AM-1:00PM

Coffee or tea available from 9AM 'til gone or 11AM. whichever comes first

Meal Tickets are available starting at 10:00 AM

1st Seating - 11:30 AM

2nd Seating - 12 Noon (No one seated after 12:10 PM)

Bag Lunches available weekdays only; usually after 10:00 AM

402 South Ave, 14620

(585)-232-3262

Alex House – Alexander Apartments

Alexander Apartments provide a safe, secure and affordable living environment for people in addiction recovery.

Jasmin Reggler (585)314-8028

E-mail: JReggler@StJoesHouse.org

Trudy Scahill (585)200-1352

E-mail: GScahill@yahoo.com

Dorothy Day House –

"Housing First" apartment program that accepts homeless adults without money for a security deposit/rent. Tenants can stay for about a year or until they get back on their feet with the help of an advocate. Tenants also receive free medical assistance immediately.

Call 585-286-5295

SHELTERS

Youth shelters

Genesis House- (teens 16-20) (585)235-2660

70 Liberty Pole Way, 14604

The Center for Youth (LGBTQ+ safe)- (585)473-2464

Crisis line - (585)271-7670

905 Monroe ave, 14620

Women's shelters -

Women's Place- (585)436-5452

146 Hobart st, 14611

Bethany House- (585)454-4197

1111 Joseph ave, 14621

Men's shelters -

Open Door Mission- (585)454-6696

210 W Main st, 14614

*warming center after 6:30pm - now until spring thaw (id required)

Saint Joe's House of Hospitality- (585) 232-3262

402 South ave, 14620

Family shelters- (Parent/s and children)

Catholic Family Center Place of Hope - (585) 436-5452

87 N. Clinton ave, 14604

Family Promise of Greater Rochester - (585) 506-9050

142 Webster Ave, 14609

(Heavily checks background/criminal history)

VOA Guest House - Open 24/7 (585)647-1150 ext. 7411

175 Ward st, 14605

Shelter for all -

House of Mercy - open 24/7 (585) 546-2680

285 Ormond st, 14621

Homeless and Housing - open 24/7 (585) 423-9590

547 Joseph Ave, 14605

Mary's Place Refugee Outreach:

Mary's Place empowers refugees of all faiths and nationalities through long-term, neighborhood-based services. By collaborating with diverse community partners and dedicated volunteers, they help families to navigate their new lives.

Accredited Immigration Services. Mary's Place will offer a limited in scope, and accredited immigration program to former and resettled refugees who live under 125% of the poverty line.

- N-400, Application for Naturalization • I-485, Application to Register Permanent Residence or Adjust Status • I-90, Application to Replace Permanent Residence Card
- N-600, Application for Certificate of Citizenship (for children of naturalized parents) • Fee waiver applications •
 - Case Management 4 days per week
 - Immigration Services 3 days per week
 - Weekly Food Distribution

Call: (585) 270-8626

Email: MarysPlaceDirector@gmail.com

414 Lexington Avenue, 14613

Hours: Monday-Friday: 11:00 AM - 4:00 PM

Catholic Family Center:

Refugee Resettlement.

- Airport Reception
- Housing assistance
- Basic needs - food, clothing.
- Community and Cultural orientation
- Assistance obtaining social security cards
- School enrollment, and employment assistance
- Referrals and assistance with medical, and public benefit agencies.

Immigration services

- Citizenship & Naturalization, including classes with ESL support.
- English as a Second Language (ESL): classes for beginner, intermediate, and advanced skill levels.
- Reuniting Families
- Free immigration law help by the Office for New Americans (ONA)

(585) 546-7220 extension: 4628

87 N Clinton Ave., 14604

Email: Immigration@cfcRochester.org

IMMIGRATION RESOURCES

Rochester Rapid Response Network

RRRN is a Rochester-area ally group formed to support immigrants facing detention or deportation by engaging in community-based strategic actions and public education guided by directly-affected immigrant families.

Staff is bilingual, offering both English and Spanish.

The RRRN emergency response hotline: (585) 420-6471

Emergency Response - Call the hotline for immediate assistance if:

- ICE officers show up at a home, and are threatening to arrest and detain specific individuals.
- ICE officers have done a workplace raid and detained workers.
- OR any situation where undocumented community members, or community members perceived as undocumented, are facing threats of arrest and deportation at the hands of immigration enforcement.

RRRN also provides advocacy and court support in the aftermath of immigration enforcement emergencies.

Email: RocRapidResponse@gmail.com

Refugees Helping Refugees

RHR is a community-based, refugee-led organization. Their mission is to foster the growth, self-determination, and self-reliance of refugees in our city and county.

- **On-site Case Managers** provide assistance on a walk-in basis.
- **Youth Program** - A summer class designed to help refugee youth improve education and combat any learning gaps.
- **The Caring Circle Program** - Matches Rochester residents with refugees in a partnership of cultural exchange and support.
- **Transportation**
- **Help with paperwork**
- **Skill building** - Volunteers teach a variety of skills from English, to cooking, culture, Western style appliances, and house care.
- **Healthcare** - interpreting paperwork, advocacy, finding specialists
- **ESOL Classes** - English for Speakers of Other Languages classes for refugee and international students.
- **The Healthy Living Program** consists of a guided physical education program, a hot meal, and visits from a produce truck.

Call: (585) 563-7747

Email: RHR@RHRoc.org

259 Rutgers Street, 14607

Hours: Monday - Friday 9:00 AM - 4:00 PM

Case worker Pamela Kim Adams has offered her personal email:

Pamela.Adams@RHRoc.org

Willow Domestic Violence Center

Call: (585)222-SAFE (7233)

Text: (585) 348-SAFE (7233)

TTY: (585)232-1741

OR visit www.WillowCenterNY.org

All survivors, all ages, all genders, all types or threats of abuse.

Contact Willow today if you or someone you know is experiencing domestic abuse.

For transitional/ supportive housing programs -

- ❖ Person Centered Housing Options (pg. 3)
- ❖ St. Joseph's House of Hospitality (pg. 4)

DHS Emergency Shelter - After Hours Program

Monroe County Department of Human Services (DHS) provides emergency housing placement in shelters throughout the county during non-business hours; available to DSS and non-DSS recipients.

- Must be located in Monroe County, however, you do not need to live in Monroe County
- Phone screening required
- No Fees
- Language interpreters available upon request

Main line: (585)753-6298

After hours (5:00PM): (585) 442-1742

691 St. Paul St. 14605

For emergency child care due to homelessness or another emergency

- ❖ Crisis Nursery (pg. 23)

DISABILITY RESOURCES

Center For Disability Rights - Call: (585) 546-7510 TTY: (585) 546-7512

ACCES-VR (Vocational Rehabilitation)

Assisting individuals with disabilities to achieve and maintain employment and to support independent living.

- Adult Literacy
- Apprenticeship
- Distance Education
- Accountability Reporting
- Employment Preparation Education (EPE)
- Financial Assistance for Higher Education
- Diplomas

Apply online at:

<http://www.Acces.NYSed.gov/VR/Apply-Vocational-Rehabilitation-Services>

Disability Rights New York (DRNY) Client Assistance Program - (Free legal services)

DRNY is the Protection & Advocacy (P&A) System and Client Assistance Program (CAP) for persons with disabilities in New York State. Along with their Client Assistance Program DRNY offers Protection and Advocacy for -

- Assistive Technology (PAAT)
- Beneficiaries of SS (PABSS)
- People with ID/DD (PADD)
- People with MI (PAIMI)
- Individual Rights (PAIR)
- Representative Payee (PARP)
- People with TBI (PATBI)
- Voting Access (PAVA)
- Abortion Access in NYS

ADDITIONAL RESOURCES & HOTLINES

Suicide Hotline - we are here to help

Call: 1(800)273-8255 or dial 988

TTY: 711 then 1-800-273-8255

Chat online: www.SuicidePreventionLifeline.org/chat/

24 hour Crisis Text Line: Text **Got5** to **741-741**

Trans Lifeline - by and for trans folks 1(877)565-8860

The Trevor Project (LGBTQ+ youth hotline ages 13-24)- 1(866) 488-7386

National crisis hotline for runaway or homeless youth

24-hour Crisis Hotline 1(888) 617-KIDS (5437)

Rape Abuse and Incest National Network (RAINN):

Call: 1(800)656-HOPE (4673) TTY: 1 (800) 810-7440

Suburban Resources- Being Black in the Burbs

For food and hygiene help, or info on further suburban programs:

BeingBlackInTheBurbs@gmail.com

Center For Disability Rights -

Call: (585) 546-7510 TTY: (585) 546-7512

www.CDRNYS.org

497 State st, 14608

Free or low cost STD/STI testing and more- Planned Parenthood

1 (800) 230-PLAN (7526) for programs in your area

Anonymous clean needle exchange-

(585) 454-5556 Syringe Service Program - new syringes and “works”

39 Delevan st, 14605

Call for additional locations, or to arrange a drop off, no questions asked.

Education on safe syringe use available.

Free narcain training & narcain

Narcain can save someone from opioid overdose

Call (585) 210-4164 to set up a training

Rochester Homeless Union

facebook.com/RocHomeless

Email: RochesterHomelessUnion@gmail.com

CHILDCARE RESOURCES

Crisis Nursery – Free emergency childcare

Free temporary childcare during family emergencies. Including (but not limited to): medical emergencies, unexpected illness, accidents, unemployment, mental health episodes, unexpected death, domestic violence, homelessness, legal issues, unstable/unsafe housing

For children from birth to 14, older siblings up to 17 are also accepted

Open 24/7 - call the Center For Youth crisis line **(585)-271-7670**

For more info, to volunteer, or donate visit:

www.CenterForYouth.net/crisis-nurseries/

Junior League of Rochester Diaper Bank:

Free diapers for those in need

email: DiaperBank@JLroch.org

(Requires a referral - call 211 or talk to your caseworker)

Boys & Girls Clubs of Rochester –

provides youth development programs that enable young people to acquire the skills and qualities needed to become responsible citizens and leaders. The Boys & Girls Club is a dedicated youth facility – an actual neighborhood-based building – designed solely for youth programs and activities. The Club is open every day after school and on Saturdays, when kids have free time and need positive, productive outlets. Every Club has full-time, trained youth development professionals, providing positive role models and mentors. Volunteers provide key supplementary support. Clubs reach out to kids ages 6-18 who cannot afford, or may lack access to, other community programs. Dues are only \$11 per year. (\$50 during summer months)

Call: (585) 328-3077 ext.103

500 Genesee Street, 14611

Satellite Location:

Rochester City School 29

Industry Residential Center in Rush, NY

Kids Thrive 585 –

Collection of resources for children in need. Ranging from Autism resources, to foster care, parenting help, and food resources.

KidsThrive585.org

OR call 211 and ask about childcare resources

Office for People With Developmental Disabilities (OPWDD)

“Supporting people to live, work, and take part in their community”

The New York State OPWDD is responsible for coordinating services for New York residents with developmental disabilities. It provides services directly as well as through a network of approximately 500 nonprofit service-providing-agencies, with about 80 percent of services provided by the private nonprofits and 20 percent provided by state-run services.

Visit **<https://OPWDD.NY.gov/>** for more information

Call Western NY Front Door Office to get started 855-679-3335

Strong Center for Developmental Disabilities

- **Children and Youth with Special Health Care Needs Project -** Assists Local Health Departments (LHDs) in providing needed and appropriate services for children with disabilities and their families.
- **Community Consultation Program (CCP) -** Providing systemic, behavioral, and educational supports to districts, schools, individuals, and agencies
- **Health Disparities -** Dedicated to improving health for people with intellectual and developmental disabilities through education to current and future healthcare providers, technical assistance, research, and advocacy
- **Improving Family Centeredness Together (IFaCT) -** Led by the New York State Department of Health. The project focuses on improving the Early Intervention Program (EIP) experience for families and children.
- **Mindfulness Programs -** Teaches paying attention to experiences in a deliberate way, without judgment. Skills are gained via didactics, in-person practice, and assigned practice.
- **MyPathNY.org -** MyPathNY.org is a free website that helps students and young adults with disabilities across New York State move from school and other places to a job.
- **Project SEARCH® -** High school to employment transition programs for 18-21 year olds with moderate disabilities
- **Rochester Regional Center for Autism Spectrum Disorders (RRCASD) -** Providing training, information and referral, and resources to 12 counties

Visit the web page for more information and a full list of programs

www.URMC.Rochester.edu/strong-center-developmental-disabilities/programs.aspx

ROCHESTER CITY-WIDE TENANT UNION

The City-Wide Tenant Union (CWTU) of Rochester is a grassroots housing justice movement to elevate housing to a human right and secure community control over land and housing by building tenant power and expanding the rights of all tenants.

KNOW YOUR RIGHTS - RENTERS HAVE RIGHTS!

All Tenants Have the Right to Live in Dignified Conditions

Under the warranty of habitability, tenants have the right to a livable, safe and sanitary apartment. Any lease provision that waives this right is contrary to public policy and is therefore void. (Real Property Law §235-b).

Landlords Have a Duty to Repair

Landlords of multiple dwellings must keep the apartments and the building's public areas in "good repair" and clean and free of vermin, garbage or other offensive material. Landlords are required to maintain electrical, plumbing, sanitary, heating and ventilating systems and appliances landlords install, (refrigerators, stoves, etc), in good and safe working order. All repairs must be made within a reasonable time period. (Multiple Residence Law §174).

Call 311 to report code violations, call the tenant union and they will advocate for you to get a code inspector to you as soon as possible.

All Tenants Have the Right to Organize

Tenants may form, join, and participate in tenant organizations for the purpose of protecting their rights and improving their conditions. Tenants' groups, committees or organizations shall have the right to meet without a fee on the premises, including a community room (Real Property Law § 230).

Landlord Retaliation for Organizing is Illegal

Landlords are prohibited from retaliating against tenants who exercise their rights. For example, landlords may not seek to evict tenants solely because tenants (a) make good faith complaints to a landlord, property management, or government agency regarding violations of any health or safety laws; (b) take good faith actions to protect their rights under the lease; or (c) participate in tenant organizations. Tenants may collect damages from landlords who violate this law, which applies to all rentals except owner-occupied dwellings with fewer than four units (Real Property Law § 223-b).

How soon does a security deposit need to be returned after a tenant moves out?

A landlord must return the security deposit to the tenant at the end of the lease or within 14 days along with itemized deductions and backup invoices for repairs. If you do not receive your security deposit within that time frame, you can sue them in small claims court.

What should I do if I'm behind on my rent?

If you were impacted by COVID-19, contact 211 to find out more about current rental assistance programs.

ADDICTION AND RECOVERY

Recovery All Ways (RAW)

RAW is a grassroots community organization consisting of volunteers supporting each other on their recovery journey, and working together to provide support to those impacted by Substance Use Disorder (SUD), Mental Health Issues and/or Homelessness. They provide on site outreach, hot meals, personal care items, naran, and clothing, and peer support groups. **Email: info@recoveryallways.org**

Call: (585) 310-0729

158 Hollenbeck Street Rochester, 14621

Helio Health - Rochester Evaluation Center

This program has 40 beds offering medically monitored and medically supervised withdrawal and stabilization services. Accepts all NYS medicare and medicaid

Call: (585) 287-5622

1350 University Ave, 14607

Liberty Resources - Recovery Support Navigator Team

Provides a variety of services designed to guide, educate, and support persons with substance use disorder and their families through the treatment and recovery process including one-on-one community based Peer support for both individuals and families. We also have a bi-monthly family support group (contact bhenry@liberty-resources.org for more information). All our services are free.

For peer support: 1 (855) 778-1300

For Family Support, and after hours warm line: 1 (855) 778-1200

175 Winton Rd N, 14610

Mobile Integration Team -

Government run program that offers tools and resources to people struggling with addiction. MIT seeks to support individuals in their efforts to stay in their home and community. *Not a free service - but will not refuse those who can not pay.

MIT Office (585) 241-1276

Monroe County Crisis Line - (585) 275-5151

Rochester Alcoholics Anonymous -

Call: (585) 232-6720 OR visit Rochester-NY-AA.org/meetings/ to find a meeting near you (in person and online available)

Rochester Narcotics Anonymous -

Call: (585) 235-7889 OR visit RochesterNY-NA.org/meeting-list/bmlt/

See also -

- ❖ Person Centered Housing Options (pg. 3)
- ❖ Open Access Clinic (pg. 21)
- ❖ House of Mercy (pg. 2)
- ❖ Catholic Family Center (pg. 2)
- ❖ Alex House (pg. 4)

MENTAL HEALTH & CRISIS INTERVENTION

Hope Place -

Free support from Certified Peer Support specialists for youth and adults experiencing a mental health crisis. Open 7 days a week from 3:00pm - 11:00pm
Walk in anytime they are open!

Call the Hotline at 1-877-584-HOPE (4673)

OR call (585)325-3599 for intake/service

1099 Jay st, 14611

Open Access Clinic (Part of Delphi Rise) -

The Delphi Rise Open Access Clinic operates 24/7 and provides substance use evaluations and makes a referral for the appropriate level of care which may include detoxification, inpatient, and outpatient care. Delphi will coordinate transportation to treatment facilities as needed. This program serves persons ages 12 and older.

Call: (585) 627-1777

835 West Main st, 14611

Spiritus Christi Mental Health Center -

Clinical care, peer support meetings, women's support group, (they also let volunteers teach yoga, for the yoga instructors in the house!). In-person and telehealth, by appointment only. No insurance required.

Hours: Mon 10-2, Tues-Thurs 9-5.

(585) 325-1186.

121 North Fitzhugh st, 14614

Rochester Community Mobile Crisis Team -

A mobile psychiatric emergency department for individuals and families within Monroe County. There are no age restrictions. Individuals/family can be seen by mental health professionals in their home, place of employment, school, etc. Services provided include Crisis intervention/stabilization, mental health assessments and rapid linkage and/or re-linkage to treatment providers for individuals who pose no risk to themselves or others.

Call: (585) 275-5151

*This is unfortunately NOT an alternative to police. The Mobile Crisis Team WILL call 911 if the individual who needs treatment is posing a risk to themselves or others.

St Mary's -

Rochester Regional, Behavioral Health Access and Crisis Center. Alternative to ER, no appointment needed, all visitors and patients 18+. Requires insurance but offers financial assistance for copays and deductibles to insured patients. Photo ID and insurance card required.

Open 7 days a week from 9am-9pm.

Phone (585) 368-3950.

65 Genesee Street, Entrance at 11 Chili Avenue, 14611

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What are the maintenance requirements of a rental property?

NYS Warranty of Habitability Law requires landlords to make all repairs necessary to keep rental units free of health and safety hazards.

If you live in an apartment that needs repairs, we suggest taking the following steps:

- Always put requests for repairs in writing to the landlord. Sign and date the letter and make a photocopy for your records.
- If the landlord does not make the repairs that are requested in what would be considered to be a reasonable amount of time, you have a right to call a building inspector.
- For property located in the City of Rochester, call 311. Ask for the phone number for the Neighborhood Service Center (NSC) closest to your rental.

Can rent be withheld if repairs are not being made in a rental unit?

There is no formal rent withholding law in NYS. For further instructions visit

LawNY.org/node/131/landlord-wont-make-repairs

What if my landlord is trying to evict me?

NYS Covid-19 Eviction Moratorium until January 2022

Nearly all evictions are currently illegal during the pandemic. If you are unable to pay your rent or find secure alternative housing, or are otherwise impacted by covid-19, you can fill out a Hardship Declaration Form. This will protect you in court against eviction until at least January 2022. The CWTU will provide one for you.

What is proper notice to provide a tenant to vacate?

Landlords are required to provide notice to tenants if they intend to raise rent more than five percent or if they do not intend to renew the lease. The landlord must provide such notice in advance of lease renewal, at least:

-30 days if a tenant has lived there less than one year and has less than a year lease

-60 days if tenant has lived in the apartment for 1-2 years or for a tenant with a lease term of between 1-2 years

-90 days for a tenant who has lived in the apartment for more than two years or for a tenant with a lease term of at least two years

My landlord changed my locks and told me to leave, now what?

Lockouts are ALWAYS illegal, regardless if the eviction moratorium has ended. A landlord needs an eviction warrant issued by a judge, given to you well in advance of the eviction date. In addition they have to keep anything left behind in safe, accessible storage for at least 30 days.

IF YOUR LANDLORD IS ILLEGALLY EVICTING YOU IMMEDIATELY CALL 911, AND/OR CWTU.

(call CWTU first if you feel unsafe calling 911)

CALL THE TENANT DEFENSE PROJECT HOTLINE ASAP. (They provide free legal aid for folks experiencing evictions)

Contact the City-Wide Tenant Union (CWTU): (585) 210-0705

info@RocTenantUnion.org

Contact the Tenant Defense Project: (585) 504-6195

TenantDefense.org

For more tenant rights info visit **www.TheHousingCouncil.org/free-resources**

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FOOD IS A HUMAN RIGHT!

FOOD AND GROCERY AID

Roc Food Relief -

A community funded group providing groceries to folks in need. Run by black femme, and diverse volunteers, they prioritize community members who are often overlooked (black, disabled, LGBTQ+).

For assistance reach out via email: **RocFoodRelief@gmail.com**

You can donate here:

Venmo- @MomJeans91

Cash app- \$NoJusticeNoPeace585

PayPal- RocFoodRelief@gmail.com

Be sure to put the memo **“food relief”** with any donation made to Roc Food Relief!

The Peoples Pantry -

Groceries for Rochester residents in need, regardless of where you live. Delivery available once per month per household for those who are disabled, lack transportation or are otherwise homebound.

Visit **Peoples-Pantry.org** to fill out a grocery request. Or you can arrive in person to select your own food during pick up hours.

Grocery pick up is available MON, WED, FRI, SAT 9:00am - 12:00pm

555 Avenue D, 14621 (Ave D side door)

Email: Info@Peoples-Pantry.org

Phone: (585) 325-4950

Barakah Muslim Charity -

Barakah Muslim Charity has bi-weekley grocery pick up available.

ID. required for pick up.

SUN 10:00am - 1:00pm

THU 5:00pm - 7:00pm

Hot lunch served SUN 11:30am - 1:00pm

584 Jefferson ave, 14611

(585)325-2621

FREE LUNCHES

M-F 11:30am-12:10pm 402 South ave, 14620

M-F 12:00pm- 1:30pm 48 Cameron st, 14606

M-F 12:00pm- 1:00pm 681 Brown st, 14611

SAT 11:30am-12:15pm 4 Meigs st, 14607

SUN 7:00am- 9:00am 101 S Plymouth ave, 14608

SUN 11:30am- 1:00pm 584 Jefferson ave, 14611

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REGIONAL HEALTH REACH

Sliding scale primary medical and dental care to families experiencing homelessness

89 Genesee Street, Suite 1, 14611

Phone Number: (585) 368-3720

ROC REGIONAL HEALTH - WILSON HEALTH CENTER

Sliding scale primary care.

(585) 338-1400

1425 Portland ave, 14621

ST JOSEPH'S NEIGHBORHOOD CENTER

Sliding scale comprehensive medical care, dental, mental health, social services advocacy, legal/financial counseling, and more.

(585) 325-5260

417 South ave, 14620

*** TRILLIUM HEALTH - LGBTQ+ safe**

Sliding scale comprehensive medical care, trans care(HRT), support groups, HIV testing, drug treatment, and more

(585)545-7200

259 Monroe ave, 14607

TRILLIUM AT SCIENCE PARKWAY - LGBTQ+ safe

Pediatrics, OB/GYN,

(585) 545-9000

170 Science Parkway, 14620

***UNITY DENTAL AT RIDGEWAY-**

Sliding scale, low or no income dental care.

(585) 295-1890

2655 Ridgeway ave, 14626

***UNITY FAMILY MEDICINE AT ORCHARD ST**

Sliding scale family medicine

(585) 368-4500

158 Orchard Street, 14611

***UNITY AT ST. MARY'S**

Family Medicine - (585)368-3031

55 Genesee Street, Bishop Kearney Building, 3rd Floor, 14611

OB/GYN - (585) 235-4860

65 Genesee st, suite 3, 14611

Dental - (585) 368-3800

75 Genesee st, 2nd Floor, 14611

***WOODWARD HEALTH CENTER**

Sliding scale comprehensive medical care, dental, immunization, and more.

(585) 436-3040

480 Genesee st, 14611

NEED INSURANCE? Coordinated care services can help!

COORDINATED CARE SERVICES INC. (CCSI) - Navigator program

Complete medical insurance enrollment and renewal by telephone - (585) 613-7662

FIND A COVID-19 VACCINE OR BOOSTER: Search [vaccines.gov](https://www.vaccines.gov), text your ZIP code to 438829, or call 1-800-232-0233 to find locations near you in the US.

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HEALTHCARE IS A HUMAN RIGHT!
LOW INCOME CLINICS

***=federal funding = no insurance needed = you are covered !**
Sliding scale = cost depends on income. Low income = low cost !

***ANTHONY L. JORDAN CENTER**

Sliding scale comprehensive medical care, dentistry, optometry, pediatrics, urgent care, more
Clinic: (585) 423-5800 Urgent Care (585) I AM SICK (426-7425)
82 Holland st, 14605

***BETHANY HOUSE**

Low or no income health care
(585) 454-4197
1111 Joseph ave, 14621

***BROWN SQUARE CENTER**

Sliding scale comprehensive medical care primary, preventative care, podiatry, immunization,
nutrition counseling, and more.
(585) 254-6480
322 Lake ave, 14608

CLINTON FAMILY WOMEN'S HEALTH

Sliding scale women's health, gynecology.
(585) 922-0260
309 Upper Falls blvd, 14605

***EASTMAN DENTAL CENTER**

Sliding scale dental care, and orthodontics.
(585) 263-6599
228 E. Main st. Suite 103, 14604

***GENESEE HEALTH SERVICES**

Sliding scale health care, OB/GYN, pediatrics, allergy/immunology, diabetes.
(585) 922-8003
222-224 Alexander st, 14607

HIGHLAND FAMILY MEDICINE

Sliding scale comprehensive medical care, OB/GYN, surgery, pregnancy/prenatal care,
immunizations, psychiatry, and more.
(585) 279-4800

777 South Clinton ave, 14620

***JORDAN HEALTH AT COMMUNITY PLACE**

Sliding scale comprehensive medical care.
(585) 784-5940
151 Parsells ave, 14609

***JORDAN HEALTH AT GLENWOOD GARDENS**

Sliding scale comprehensive medical care.
(585) 423-5837
41 Kestrel Street, 14613

***JORDAN HEALTH LINK/WIC**

WIC service for pregnant, post-partum, breast feeding women, and children under 5.
(585) 454-2630
273 Upper Falls blvd, 14605

***JORDAN HEALTH AT KENNEDY TOWER**

Sliding scale comprehensive medical care.
(585) 423-5836
666 S. Plymouth ave, 14608

HOT MEALS -

House Of Mercy -

Three hot meals are served every day of week.
Mon - Friday 8am - 9:30 am, 12pm - 1:30pm, 4pm - 5:30pm
285 Ormond Street, 14605
(585) 546-2580

A Meal & More -

141 East Ave, 14607
(585) 354-5931
Wednesdays 11:30am-1:00pm
Sundays 1:00pm - 2:30pm

Senior Restaurant Meal Delivery Service -

Seniors ages 60 and older
30 Church Street, 14614
(585) 275-5151

Community Meals Program -

Grab and go meals Monday - Sunday 6:00pm - 10:00pm
210 W Main Street, 14608
(585) 445-3134

FOOD PANTRIES

House Of Mercy -

Monday - Friday 9:00am - 3:00pm
285 Ormond Street. Rochester, NY - 14605
(585) 546-2580

St. Andrews -

Wednesday - Friday 9:00am - 11:30am (14621, 14609 areas)
892 Portland Avenue. Rochester, NY - 14621
(585) 338-1764

Brighton Food Cupboard -

Assessment and approval mandatory. Additional services available.
Mon - Friday 9:00am - 12:00pm
220 Idlewood Road Door #16. Rochester, NY - 14618
(585) 271-5355

For more info on hot meals and food pantries check out the following resources:
Call 211 OR visit www.211LifeLine.org
Visit www.FoodLinkNY.org

ROC FOOD NOT BOMBS

Roc Food Not Bombs believes that poverty and hunger are forms of violence. We believe that access to food should be a right, and not a privilege. We believe that food access without restrictions on who takes it and why is a form of harm reduction. We live in a society that creates huge amounts of food waste. FNB engages in the direct action of reclaiming food headed to landfills and provides free groceries to the community.

RFNB has had free food stands throughout the city for over 6 years, with a recent surge in new stands during the pandemic thanks to our comrades and community members.

We do not discriminate. We have no restrictions on who is fed, no eligibility requirements and no red tape. We recognize that only the folks who shop at the food stands can know how much they need - and ask that those stocking the stands put no restrictions on them. We joyfully dissolve the barriers between those who provide aid and those who receive it, recognizing that mutual aid is more powerful than charity.

There are over 40 food stands around the city, and suburbs.

If you have extra resources this is a great way to get them into the hands of those that need them!

ANYONE CAN BE FOOD NOT BOMBS!

Roc Food Not Bombs serves a hot meal every Saturday around 6-7pm in Nathaniel Square Park (corner of Alexander st and South ave)

During the winter months RFNB passes out pre-boxed meals, or serves inside. Follow FNB on instagram @RocFNB for updates on serves!

FOOD STAND NETWORK - Give what you can, take what you need.

14621

- 725 Friederich Park (Old House of Mercy)
- 780 Joseph Avenue (Avenue Black Box Theater)
- 942 Joseph Avenue (Community Lutheran Ministry)
- 222 Remington/Dale St.
- 319 Remington/Kohlman St.
- 44 Radio St. (Memory Garden)
- 200 Avenue D (Avenue D Rec Center)
- 1445 Clifford Avenue (School #45)
- 65 Cutler Street

14605

- 700 North St. (North Street Rec Center)
- 483 Joseph Avenue/Rauber St.
- 13 Vienna St. (Baden Street Settlement)
- 53 Lewis St. (YMCA Center for Equity at Lewis St)

What is Mutual Aid?

“**Mutual Aid** is a guiding factor behind anarchist practice, and an essential framework for understanding anarchist views on social organization more broadly. So... what is it, exactly?”

Well... in its simplest form, mutual aid is the motivation at play any time two or more people work together to solve a problem for the shared benefit of everyone involved. In other words, it means co-operation for the sake of the common good.”

“In today’s metropolitan societies, people are socialized to see themselves as independent, self-sufficient individuals, equipped with our own condos, bank accounts, smartphones and facebook profiles. However, this notion of human independence is a myth, promoted by corporations and states seeking to mould us into atomized and easily controlled consumers, concerned primarily with our own short-term well-being. The truth is that human beings are incredibly interdependent. In fact, that’s the key to our success as a species.”

“Capitalism can inspire people to do many amazing things, as long as there is a profit to be made. But in the absence of a profit motive, there are many important tasks that it will not and cannot ever accomplish, from eradicating global poverty and preventable diseases, to removing toxic plastics from the oceans. In order to carry out these monumental tasks, we require a change in the ethos that connects us to one another, and to the world that sustains us. A shift away from capitalism... towards mutual aid.”

“Imagine a world in which human activity was not organized on the basis of ceaseless competition over artificially scarce resources, but the pursuit of the satisfaction of human needs... and you will understand a vision of the world that anarchists seek to create.”

-Excerpts from The Anarchist Library *What is Mutual Aid?*



Graphic by Portland artist, N.O. Bonzo

instagram: @nobonzo

14609

- 261 Pennsylvania Avenue (Market View Heights)
- 530 Webster Avenue (Thomas P. Ryan Rec Center)
- 350 Waring Road (Norton Village Rec Center)

South Wedge & Swillburg

- 20 Alexander St. (South Wedge)
- Lansdale St./Nelson St. (Swillburg)
- Meigs St./490 Garden Food Pantry
- 54 Fountain St (Swillburg)
- 1235 S. Clinton Avenue (Artisan Church)

14608

- 271 Flint St. (Flint St. Rec Center)
- 41 Backus St. (Edgerton Rec Center)
- 285 Clarissa St. (Flying Squirrel Community Space)

Highland Park/Mt. Hope/Strong

- 125 Caroline St. (South Wedge Mission)
- 940 Mt. Hope Avenue
- 50 Science Parkway (Golisano Autism Center)

14611

- 524 Campbell St. (Campbell St. Rec Center)
- 83 Whitney St. (Abundant Faith Ministry)

14606

- 219 Stenson St. (Living Word Temple of Restoration)

14616

- 2960 Dewey Avenue (Cocina Latina)

14626

- 1273 Long Pond Road (New Roots Coffee House)

Penfield/Perinton

- 2300 Nine Mile Point Road (Penfield)
- 1 White Pine Circle (Pines of Perinton)

Webster

- 100 Krieger Rd. (Phillips Village, Webster)

Spencerport

- 222 South Union St.

14619

- 310 Arnett Blvd (Arnett Branch Library)
- 216 Thurston St (19th Ward Community Association)

14606

- 32 Cameron St (Cameron Teen Center)

14614

- 121 Fitzhugh St. North (Spiritus Christi Church)

14624

- 3285 Buffalo Rd (Church of Epiphany)

For an updated map and list of Food Stands, visit Linktr.ee/RocFNB

FOOD STAND NETWORK - Take what you need, leave what you can



This map was updated on 10/11/2022, visit [Linktr.ee/RocFNB](https://linktr.ee/RocFNB) for an up-to-date map and list of the foodstand network!