

# Family Safety Resources

## ORLEANS COUNTY

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**211:** Crisis Resources

**911:** Emergency

### **CARE AND CRISIS 24/7**

**HELPLINE:** 283-5200 or text 741741

### **COMMUNITY ACTION**

- 409 East State Street, Albion, NY 14411
- Office: 589-5605
- Currently offering immediate needs and emergency food pantry Monday, Tuesday and Wednesday from 8am-11am
- Call the office for more information

### **JUSTICE FOR CHILDREN ADVOCACY CENTER**

- Phone consultation related to child safety
- Investigation of child abuse concerns
- Mental health services for children who have experienced trauma
- Child abuse medical exams
- 344-8576

### **NYS DEPARTMENT OF PUBLIC SERVICE**

- 295 Main Street, Suite 1050, Buffalo, NY 14203
- Helpline: 1-800-342-3377
- Hours: Monday-Friday, 8:30am-4:30pm
  - For utility Complaints regarding service or billing
    - Hotline: 1-800-342-3355
    - Hours: Monday-Friday, 7:30am-7:30pm
  - For electric or natural gas shut offs

### **ORLEANS COUNTY DSS**

- 14016 Route 31 W., Albion, NY 14411
- General number: 589-7000
- Public Assistance/Medicaid/SNAP: 589-7000
- Child Welfare Services: 589-3174
- Adult Protective Services: 589-3255
- HEAP: 589-7000
- Foster Parent Recruitment: 589-3161
- Child Support: 1-888-208-4485
- PINS: 589-3174
- Domestic Violence: 589-3159

### **ORLEANS COUNTY CRIME VICTIM ASSISTANCE PROGRAM**

- Office: 590-4134
- [occv@orleansny.com](mailto:occv@orleansny.com)

### **RESTORE SEXUAL ASSAULT SERVICES**

- 24/7 hotline: 1-800-527-1757
- Crisis intervention for sexual assault survivors and their loved ones
- Short-term counseling
- Support/advocacy through medical evidence collection process
- Support/advocacy through legal and court process
- Information and Referral
- Community and Professional education programs

**SUICIDE HOTLINE:** 1-800-273-8255