

Community Resources

For Orleans County

211: Crisis Resources

911: Emergency



CARE AND CRISIS 24/7 HELPLINE:

- 585-283-5200, Domestic violence, crisis and prevention services

SUICIDE HOTLINE 24/7

- 1-800-273-8255 or text 741741

ORLEANS COUNTY MENTAL HEALTH:

Care and Crisis Hotline

- 585-344-4400
- 24/7 after hours counseling and crisis intervention

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

JUSTICE FOR CHILDREN ADVOCACY CENTER

- 585-344-8576
- Phone consultation related to child safety
- Investigation of child abuse concerns
- Mental health services for children who have experienced trauma
- Child abuse medical exams

ORLEANS COUNTY CRIME VICTIM ASSISTANCE PROGRAM

- Office: 585-590-4134
- occv@orleansny.com

ORLEANS COUNTY DSS

- 14016 Route 31 W., Albion, NY 14411
- General number: 585-589-7000
- Public Assistance/Medicaid/SNAP: 585-589-7000
- Child Welfare Services: 585-589-3174
- Adult Protective Services: 585-589-3255
- HEAP: 585-589-7000
- Foster Parent Recruitment: 585-589-3161
- Child Support: 1-888-208-4485
- PINS: 585-589-3174
- Domestic Violence: 585-589-3159

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

COMMUNITY ACTION

- 409 East State Street, Albion, NY 14411
- Office: 585-589-5605
- Currently offering immediate needs and emergency food pantry Monday, Tuesday and Wednesday from 8am-11am
- Call the office for more information

FOODLINK MOBILE PANTRY

- 585-328-3380 Emergency food distribution by appointment Tuesdays and Fridays 10am-12pm

CALVARY CUPBOARD FOOD PANTRY

- 585-798-3738 Emergency food distribution by appointment Tuesday, Thursday and Friday.