

# **The Lavender Book: Health & Wellness Toolkit**

**1<sup>st</sup> edition**

By: Madeleine Campbell

# Table of Contents

How to use this guide: .....	2
Services at Healthy Living Batavia .....	3
Doc., I Got a Question!: Self-Advocacy Questionnaire for you to use at your provider's office. ....	4
My Questions for the Provider: .....	6
County Specific Resources.....	7
Resource Questionnaire .....	19
Contact Us .....	24
Feedback Page: .....	25

# How to use this guide:

## **What is this guide?:**

- This guide is for you to use at any given time, now or in the future. Here at Healthy Living – Batavia, we want you to be your best healthy self everyday. No matter the age, we want to be here for you when you need us or even when you don't. We understand that sometimes a person may need more than the services provided here (see page 4 for all our services), like food insecurity, transportation needs, and financial assistance, and more. That is what this personal navigation guide is all about. We want you to feel supported, heard, and understood at any point in your health journey. Oh, it is 100% judgement free too! Use it at your convience without shame! It is your helping hand when you need it most.

## **What will you find in this guide:**

- You'll find all major needs and concerns covered via the various resources collected over time by our team to support you for whatever you need.
- Your own personal pocketbook of people who are “in your corner” to help you when needed.
- All the Healthy Living Program's essential components include registered staff on duty and what services we provide, and our contact information
- Organized by the counties of Western New York (Genesee, Wyoming, Orleans, Niagara) you can easily find what is local to you.

## **What this guide is *NOT*:**

1. It is not a diagnosing or medically based tool to treat or diagnose any ailments or illness. You will need to discuss with a licensed health professional for a diagnosis of your current symptoms.
2. Using this booklet does not mean you are powerless by any means. We understand that asking for help is hard and can feel embarrassing. Just know that we are here for you free of judgement or prejudice
3. It is not a complete guide to all resources around you, but we will continue to update this book in future editions.

## Services at Healthy Living Batavia

### 1) Cancer Services Program

- a. Serving Genesee, Orleans, Wyoming, Niagara counties
- b. Assistance with obtaining colorectal, cervical, and breast cancer screening tests for those age 40 and older
- c. Available to those matching criteria
  - i. Currently Underinsured or Uninsured
  - ii. Resides in New York State
  - iii. Meet age and income requirements

### 2) Diabetes Support & Education

- a. Diabetes Education with a certified diabetes educator (1-on-1 sessions)
- b. Education Program to discuss living with diabetes classes
- c. Diabetes Support Group
- d. Diabetes Prevention (of Type II diabetes)

### 3) Women, Infant, and Family Services

#### a. Women & Infant Services:

- i. Baby Cafe weekly support group for pregnant & expecting mothers
- ii. Infant Feeding Classes Childbirth Education Classes
- iii. LEAD Program (Lactation Education After Discharge) with expect Internationally Board-Certified Lactation Consultants
- iv. Lactation Support Line
- v. MOMS Program (Medicaid Obstetrical & Maternity Services) to assist/promote healthy pregnancy and positive birth outcomes

#### b. Family Services:

- i. Healthy Moms & Healthy Dads Program
- ii. Family and Friends CPR & Safety
  - Poison control, First Aid, other safety issue education
  - Hands-Only CPR on infants, children, adults

# Doc., I Got a Question!: Self-Advocacy Questionnaire for you to use at your provider's office.

Remember, this is your appointment and you are in control of your health. Note: these questions are broad, and all may not apply to your specific appointment. You can add your own questions on page 6.

## Generalized

1. What can I do to improve my wellbeing with this new diagnosis or illness?
2. What type of lifestyle changes can I do at home to prevent further issues?
3. Can I request a certain provider to see me? I would prefer to see a male/female/Indigenous/LGBTQIA+ provider for my visit.
4. Can you please explain why you are recommending this testing or procedure to me?
5. Can you explain the test to me in a different way? I want to make sure I understand what is happening during the test.
6. Can you explain that word you used? I don't understand what it means.
7. What is my job when performing this diagnostic test? What is your role, as my provider, in performing this type of diagnostic testing?
8. When will I get my results from the test?
9. How long will it take for me to see the results?
10. Can you explain my results to me, and send me a written copy of them?
11. Can you explain what types of side effects I may receive while I am taking this medication?
12. How should I treat the side effects and how long do they last?
13. What goals do you have for my health in the next 1-2 years?
14. How can I contact you during after-hours if I need guidance or can address my concerns?

## Cancer Services Program Related Questions:

1. What does the CSP program do and how can it help me in preventing cancer?
2. What if I am diagnosed with cancer after testing?
3. I don't have insurance; do I need to pay for any of the prevention screenings?
4. I am of age to get my first mammogram. What can I expect when getting one done?
5. I don't feel comfortable with getting a colonoscopy, are there any alternatives?
6. I always feel uncomfortable getting a pap-smear, is there any tricks you recommend or strategies you use to make the test less uncomfortable?
7. Do mammograms hurt?
8. I am nervous about receiving a mammogram and something abnormal being found; what can I expect if I receive abnormal results?
9. Do any abnormal results mean I have cancer?
10. How do I complete a at-home "F.I.T Test" kit?

11. What do I need to do with my “F.I.T Test” sample after I completed the test?

MOMS Program Related Questions:

1. What if I don't have an Obstetrics/Gynecologist (OBGYN) Provider?
2. What if I don't have a Primary Care Provider (PCP)?
3. What types of medication can I take during my pregnancy?
4. What can I do at home to keep myself safe and healthy for both of us?
5. My partner is not supportive; how will this program help me get the support I need?
6. My family is not supportive; how will this program help me get the support I need?
7. I am concerned about post-partum depression, how will I know I have it?
8. Can you help me create a birthing plan for my family, myself, and my provider?
9. I have had a traumatic pregnancy/birth experience, and I am currently pregnant. What can the MOMs or Healthy Mom, Healthy Dad Program provide to help me navigate this pregnancy?

Diabetes Related:

1. What can I do at home to help lower my A1C levels?
2. Do I need to give up all my favorite desserts?
3. Is it safe to continue eating my favorite fruits?
4. How often should I check my blood glucose (or blood sugar) levels?
5. I am terrified of needles! Are there alternatives to the traditional finger stick?
6. I have heard and seen commercials about Dexcom readers, what can you tell me about them?
7. What is the age range that you are willing to see in person?
8. Can I schedule a 1-on-1 session with you?
9. When should I contact you for abnormal readings?

Nutrition Related:

1. I love carbs, how do I reduce my carb intake and fulfill my cravings?
2. Are there low carb options that
3. How many times a month is it healthy to have “cheat meals”?
4. What is a typical healthy plate of food?
5. How do I calculate portion sizes for my home cooked meals?
6. What kinds of low-calorie foods are available to me?
7. How can I stay healthy on a tight budget?
8. How can I incorporate more vegetables into the food that I like to eat?
9. How often are cooking classes hosted?
10. What is the age range that you are willing to see in person?
11. Can I schedule a 1-on-1 session with you?

[illegible]

# County Specific Resources

## ➤ Genesee & Wyoming County

### ○ Genesee:

- Local Food Resources (Updated 10/29/2025)
  - <https://www.geneseeny.gov/News/Local-Food-Assistance-Resources>
  - Attica Food Pantry: 72 East Ave, Attica (585-591-1263)
  - Care-A-Van Ministries, Inc.: (585-343-0328)
  - Catholic Charities: 25 Liberty St, Batavia (585-343-0614)
  - The City Church Food Pantry: 15 Center St, Batavia
    - 1. Thursdays 11 a.m.–1 p.m., Saturdays 10 a.m.–12 p.m.
  - Community Action: 5073 Clinton St Rd, Batavia (585-343-7798)
  - The Salvation Army (Batavia Corps): 529 E Main St, Batavia (585-343-6284)
  - Cornerstone Church “Pantry of Blessings”: 8020 Bank St Rd, Batavia (585-343-8020)
  - LeRoy Pantry & Help Fund: 48 Main St, LeRoy (585-768-4559)
  - The Goose (Feeding Our Families): 33 S Main St, Oakfield (315-730-0606)
- Pop-up Pantries:
  - Alexander Fire Department: 10708 Alexander Rd, Attica (November 10, 2025 – 4 pm & December 8, 2025 – 4 pm)
  - Attica PUP: 72 East Ave, Attica (November 5, 2025 – 10 am & December 3, 2025 – 10 am)
  - Bergen Evangelical Presbyterian Church 38 S Lake Ave, Bergen (November 13, 2025 – 4 pm)
  - City Church (Foodlink Pop-Up): 114 Liberty St, Batavia (November 12, 2025 – 11 am)
  - Our Lady of Mercy, LeRoy: 44 Lake St, LeRoy (November 25, 2025 – 3:30 pm & December 23, 2025 – 3:30 pm)



- Community Action of Orleans & Genesee County
  - 5073 Clinton St Rd, Batavia 14020
  - Phone: (585) 343-7798
  - Child Resource Center: (585 343-4063)
  - <https://caoginc.org/>
- Genesee Cancer Assistance
  - 207 Summit Street, Batavia, NY 14020
  - Phone: (585) 345-0417
  - Fax: (585) 344-7483
  - <https://www.geneseecancerassistance.org/>
- Genesee County Mental Health Resources
  - 5130 East Main Street Road, Suite 2, Batavia, NY 14020
  - Phone: (585) 344-1421
  - Fax: (585) 345-3080
  - <https://www.geneseeny.gov/Department-Content/Mental-Health>
- Mental Health Association of Genesee & Orleans Counties (MHAGO)
  - 25 Liberty Street, Suite 1 Batavia, NY 14020
  - (585) 344-2611
  - <https://mhago.org/>
- Genesee Valley Rural Preservation Council (GVRPC) Community Resources
  - 5861 Groveland Station Road, Mt. Morris, NY 14510
  - Phone: (585) 658-4860
  - <https://www.gvrpc.com/community-resources>
- Independent Living of the Genesee Region
  - 319 West Main Street, Batavia, NY 14020
  - Phone: (585) 815-8501 x400
  - Fax: (585) 815-8502
  - <https://www.wnyil.org/agencies/independent-living-of-the-genesee-region/>
- GOW Cares Alliance (Genesee)
  - Peer Line: (585) 815-1800
  - Crisis Line: (585) 283-5200
  - <https://www.gowopioidtaskforce.org/>
- Genesee County Department of Social Services
  - 5130 East Main Street, Batavia, NY 14020
  - Phone: (585) 344-2580
  - <https://www.geneseeny.gov/Department-Content/Social-Services>  
<https://www.geneseeny.gov/News/Home-Energy-Assistance-Program-HEAP-Opening-Date-Postponed>
- YWCA of Genesee County – Domestic Violence & Community Support

- 301 North Street, Batavia, NY 14020
- Phone: (585) 343-5808
- Domestic Violence Hotline: 585-343-7513
- <https://ywcagenesee.org/domestic-violence/community-resources/>
- Genesee County Mental Health Services
  - 5130 East Main Street Road, Suite 2, Batavia, NY 14020
  - Phone: (585) 344-1421
  - <https://www.geneseeny.gov/Department-Content/Mental-Health>
- Mental Health Association of Genesee & Orleans Counties (MHAGO)
  - 25 Liberty Street, Suite 1 Batavia, NY 14020
  - Phone: (585) 344-2611
  - [https://mhago.org/?page\\_id=448](https://mhago.org/?page_id=448)
- Genesee Behavioral Health Center (Rochester Regional Health)
  - 224 Alexander St, Suite 100, Rochester, NY 14607
  - (585) 922-7770
  - <https://www.rochesterregional.org/services/behavioral-health/adult-mental-health> (Adult)
  - <https://www.rochesterregional.org/services/youth-family-behavioral-health> (Youth)
- PathStone Genesee Region - Housing
  - 1400 University Avenue, Rochester, NY 14607
  - Phone: (585) 340-3300
  - <https://pathstone.org/housing-services/>

## ○ **Wyoming**

- Food Resources:
  - Foodlink Sponsored Pantries:
    1. Attica Emergency Food Pantry
      - 72 East Ave, Attica, NY 14011
      - Phone: (585)591-1263
      - Hours: Tuesdays & Fridays 9am-12pm
    2. Community Action for Wyoming County
      - 6470 Rt. 20A, Perry, NY 14530
      - Phone: (585) 237-2600
      - Hours: Mondays to Thursdays 9am-4:30pm
    3. Warsaw Food Pantry
      - 10-22 South Main Street, Warsaw, NY 14569
      - Phone: (585)786-3868
      - Hours: Mondays 4-6pm, Tuesdays 9-12pm, Fridays 9-11am

- Local Community Pantries (not Foodlink partner)
  1. Bread of Life Food Pantry
    - 2443 Main Street, Rt. 20A, Varysburg, NY 14167
    - Phone: (585)535-4017
    - Hours: Wednesdays 10am-12pm & 6-7pm
  2. Castile United Church of Christ Food Pantry
    - 4 Washington St., Castile, NY 14427
    - Phone: (585)493-2840
    - Only for residents of the Town & Village of Castile
- Community Action for Wyoming County
  - 6470 Route 20A, Suite 1, Perry, NY 14530
  - Phone: (585) 237-2600
  - Email: info@wccainc.org
  - <https://communityactionforwyomingcounty.com/>
- GOW Cares Alliance (Wyoming)
  - Peer Line: (585) 815-1800
  - Crisis Line: (585) 283-5200
  - <https://www.gowopioidtaskforce.org/>
- Partners for Prevention (P4P)
  - 460 North Main Street, Warsaw, New York 14569
  - Phone: (585) 786-8970
  - <https://wycop4p.com/>
- Wyoming County Crisis Line
  - Phone: (585) 283-5200
- Wyoming County Community Health System (WCCHS) – Behavioral Health Center
  - 400 North Main St, Warsaw, NY 14569
  - Phone: (585) 786-2233
  - <https://www.wcchs.net/our-services/behavioral-health-center/>
- Spectrum Health – Wyoming County Counseling Center
  - 34 N. Main St, Warsaw, NY 14569
  - Mobile Unit 1: Letchworth Family Medicine (3 Handley St, Perry, NY 14530)  
2nd and 4th Tuesday of the month 9:00-3:30
  - Mobile Unit 2: Perry Knitting Mill (55 Elm St, Perry, NY 14530) 1st and 3rd  
Tuesday of the month 9:00-3:30
  - Phone: (585) 786-0220
  - 24/7 Help Line: (716) 710-5172
  - <https://shswny.org/locations/wyoming-county-counseling-center/>
- Wyoming County Department of Social Services & Mental Health
  - 466 North Main Street, Warsaw, NY 14569
  - Phone: (585) 786-8900 – social services

- Phone: (585) 786-8871- mental health
- <https://www.wyomingcountyny.gov/205/Social-Services>
- Wyoming County Office for the Aging
  - 8 Perry Avenue, Warsaw, NY 14569
  - Phone: (585) 786-8833
  - <https://www.wyomingcountyny.gov/328/Office-for-the-Aging>

## ➤ **Niagara & Orleans County**

### ○ **Niagara:**

- Food Resources:
  - Lumber City Church - Little Free Pantry:
    1. 383 Vandervoort Street, North Tonawanda, NY 14120
    2. Phone: (716) 260-2757
  - Care-N-Share Food Pantry:
    1. 3628 Ransomville Rd, Ransomville, NY 14131
    2. Phone: (716) 791-1268
    3. Hours: Tuesday 3:30pm - 5:30pm, Thursday 5:00pm - 7:00pm, Saturday 9:00am - 12:00pm
    4. Free Mobile Pantry: 11:30am - 1:00pm Fourth Saturday of the month (Except November & December)
  - St Mary's – St. Vincent de Paul Society
    1. 5 Saxton Street, Lockport, NY 14094
    2. Phone: (716) 434-6316
    3. Hours: Tuesday & Thursday 1:00pm -3:00pm, Saturday 10:00am - 12:00pm
  - Find others at: <https://www.foodpantries.org/co/ny-niagara>
- Niagara County Resource Guide (Interactive Map)
  - [https://www.niagaracounty.gov/news\\_detail\\_T8\\_R741.php](https://www.niagaracounty.gov/news_detail_T8_R741.php) or <https://storymaps.arcgis.com/collections/d23e094de934429aaa1813976bb14de1>
- Niagara County Department of Social Services
  - Lockport Office: 20 East Avenue, Lockport, NY 14095
  - Niagara Falls Office: 301 10th Street, Niagara Falls, NY 14302
  - Phone: (716) 278-8400
  - [https://www.niagaracounty.gov/departments/s-z/social\\_services/index.php](https://www.niagaracounty.gov/departments/s-z/social_services/index.php)
- Mental Health Association in Niagara County
  - 36 Pine Street Lockport, New York 14094
  - Phone: (716) 433-3780
  - <https://www.mhanc.com/mental-health-niagara-county.php>

- Niagara County Dept. of Mental Health & Substance Abuse
  - 475 S. Transit St, Suite 500, Lockport, NY (Lockport)
  - Phone: (716) 439-7410 (Lockport)
  - 24HR Crisis Line: (716) 285-3515
  - 1001 Eleventh St., Niagara Falls 14301 (Niagara Falls)
  - Phone: (716) 278-1940 (Niagara Falls)
  - [https://www.niagaracounty.gov/departments/m-r/mental\\_health\\_substance\\_abuse/index.php](https://www.niagaracounty.gov/departments/m-r/mental_health_substance_abuse/index.php)

○ **Orleans:**

- Community Action of Orleans & Genesee County
  - 409 East State Street, Albion, NY 14411
  - Phone: (585) 589-5605
  - Child Resource Center: (585) 343-4063
  - <https://caoginc.org/>
  - Food Pantry Hours: Monday to Friday from 9:00am - 4:30pm
    1. Bring ID & Proof of income; offers delivery
- GOW Cares Alliance (Orleans)
  - Peer Line: (585) 815-1800
  - Crisis Line: (585) 283-5200
  - <https://www.gowopioidtaskforce.org/>
- Orleans County Department of Social Services
  - 14016 Route 31 West, Albion, NY 14411
  - Phone: (585) 589-7000
  - [https://www.orleanscountyny.gov/departments/social\\_services.php](https://www.orleanscountyny.gov/departments/social_services.php)
- Catholic Charities of Orleans County
  - 243 South Main St. Albion, NY 14411
  - Phone: (585) 589-7477
  - <https://ccwny.org/services/>
- Oak Orchard Health – Albion Clinic
  - 301 West Avenue, Albion, NY 14411
  - Phone: (585) 589-5613
  - <https://oakorchardhealth.org/>
- Mental Health Association of Genesee & Orleans Counties (MHAGO)
  - 243 S. Main Street Albion, NY 14411
  - Phone/Crisis Line: (585) 344-2611
  - [https://mhago.org/?page\\_id=448](https://mhago.org/?page_id=448)
- Orleans County Department of Mental Health
  - 14014 Route 31 W, Albion, NY 14411

- Phone: (585) 589-7066
- Crisis Line: (585) 283-5200
- [https://www.orleanscountyny.gov/departments/mental\\_health/index.php](https://www.orleanscountyny.gov/departments/mental_health/index.php)
- Food Resources:
  - Find more at: <https://www.foodpantries.org/co/ny-orleans>
  - Christ Church: Community Kitchen
    1. 26 South Main Street, Albion, NY 14411
    2. Phone: (585) 589-5314
    3. Hours: Friday 4:30pm to 6:00pm (Door open at 4:15pm)
  - Calvary Cupboard Food Pantry:
    1. 11031 Maple Ridge Road, Medina, NY 14103
    2. Phone: (585) 798-3738
    3. Hours: Tuesday & Thursday 9:00am - 12:00pm
  - The Community Loaf & Ladle:
    1. 2 Jackson Street Holley, NY 14470
    2. Phone: (585) 638-5142
    3. Meal Service: Saturday 12:00pm - 1:30 pm
      - Thanksgiving
      - Christmas 12:00pm - 2:00pm
  - LYFE Food Pantry:
    1. 102 N Main Street, Lyndonville, NY 14098
    2. Phone: (585) 765-9313
    3. Hours: Tuesday & Wednesday 10:00am - 12:00pm

## ➤ Regional Resources:

- Health/Medical Offices:
  - Oak Orchard
    - Main Line: (585) 637-3905
    - Locations:
      1. Brockport | 300 West Ave, Brockport, NY 14420 | (585) 637-3905
      2. Batavia | 319 W Main St, Batavia, NY 14020 | (585) 599-6446
      3. Albion | 301 West Ave, Albion, NY 14411 | (585) 589-5613
      4. Medina | 500 Main St, Medina, NY 14103 | (585) 798-4022
      5. Warsaw | 64 W Buffalo St, Warsaw, NY 14569 | (585) 786-3440
      6. Alexander | 3384 Church St, Alexander, NY 14005 | (585) 599-6446
      7. Pembroke/Corfu | 860 Main Rd, Corfu, NY 14036 | (585) 599-6446 | (585) 599-3166
  - Dental Offices:
    - Medina Dental Group – Orleans County

1. 610 Park Avenue, Medina, NY 14103
  2. Phone: (585) 798-0100
  3. <http://www.medinadentalgroup.com/>
  4. Hours:
    - Mon, Wed, Thu: 8am–5pm
    - Tuesday: 8am–7pm
    - Friday: 8am–3pm
- Batavia Family Dental – Genesee County
    1. 6 Batavia City Centre, Batavia, NY 14020
    2. Phone: (585) 479-3103
    3. Offers online appointment scheduling
    4. <https://bataviafamilydental.com/>
    5. Hours:
      - Monday: 8:30am–7pm
      - Tuesday: 8:30am–6pm
      - Wednesday & Thursday: 8:30am–5pm
  - Summit Family Dental Care – Wyoming & Livingston County
    1. Locations: Warsaw & Geneseo, NY
      - Warsaw:
        - 34 Duncan St., Warsaw, NY 14569
        - Phone: (585)-786-3676
      - Geneseo:
        - 4188 Lakeville Rd., Geneseo, NY 14454
        - Phone: (585)-243-5588
      - Hours:
        - Monday-Thursday: 8am-5pm
        - Friday: 8am-4:30pm
        - Saturday & Sunday *CLOSED*
- Ophthalmologist (Eye Doctor):
    - Lake Plains Eye Center – Orleans & Monroe County
      1. Website: <https://lakeplainseyecenter.com/>
      2. Medina:
        - 500 Erie Street South, Medina, NY
        - Phone: (585) 798-2020
        - Hours
          - Monday, Wednesday, Thursday: 7:30am-3:30pm
          - Tuesday: 9:30-5pm

- Friday: 7:30am-1pm
- 3. Brockport:
  - 6076 Brockport Spencerport Rd, Brockport, NY
  - Phone: (585) 637-2020
  - Hours:
    - Monday, Wednesday, Thursday: 7:30am-3:30pm
    - Tuesday: 9:30-5pm
    - Friday: 7:30am-1pm
- Walmart Vision Center – Albion Supercenter – Orleans County
  1. Website: [https://www.walmart.com/store/3607-albion-ny/vision-center?veh=seo\\_loc](https://www.walmart.com/store/3607-albion-ny/vision-center?veh=seo_loc)
  2. 13858 State Route 31, Albion, NY 14411
  3. Phone: (585) 589-0905
  4. Hours: Monday – Friday: 9am-4pm
- University Eye Specialists – Wyoming County
  1. Website: <https://www.universityeyespl.com/>
  2. Locations:
    - Warsaw:
      - 2469 State Rt. 19N, Warsaw, NY 14569
      - Phone: (585) 786-2288
      - Hours:
        - Monday: 7:30am-5:30pm
        - Tuesday & Wednesday: 8:30am-5:30pm
        - Thursday: 9am-7pm
        - Friday: 8:30am-5:30pm
        - Saturday & Sunday *CLOSED*
    - Batavia:
      - 217 Summit Street, Batavia, NY, 14020
      - Phone: (585) 345-1342
      - Hours:
        - Monday: 7:30am-5:30pm
        - Tuesday & Wednesday: 8:30am-5:30pm
        - Thursday: 9am-7pm
        - Friday: 8:30am-5:30pm
        - Saturday & Sunday *CLOSED*
- Find Food:
  - Foodlink Website: <https://foodlinkny.org/>



- (Foodlink-Find Food) [https://foodlinkny.org/find-food/?\\_gl=1\\*90057s\\*\\_gcl\\_au\\*OTMzNTM0OTgyLjE3NjIwNDcyNzA](https://foodlinkny.org/find-food/?_gl=1*90057s*_gcl_au*OTMzNTM0OTgyLjE3NjIwNDcyNzA).
- (Food Pantries Locator) <https://www.foodpantries.org/>
- (Monroe County) SNAP Work Requirement Screening Tool  
<https://monroecounty.prod.simpligov.com/prod/portal/ShowWorkFlow/AnonymousEmbed/ad1b454c-34c4-4e6f-ac89-f9f946b50661>
- (NYS) SNAP & Work Requirements <https://otda.ny.gov/programs/snap/work-requirements.asp>
- Restore Sexual Assault Services
  - Provides Services in Monroe, Genesee, Livingston, Orleans, & Wyoming Counties
  - Local Hotline (for listed counties): 1-585-546-2777 (available 24/7)
  - National Hotline: 1-800-656-4673 (available 24/7)
  - <https://restoresas.org/>
- Planned Parenthood:
  - Services provide comprehensive sexual health and wellness support
  - Main Website: <https://www.plannedparenthood.org/>
  - In-person & Telehealth available, can book appointments online
  - Locations:
    - Batavia Health Center
      1. 222 West Main Street, Batavia, NY 14020
      2. Phone: 1-866-600-6886
      3. Hours:
        - Monday 8:30 am - 5 pm
        - Tuesday *CLOSED*
        - Wednesday 10:30am-7pm
        - Thursday *CLOSED*
        - Friday 8:30 am - 5 pm
        - Saturday & Sunday *CLOSED*
    - Niagara Falls Office
      1. 750 Portage Road, Niagara Falls, NY 14301
      2. Phone: 1-866-600-6886
      3. Hours:
        - Tuesday 11am-7pm
        - Thursday 9am-5pm
        - Monday, Wednesday, Friday *CLOSED*
        - Saturday & Sunday *CLOSED*

## ➤ New York State & National Resources:

- SAMHSA National Helpline
  - Phone: 1-800-662-HELP (4357)
  - <https://www.samhsa.gov/>
  - Hours: 24/7, 365 days a year
  - Can provide treatment referral & information
- USDA National Hunger Hotline
  - English: 1-866-3-HUNGRY(486479)
  - Spanish: 1-877-8-HAMBRE(426873)
- National Center for Missing & Exploited Children
  - Phone: 1-800-THE-LOST (843-5678)
  - <https://www.missingkids.org/home>
  - Hours: 24/7
- National Human Trafficking Hotline
  - Phone: 1-888-373-7888 or Text: 233733
  - <https://humantraffickinghotline.org/en>
  - Hours: 24/7
- National Runaway Safeline
  - Phone: 1-800-RUNAWAY (786-2929)
  - Online chat, email, & forum available
  - <https://www.1800runaway.org/>
  - Hours: 24/7
- RAINN (Rape, Abuse & Incest National Network)
  - Phone: 1-800-656-HOPE (4673), chat available online,
  - Text: Send “HOPE” to 64673
  - Local Help Finder: <https://centers.rainn.org/>
  - Website: <https://rainn.org/>
  - Hours: 24/7
- National Domestic Violence Hotline:
  - Phone: 1-800-799-SAFE (7233)
  - Text: Send “START” to 88788
  - Offers online chat and A.I. Chat bot (Ruth)
  - Hours: 24/7
- Poison Control:
  - Phone: 1-800-222-1222
  - [https://www.health.ny.gov/professionals/poison\\_control/centers.htm](https://www.health.ny.gov/professionals/poison_control/centers.htm)
- Suicide Crisis Line:
  - Call or Text 988 (previously 1-800-273-TALK (8255) )
  - Veterans Press 1 after calling 988 or text 838255

- Live Chat option and other resources available on website
  - <https://988lifeline.org/get-help/>
- Apply for HEAP (Heating Assistance)
  - General Info: 1-(800) 342-3009
  - <https://www.ny.gov/services/apply-heating-assistance-heap>
- OTDA HEAP Program Information – by county
  - <https://otda.ny.gov/programs/heap/contacts/default.asp?county=62#result>
- NYSEG Project Share – Utility Assistance
  - Administered by HeartShare Human Services (NY)
  - HeartShare Contact: (718) 422-4207
  - Email: [info@heartshare.org](mailto:info@heartshare.org)
  - <https://www.nyseg.com/account/waystopay/helpwithbill/project-share>
- NYS Supplemental Nutrition Assistance Program (SNAP)
  - <https://otda.ny.gov/programs/snap/>
- (NYS) SNAP & Work Requirements <https://otda.ny.gov/programs/snap/work-requirements.asp>
- NYS WIC <https://www.health.ny.gov/prevention/nutrition/wic/>
  - Eligibility: <https://www.health.ny.gov/prevention/nutrition/wic/eligibility.htm>
  - WIC card Uses: <https://www.health.ny.gov/prevention/nutrition/wic/ewic/>
  - WIC Nutrition Support Guide: <https://www.health.ny.gov/prevention/nutrition/wic/nutrition.htm>
- NYS Abortion Rights
  - <https://www.ny.gov/programs/abortion-new-york-state-know-your-rights>
  - Locate a abortion provider & state resources: [https://www.ny.gov/abortion-new-york-state-know-your-rights/safe-abortion-access-all#abortion\\_providers](https://www.ny.gov/abortion-new-york-state-know-your-rights/safe-abortion-access-all#abortion_providers)
- NYS Growing Up Healthy Hotline
  - Pregnancy & parenting support
  - Phone: 1-800-522-5006
  - [https://www.health.ny.gov/community/pregnancy/health\\_care/prenatal/guh.htm](https://www.health.ny.gov/community/pregnancy/health_care/prenatal/guh.htm)
  - Hours: 24/7
- Postpartum Resource Center of NY
  - Mental Health Support for Pregnant and New Mothers
  - Phone: 1-855-631-0001
  - Hours: 7 days/week, 9am–5pm
  - <https://postpartumny.org/>
- NYS Child Protective Services (CPS)
  - State Reporting Line: 1-800-342-3720
  - <https://ocfs.ny.gov/programs/cps/>
- NYS Office of Addiction Services and Supports (OASAS)
  - Gambling & other addictions
    - HOPEline (Hotline): 1-877-8-HOPENY(467369) or text “HOPENY” (467369)

- Hours: 24/7
- 2-1-1 Western New York
  - Phone: Dial 211 or (888) 696-9211
  - <https://www.211wny.org/>
- Catholic Charities:
  - Find services by County: <https://ccwny.org/services/>

## ➤ **NATIVE ALASKAN & Indigenous Resources**

- StrongHearts Native Helpline
  - Domestic & sexual violence support Line 1-844-7NATIVE (762-8483)
  - Online Chat: [www.strongheartshelpline.org](http://www.strongheartshelpline.org)
  - [www.strongheartshelpline.org](http://www.strongheartshelpline.org)
  - Hours: 24/7
- National Indigenous Women’s Resource Center
  - Main Website: <https://www.niwrc.org/>
  -
- WERNATIVE (WE-R-NATIVE)
  - Comprehensive peer-peer (adult “relative” and youth) interacts that is culturally aligned with Native cultures and
  - “Ask a Relative” Chat: <https://www.wernative.org/ayr/submit>
  - <https://www.wernative.org/>

# Resource Questionnaire

**Note:** We ask that you please fill this out and return it to the Healthy Living Office in the blue box. We appreciate your participation; all answers are anonymous.

## **Section 1: Personal Questionnaire**

1) **How many times a week do you go without food for at least one meal?**

☐ Never    ☐ 1–2 times    ☐ 3–4 times    ☐ 5+ times

2) **How often do you face food insecurity within a month?**

☐ Never    ☐ Rarely    ☐ Sometimes    ☐ Often    ☐ Always

3) **Have you ever been the sole person helping others access health or social services?**

☐ Yes    ☐ No

**Do you feel this has led you to neglect your own health?**

☐ Yes    ☐ No    ☐ Not sure

4) **How likely are you to keep up with annual physicals, preventive screenings, and other medical appointments?**

☐ Very likely    ☐ Somewhat likely    ☐ Rarely    ☐ Never

5) **How often do you have reliable transportation in a given month?**

☐ Always    ☐ Most of the time    ☐ Sometimes    ☐ Rarely    ☐ Never

6) **How often do you use community services/resources to supplement basic needs?**

*(Excludes WIC, SNAP, Medicaid/Medicare, Section 8, or other federal programs)*

☐ Weekly    ☐ Monthly    ☐ Occasionally    ☐ Never

7) **How often do you rely on childcare to meet your child's needs?**

☐ Daily    ☐ Weekly    ☐ Occasionally    ☐ Never    ☐ Not applicable

8) **If you use an external propane tank, how much do you spend on average per tank?**

☐ Monthly: \$\_\_\_\_\_    ☐ Every 6 months: \$\_\_\_\_\_    ☐ Annually: \$\_\_\_\_\_

9) **Distance to nearest food pantry:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

10) **Distance to nearest grocery store:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

**11)Distance to nearest gas station:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

**12)Distance to nearest emergency room or urgent care:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

**13)Do you have trouble getting to doctor’s appointments?**

☐ Yes    ☐ No    ☐ Sometimes

**14) How often do you go to local services to supplement basic needs?**

☐ Weekly    ☐ Monthly    ☐ Occasionally    ☐ Never

**15)How often do you feel depressed, anxious, overwhelmed, or other negative emotions?**

☐ Daily    ☐ Weekly    ☐ Occasionally    ☐ Rarely    ☐ Never

**16)In the last month, how many times have you used substances or harmful behaviors to cope?**

☐ None    ☐ 1–2 times    ☐ 3–5 times    ☐ 6+ times

**17)How often do you interact with others socially?**

☐ Daily    ☐ Weekly    ☐ Occasionally    ☐ Rarely    ☐ Never

**18)Do you feel unsafe at home or in your community?**

☐ Yes    ☐ No    ☐ Sometimes

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**19)Do you have trouble paying utility bills?**

☐ Yes    ☐ No    ☐ Sometimes

**20)If you use an external propane tank, how much do you spend on average per tank?**

☐ Monthly: \$\_\_\_\_\_    ☐ Every 6 months: \$\_\_\_\_\_    ☐ Annually: \$\_\_\_\_\_

**21)Distance to nearest food pantry:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

**22)Distance to nearest grocery store:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

23) **Distance to nearest gas station:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

24) **Distance to nearest emergency room or urgent care:**

☐ Less than 1 mile    ☐ 1–5 miles    ☐ 6–10 miles    ☐ Over 10 miles

25) **Do you have trouble getting to doctor’s appointments?**

☐ Yes    ☐ No    ☐ Sometimes

26) **Do you see a dentist every 6 months?**

☐ Yes    ☐ No

27) **Do you see a primary care provider every year?**

☐ Yes    ☐ No

28) **Do you see an eye doctor every 1–2 years?**

☐ Yes    ☐ No

29) **Are you up to date on cancer screenings?**

☐ Yes    ☐ No    ☐ Not sure

30) **What is the biggest barrier you face when trying to live a healthy life?**

Comments: \_\_\_\_\_

---

---

---

---

## **Section 2: Tell us about your local community**

**1. Should we have a community advisory board to help improve health access and involvement? Why or why not?**

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

---

**2. What is one idea you have to make health services more accessible in your area?**

Comments: \_\_\_\_\_

---

---

---

**3. Do you feel your community has enough safe spaces for physical activity?**

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

---

**4. Do you feel your community has enough mental health support services available to you?**

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

---

**5. Do you think your community is prepared to supply emergency supplies or services that would adequately support you? (Emergency Food, heating & cooling available, adequate emergency services, etc.) Why or why not?**

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

**6. Do you feel your voice is heard in decisions about health services in your area?**

☐ Yes    ☐ No    ☐ Sometimes

Comments: \_\_\_\_\_

---

---



## Contact Us

### Healthy Living Program – Batavia Office

- Cancer Service Program of GOWN
- MOMS (Medicaid Obstetrical & Maternity Services) Program
  - Healthy Moms & Healthy Dads Program
- LEAD (Lactation Education After Discharge) Program
  - Diabetes Support & Prevention
    - Nutrition Services
- Family Safety (CPR, First Aid, other safety education)
  - Infant Feeding/Lactation Classes
  - Childbirth Education Classes
  - Diabetes education Classes
- CPR, Poison Control, First Aid & other safety classes
- Baby Café – pregnancy & mothers support group
  - Lactation Support Line & support
    - Cancer Support Group
    - Diabetes Support Group

### Office Hours:

Mondays, Tuesdays, Wednesdays: 8:30am-4:30pm

Thursdays: 8:30am-6:00pm

Friday: 8:30am-12:30pm

### Phone Number & Fax Number

(Main Office Line): 1-585-344-5331

(Fax Number): 1-585-344-5267

### Address:

211 East Main Street, Batavia, NY 14020

## Feedback Page:

(return me to the Healthy Living Office at – address – in the collection box)

1. Did you find this guide useful? Why or why not?

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Which section of the guide did you use the most and the least?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Are there any useful questions you would like to see added to the “Doc., I got a question!” section, in the next edition?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Were there any questions you wrote down you would like to see in the next edition of this booklet, or you found may help others?

---

---

---

---

5. Was there any section of the guide that you found to be confusing or unclear?

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

---

---

---

---

---

6. Did you feel supported using the resource booklet? Why or why not?

☐ Yes    ☐ No    ☐ Not sure

Comments: \_\_\_\_\_

---

---

---

---

---

---

---

7. Are there any resources you would like to see in the next edition of this booklet?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

8. Is there anything that you needed that was not included in this resource booklet? (shelters, emergency food, specialty medical office, etc.)

---

---

---

---

---

---

---

---

---

9. In the future, would it be helpful to have an accessible digital version (and QR code) for the booklet on our website?

☐ Yes    ☐ No    ☐ Not sure

10. Would you recommend this booklet to others?

☐ Yes    ☐ No    ☐ Not sure

11. Any other feedback you would like to provide?

---

---

---

---

---

---

---

---

---

**Thank you for taking a booklet. We hope you  
stay healthy and well.**