



# MANCHESTER Weed & Seed Strategy

*It Takes a Community to Prevent Violence*



## **Manchester Weed & Seed Strategy**

# **2017-2018 WINTER RESOURCE GUIDE**

**Revised and updated: October 2017**





## EMERGENCY PHONE NUMBERS

# DIAL 9-1-1 FOR ALL EMERGENCIES

<b>2-1-1</b> Connects callers for free to information about services available in their community.	<b>2-1-1</b>
<b>Alcohol Hotline</b>	<b>866-513-9835</b>
<b>Child Abuse Reporting Line</b> Call either number if you suspect that a child has been abused or neglected. During non-business hours, call <b>911</b> or the Manchester Police Department at 603-668-8711.	<b>1-800-894-5533</b> <b>603-271-6562</b>
<b>Domestic Violence 24-Hour Hotline</b>	<b>1-866-644-3574</b>
<b>Gay, Lesbian, Bisexual &amp; Transgender Hotline (GLBT)</b> Provides information and referrals for gays, lesbians, transgender and persons with questions about their sexuality. Information, referrals and peer counseling are offered.	<b>1-888-843-4564</b>
<b>GLBT National Help Center</b>	<b>1-800-246-7743</b>
<b>Good Samaritans Suicide Hotline</b>	<b>1-877-583-8336</b>
<b>Homeless Hotline (Manchester Continuum of Care)</b>	<b>1-877-606-5173</b>
<b>Manchester Fire Department (Safe Stations)</b>	<b>603-669-2256</b>
<b>Manchester Health Department</b>	<b>603-624-6466</b>
<b>Manchester Police Department</b>	<b>603-668-8711</b>
<b>Mental Health America</b> Trained Crisis Counselors are available for free 24/7.	<b>Text MHA to 741741</b>
<b>Mental Health Center of Greater Manchester</b>	<b>603-668-4111</b>
<b>Mobile Crisis Response Team</b> 24 hours a day, 7 days a week, MCRT's 14 clinicians and 6 peer recovery coaches field calls from community members experiencing crises involving mental health.	<b>(800) 688-3544</b>
<b>National Runaway Hotline</b>	<b>1-800-621-4000</b>
<b>National Suicide Prevention Lifeline (English and Spanish)</b>	<b>1 (800) 273-8255</b>
<b>NH Statewide Addictions Crisis Line</b>	<b>1-844-711-4357</b>
<b>NH Try-to-Stop Tobacco Resource Center</b> Spanish: 1-800-833-5256   Hearing Impaired: 1-800-833-1477	<b>1-800-784-8669</b>
<b>Poison Control Center</b> 24/7 for poison emergencies, questions, and prevention.	<b>1-800-222-1222</b>
<b>RAIN (Rape, Abuse, and Incest Network)</b>	<b>1-800-656-4673</b>
<b>Serenity Place (Substance Abuse Crisis Line)</b>	<b>603-625-6980</b>
<b>Sexual Assault 24-Hour Hotline</b>	<b>1-800-277-5570</b>
<b>STD Hotline</b>	<b>1-800-228-0254</b>
<b>Trevor Project Suicide Prevention Hotline</b> Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to LGBTQ youth.	<b>1-866-488-7386</b>
<b>Veterans Crisis Line</b> Confidential support 24 hours a day, 7 days a week, 365 days a year.	<b>1-800-273-8255</b> <b>Press 1</b>
<b>YWCA NH Crisis Line</b> Call this number 24 hours a day, 7 days a week to talk to a crisis counselor regarding domestic violence, sexual violence, stalking, and/or teen dating violence.	<b>603-668-2299</b>



## PURPOSE

The purpose of this Winter Resource Guide is to provide residents, community organizations, and City Departments with contact information for agencies that are providing local winter assistance resources for individuals and families in need. This Winter Resource Guide is not intended to be an exhaustive list of services but rather a quick reference to complement the existing Information and Referral Networks described on the following pages.

This is a working document. The Winter Resource Guide will be updated annually with new or previously unlisted services and posted on the Manchester Health Department's website at [www.manchesternh.gov/health](http://www.manchesternh.gov/health). The Winter Resource Guide is an ongoing project of the Manchester Weed & Seed Strategy.

More information about the Manchester Weed & Seed Strategy is available online:  
<https://www.manchesternh.gov/Departments/Health/Services/Neighborhood-Health>

Or on Facebook:  
<https://www.facebook.com/CityOfManchesterNHWeedAndSeed/>

To add resources or for more information, please contact:

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## CLOTHING ASSISTANCE, THRIFT SHOPS

### **Blessed Sacrament/St. Anne's Children's Closet**

Address: 14 Elm Street, Manchester, NH 03103

Phone: 603-622-5445

Website: <http://www.blessedsacramentnh.org/index.php/ministries-sp-1729225412/outreach/95-saint-annes-closet>

Services: Saint Anne's Closet is open Wednesdays from 1-3 p.m. Good, clean, slightly used children's clothing is distributed free twice a month to those in need. Last names A-L are welcomed on the first and third Wednesdays; last names M-Z on the second and fourth Wednesdays of each month.

### **Brookside Thrift Shop**

Address: 2013 Elm Street, Manchester, NH 03101

Phone: 603-669-2807, ext. 110

Website: <http://brooksideecc.info/bcc-thrift-shop/>

Facebook: <https://www.facebook.com/BrooksideThriftShop/>

Services: The Thrift Shop is a service of Brookside Congregational Church and serves the larger community of greater Manchester. The mission of the Thrift Shop is to accept donations of clothing and household goods on behalf of the church and sell those items to raise money to further the charitable and religious missions of the church. Please contact us for large item donation pick-up. Thrift Shop hours: Wed., noon-4pm, Thurs-Fri-Sat 9am-1pm.

### **Family OutFITters Thrift Store**

Address: 394 Second Street, Manchester, NH 03102

Phone: 603-641-6691

Website: [www.outfittersnh.org/aboutoutfitters/manchester/#sthash.t3qJurEQ.dpuf](http://www.outfittersnh.org/aboutoutfitters/manchester/#sthash.t3qJurEQ.dpuf)

Services: OutFITters Thrift Store in Manchester offers a large, open showroom and a department store feel with a wide selection of everything from gently used furniture, house wares and clothing to books, movies, small electronics, and seasonal decorations.

### **Goodwill**

Address: 165 John E. Devine, Manchester

Phone: 603-518-5246

Website: <http://www.goodwill.org>

Services: Gently used clothing, housewares, furniture, books, children's toys, and more.

### **Liberty Thrift**

Address: 333 Lincoln St, Manchester, NH 03103

Phone: 603-573-9221

Website: <http://www.libertythriftnh.com/>

Services: Liberty Thrift is a locally owned, family operated thrift store that offers thousands of designer, vintage and brand named clothing, accessories, shoes and furniture at the most affordable prices.



### **Missy's Closet**

Address: 72 Concord St., Manchester, NH 03101

Phone: (603) 625-5785

Website: <http://www.ywcanh.org/what-we-do/missys-closet-resale-boutique>

Services: Missy's Closet offers quality merchandise at affordable prices including gently used women's, men's and children's apparel, shoes, accessories and an array of housewares, art, home decor and toys.

Hours are typically Thursdays and Saturdays 10-2pm but may vary.

### **Salvation Army**

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: [www.use.salvationarmy.org/use/www\\_use\\_manchester.nsf](http://www.use.salvationarmy.org/use/www_use_manchester.nsf)

Services: Winter coats, all sizes. Clothing for infants and adults based on contributions.

### **Savers**

Address: 93 S Maple St, Manchester, NH 03103

Phone: 603-695-9915

Website: [www.stores.savers.com/nh/manchester/thrift-stores-manchester-nh-1182.html](http://www.stores.savers.com/nh/manchester/thrift-stores-manchester-nh-1182.html)

Services: Gently used clothing, housewares, furniture, books, children's toys, and more.

## **EMERGENCY HOUSING & HOMELESS RESOURCES**

### **1269 Café**

Address: 351 Chestnut Street, Manchester, NH 03101

Phone: 603-512-1571

Website: [www.homenh.org/](http://www.homenh.org/)

Services: Faith-based support and assistance. Food Pantry Thursdays 9:30am, numbers given out at 9:30am. Lunch on Tuesdays 11:30-12:30pm.

### **Child & Family Services - Youth Resource Center**

Address: 326 Lincoln Street, Manchester, NH 03103

Phone: 603-518-4170

Email: [info@cfsnh.org](mailto:info@cfsnh.org)

Website: Runaway & Homeless Youth: [www.cfsnh.org/pages/programs/TeenServices/runaway.html](http://www.cfsnh.org/pages/programs/TeenServices/runaway.html)

Website: Street Outreach: [www.cfsnh.org/pages/programs/TeenServices/streetOutreach.html](http://www.cfsnh.org/pages/programs/TeenServices/streetOutreach.html)

Website: Transitional Living: [www.cfsnh.org/pages/programs/TeenServices/transLivingPgm.html](http://www.cfsnh.org/pages/programs/TeenServices/transLivingPgm.html)

Website: Teen Turnabout: [www.cfsnh.org/pages/programs/TeenServices/turnabout.html](http://www.cfsnh.org/pages/programs/TeenServices/turnabout.html)

Services: Child and Family Services is dedicated to advancing the well-being of children by providing an array of social services to strengthen family life and by promoting community commitment to the needs of children.



### **Families in Transition (FIT)**

Address: 122 Market Street, Manchester, NH 03101

Phone: 603-641-9441

Website: <http://www.fitnh.org/housing-services/about/>

Services: Diverse housing options provide shelter for individuals and families who face homelessness. They offer clean, safe, affordable living to the many residents who come to call FIT home. Clinical staff provide a wide range of programs and services to help participants develop the successful tools that lead to economic and emotional independence and self-sufficiency.

### **Greater Manchester Habitat for Humanity**

Address: 250 Commercial Street, Suite 4019, Manchester, NH 03103

Phone: 603-626-3944

Website: [www.habitatmanchester.org](http://www.habitatmanchester.org)

Services: Greater Manchester Habitat for Humanity works in partnership with local people and businesses to assist people in need by building and renovating houses, with the conviction that every man, woman and child should have a simple, decent, affordable place to live in dignity and safety.

### **Health Care for the Homeless (HCH)/Mobile Community Health Team (MCHT)**

Address: HCH Clinic @ New Horizons Shelter, 199 Manchester Street, Manchester, NH 03103

Phone: 603-663-8718

Website: [www.catholicmedicalcenter.org/community-health/healthcare-for-homeless.aspx](http://www.catholicmedicalcenter.org/community-health/healthcare-for-homeless.aspx)

Services: The Health Care for the Homeless (HCH) program of Manchester is also known as the Mobile Community Health Team (MCHT) at Catholic Medical Center. HCH Manchester conducts a primary care clinic at two locations: One clinic daily at the New Horizons for New Hampshire Shelter; and another clinic twice weekly (Monday mornings and Thursday afternoons) at the Families in Transition Housing program. All persons who are experiencing homelessness, or who are at risk of being homeless, are welcomed to come to the HCH Manchester Clinic. No one is turned away due to an inability to pay.

### **Manchester Continuum of Care**

Address: 122 Market Street, Manchester, NH 03101

Phone: 2-1-1

Phone: 1-866-444-4211 (outside of New Hampshire)

Website: [www.mcocnh.org](http://www.mcocnh.org)

Services: Coordinated system of homeless services aimed at preventing and ending homelessness.

### **Manchester Emergency Housing**

Address: 122 Market Street, Manchester, NH 03103

Phone: Shelter: 603-627-2636

Phone: Intake Coordinator: 603-641-9441

Website: [www.fitnh.org](http://www.fitnh.org)

Services: Contact the shelter for availability. Capacity is 7 families and rent is charged. Stays are for families with emergency shelter needs.





### **Manchester Health Department - Mobile Community Health Team**

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603- 663-8718

Website: [www.manchesternh.gov/Departments/Health/Services/Homeless-Healthcare-Project](http://www.manchesternh.gov/Departments/Health/Services/Homeless-Healthcare-Project)

Services: Provide primary medical care, oral health care, behavioral health care, substance abuse services and case management for homeless individuals. All services are provided by Catholic Medical Center's Community Health Services Mobile Community Health Team (MCHT). Full health care services are primarily provided at New Horizons for New Hampshire five days per week and at Families in Transition two days per week. In addition to clinical space, both sites provide classrooms where the MCHT conducts health education, parenting classes, wellness programs, behavioral education groups, and recovery counseling sessions.

### **Manchester School District**

Phone: (603) 665-6868 (office)

Phone: (603) 670-3192 (cell)

Email: [jpinsonneault@mansd.org](mailto:jpinsonneault@mansd.org)

Website: <http://studentservices.mansd.org/homelessness>

Services: The McKinney-Vento Act states homeless young people are those that lack a fixed, regular and adequate nighttime residence. It is important to note that students and families experiencing homelessness are not alone. The Manchester School District has adequate resources and policies in place to accommodate the needs of every student. The district has an appointed Homeless Liaison to provide you with any necessary assistance, and every school has an appointed School Liaison.

### **Manchester Welfare Family Shelter**

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603-624-6484

Website: [www.manchesternh.gov/welfare](http://www.manchesternh.gov/welfare)

Services: The Welfare Department provides emergency assistance to individuals and families who lack adequate resources. We are facilitators in that we direct the less fortunate citizens to relief agencies, i.e., federal, state, non-profit, etc. therefore reducing the burden on our departmental budget and the Manchester taxpayers. We strive to promote self-reliance and independence in all we serve so they may become productive citizens.

### **New Horizons**

Address: 199 Manchester Street, Manchester, NH 03103

Phone: 603-668-1877

Website: [www.newhorizonsfornh.org](http://www.newhorizonsfornh.org)

Services: Adult shelter for homeless individuals over 18 years of age. Clients have access to case management services, referral services, medical services, mental health services, substance abuse counseling, Alcoholics Anonymous meetings and Narcotics Anonymous meetings.



### **NH DHHS Division of Family Assistance**

Address: 1050 Perimeter Road, Manchester, NH 03103

Phone: 603-668-2330

Phone: 1-800-852-7493

Phone: Temporary Assistance for Needy Families: 603-271-9700

Website: [www.dhhs.nh.gov/dfa/index.htm](http://www.dhhs.nh.gov/dfa/index.htm)

Services: Administers programs and services for eligible NH residents by providing financial, medical, food & nutritional assistance, help with child care costs and emergency help to obtain and keep safe housing.

### **NH Homeless Hotline**

Phone: 2-1-1

Phone: 866-444-4211 (outside of New Hampshire)

Services: 2-1-1 NH is contracted with the NH State Bureau of Homeless and Housing Services.

Provides a specialized information and referral line that serves individuals and/or families who are homeless or in danger of becoming homeless. Provides information to callers regarding available shelter, as well as other support services in place statewide that provide assistance to persons who are currently homeless, or at risk of becoming homeless. 2-1-1 NH provides this service 24 hours a day, 7 days a week, and 365 days a year.

### **NH Homeless Resource Hotline - Manchester NH Continuum of Care (MCoC)**

Phone: 1-877-606-5173

Website: [www.mcocnh.org](http://www.mcocnh.org)

Services: This new coordinated entry system for housing was created in response to the overwhelming need for homeless services and the barriers that these people sometimes face when trying to access such services. By allowing those who are experiencing a housing crisis to call one centralized location where they can be assessed and referred to the most appropriate community resource, this new service is expected to increase efficiency within the city's homeless services system while helping people get the services they need. Anyone in need of emergency shelter after hours can continue to call 2-1-1 for assistance. Walk-in services will also be available to accommodate those who do not have regular access to a phone.

### **NH Housing Finance Authority (NHHFA)**

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 800-439-7247

Website: [www.nhhfa.org](http://www.nhhfa.org)

Services: Administers a broad range of programs designed to assist low- and moderate-income persons and families with obtaining decent, safe and affordable housing.



### **Salvation Army**

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: [www.use.salvationarmy.org/use/www\\_use\\_manchester.nsf](http://www.use.salvationarmy.org/use/www_use_manchester.nsf)

Services: Assistance based on qualifying guidelines.

### **Southern New Hampshire Services (SNHS)**

Address: 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010

Phone: 1-800-322-1073

Website: [www.snhs.org/programs/housing-homeless/support-elder/](http://www.snhs.org/programs/housing-homeless/support-elder/)

Services: SNHS continues to maintain its place as one of the state's leading providers of housing to low-income eligible senior citizens.

### **Southern New Hampshire Services Housing and Homeless Outreach**

Address: 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010

Website: [www.snhs.org/about-us/contact-us/](http://www.snhs.org/about-us/contact-us/)

Services: The Homeless Outreach project is the primary entry point into the Manchester and Nashua area Continuation of Care systems and other networks of services for chronically and other homeless individuals and families.

### **Supportive Services for Veterans Families (SSVF) - Harbor Homes, Inc.**

Address: 335 Somerville St., Manchester, NH 03103

Phone: 603-882-3616 x1262

Website: [www.harborhomes.org](http://www.harborhomes.org)

Services: Provides case management and potential financial assistance for veteran families. Veteran must be within the household to be eligible. Rapid re-housing and homeless prevention services available.

### **The Way Home - Housing Resource Center**

Address: 214 Spruce Street, Manchester, NH 03103

Phone: 603-627-3491

Website: [www.thewayhomenh.org](http://www.thewayhomenh.org)

Services: Provides homelessness prevention/intervention services, housing information & referral, healthy home inspections, housing advocacy, renter & homeless housing counseling, foreclosure counseling, financial literacy workshops, access to affordable rental units, and applications for short-term rental assistance and security deposit guarantees.



## EMPLOYMENT PROGRAMS

### **Manchester Community Resource Center (MCRC)**

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Website: [www.mcrcnh.org](http://www.mcrcnh.org)

Services: MCRC offers a series of self-directed employment tools to assist with job readiness, job search, and job retention. Services offered include, job listings/announcements, scanning, faxing, copying, notary services, and access to public computers that are equipped with resume writing software, internet services, Microsoft Office, printer and OSHA Testing.

### **NH Works – Workforce Innovation and Opportunity Act (WIOA)**

Address: Southern New Hampshire Services, 40 Pine Street, Manchester, NH 03103

Phone: 603-656-6503

Phone: 603- 656-6540

Website: <http://www.snhs.org/programs/workforce-development/workforce-investment-act-wia/>

Services: Provides career counseling assessment and paid on the job training. Must be 18+, NH resident or recently laid off by an NH company.

### **Operation A.B.L.E.**

Address: 228 Maple Street, Manchester, NH-03103

Phone: 603-206-4400

Website: <https://operationable.net/>

Services: Workforce development for people 55+. Paid internships, on-the-job training, soft skills, and resume help.

### **Workplace Success**

Address: Southern New Hampshire Services, 60 Rogers Street, Manchester, NH 03103

Phone: 603-668-3148

Website: <http://www.snhs.org/programs/workforce-development/workplace-success/#>

Services: Workplace Success provides participants in the New Hampshire Employment Program (NHEP) with the skills, knowledge, experience, and support needed to obtain paid employment. NHEP offers career counseling, increase employability, job skills and paid on the job training for TANF (Temporary Assistance for Needy Families) eligible adults only.



## FINANCIAL ASSISTANCE

### **Easter Seals Military & Veterans Services**

Address: 555 Auburn Street, Manchester, NH 03103

Phone: 603-315-4354

Website: <http://www.easterseals.com/nh/our-programs/military-veterans-services/>

Services: Emergency financial assistance for any Service Member engaged in the NH Deployment Cycle Support Program and/or his or her family in conjunction with a comprehensive plan for self-sufficiency. Additional services include employment counseling, mental health services, employment support, and substance abuse services.

### **Greater Manchester AIDS Project/Merrimack Valley Assistance Program (GMAP/MVAP)**

Address: 170 Lowell Street, Manchester, NH 03104

Phone: 603-623-0710

Website: [www.mvap.org](http://www.mvap.org)

Services: Provides a variety of supportive services and housing assistance to persons infected with HIV/AIDS and their dependents.

### **Manchester City Welfare**

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603-624-6484

Website: [www.manchesternh.gov/welfare](http://www.manchesternh.gov/welfare)

Services: Provides emergency assistance to individuals and families who lack adequate resources and directs those in need to relief agencies, including federal, state and non-profit organizations.

### **NH DHHS Division of Family Assistance**

Address: 1050 Perimeter Road, Manchester, NH 03103

Phone: 603-668-2330

Phone: Temporary Assistance for Needy Families 603-271-9700

Website: <https://www.dhhs.nh.gov/dfa/index.htm>

Services: Administers programs and services for eligible NH residents by providing financial, medical, food & nutritional assistance, help with child care costs and emergency help to obtain and keep safe housing.

### **NH Health Access Network**

Address: 125 Airport Road, Concord, NH 03301

Phone: 603-225-0900

Website: [www.healthynh.com/nh-health-access-network.html](http://www.healthynh.com/nh-health-access-network.html)

Services: The NH Health Access Network is a voluntary effort by health care providers to improve access to health care for low-income children and adults statewide. NHHAN is not an insurance program. It is a discount program based on the applicant household's income and assets.



### **NH Housing Finance Authority (NHHFA)**

Address: 32 Constitution Drive, Bedford, NH 03110  
Mailing Address: PO Box 5087, Manchester, NH 03108  
Phone: 800-439-7247  
Website: [www.nhhfa.org](http://www.nhhfa.org)

Services: Administers a broad range of programs designed to assist low- and moderate-income persons and families with obtaining decent, safe and affordable housing.

### **NH Medicaid Program**

Address: 128 Pleasant Street, Concord, NH 03301  
Phone: 800-852-3345 ext. 4344  
Website: [www.dhhs.nh.gov/ombp/medicaid/index.htm](http://www.dhhs.nh.gov/ombp/medicaid/index.htm)

Services: The program works to ensure that eligible adults and children have access to needed health care services by enrolling and paying providers to deliver covered services.

### **Salvation Army**

Address: 121 Cedar Street, Manchester, NH 03101  
Phone: 603-627-7013  
Website: [www.use.salvationarmy.org/use/www\\_use\\_manchester.nsf](http://www.use.salvationarmy.org/use/www_use_manchester.nsf)

Services: Assistance with fuel bills for those who qualify. Call for qualification guidelines.

### **Southern New Hampshire Services Fuel Assistance Program**

Address: 160 Silver Street, Manchester, NH 03103  
Phone: 603-647-4470  
Phone: 1-800-322-1073  
Website: [www.snhs.org/programs/energy-programs/low-income-home-energy/](http://www.snhs.org/programs/energy-programs/low-income-home-energy/)

Services: Provides elderly, handicapped and low-income residents with the financial assistance necessary to meet vital heating and utility expenses.

### **State of New Hampshire Electric Energy Assistance**

Address: Public Utilities Commission, 21 South Fruit Street, Suite 10, Concord, NH 03301  
Phone: 603-271-2431  
Website: <https://www.puc.nh.gov/consumer/electricassistanceprogram.htm>

Services: The Electric Assistance Program, or EAP, can help income eligible customers pay their electric bills. The EAP provides eligible customers with a discount on their monthly electric bills. The discounts range from 8% to 76%, depending on the customer's gross household income and household size. The EAP is a 12 month bill assistance program. Benefits are subject to the availability of funds. To apply for the EAP, call your local Community Action Agency office (Southern New Hampshire Services for Hillsborough County, [www.snhs.org](http://www.snhs.org), 603-647-4470, 1-800-322-1073).



### **St. Mary's Bank – Family Emergency Loan Program**

Address: 200 McGregor Street, Manchester, NH 03102

Phone: 603-669-4600

Phone: 1-800-950-8850

Website: <https://www.stmarysbank.com/nav/about-us/programs>

Services: Small, short-term loans to help low to moderate-income individuals and families experiencing an emergency. May include fuel assistance to avoid shut-off of service, heating systems/home repair, medical/dental emergencies, security deposits, and disaster relief (funds to assist fire/flood victims).

## **FOOD ASSISTANCE**

### **Boys & Girls Club of Manchester - Teen Food Pantry**

Address: 555 Union Street Manchester, NH

Phone: 603-625-5031 ext.260

Services: Every Friday teens are given a bag full of food to use for meals during the weekend.

### **Commodity Supplemental Food Program**

Address: Southern New Hampshire Services, 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010

Phone: 1-800-256-9880

Website: <http://www.snhs.org/programs/health-food-nutrition/commodity-supplemental-food-program/>

Services: Free monthly food assistance for seniors 60 and older. Provides a nutritious healthy supply of food in the home and saves up to \$60 per month on grocery bills.

### **Food for Children, Inc.**

Address: JFK Coliseum Parking Lot, Beech Street/Valley Street, Manchester, NH 03102

Phone: 603-799-8642

Website: [www.foodfc.org/index.html](http://www.foodfc.org/index.html)

Services: Food distribution to families and individuals in need every Saturday.

### **Food Stamps/EBT**

Phone: 1-800-942-4321

Website: <http://www.dhhs.nh.gov/dfa/foodstamps/index.htm>

Services: The Food Stamp Program is about good nutrition and health. It provides eligible individuals and households with benefits to buy food items at grocery stores and food retailers.

### **Granite YMCA of Downtown Manchester Teen Food Pantry**

Address: 30 Mechanic Street, Manchester, NH 03101

Phone: 603-232-8623

Website: <http://www.graniteymca.org/>

Services: Provides a bag of food to make weekend meals; given to teens every Friday.



### **Greater Manchester AIDS Project/Merrimack Valley Assistance Program (GMAP/MVAP)**

Address: 170 Lowell Street, Manchester, NH 03104

Phone: 603-623-0710

Website: [www.mvap.org](http://www.mvap.org)

Services: Provides a variety of supportive services and housing assistance to persons infected with HIV/AIDS and their dependents.

### **Manchester Vineyard Community Meals**

Address: 150 Dow Street Tower #4, Manchester, NH 03101

Phone: 603-624-4080

Website: [www.manchestervineyard.com](http://www.manchestervineyard.com)

Services: Call for updated food pantry dates and times.

### **New Hampshire Food Bank (shopping for non-profit organizations only)**

Address: 700 East Industrial Park Drive, Manchester, NH 03109

Phone: 603-669-9725

Website: [www.nhfoodbank.org](http://www.nhfoodbank.org)

Services: Distributor and supplier to hunger relief agencies in New Hampshire that serve meals and provide groceries to people experiencing the negative impacts of not having enough to eat.

### **New Horizons Soup Kitchen**

Address: 199 Manchester Street, Manchester, NH 03103

Phone: 603-668-1877

Website: [www.newhorizonsfornh.org/programs/soup-kitchen](http://www.newhorizonsfornh.org/programs/soup-kitchen)

Services: The soup kitchen serves breakfast for shelter guests daily. It also serves a complete dinner to seniors (over 50) at 3:00 p.m. and for individuals, and their families beginning at 4:30 daily.

### **Roca Kidz Club**

Address: 222 Cedar Street, Manchester, NH 03103

Phone: 603-540-5184

Website: <http://www.rocakidzclub.com/>

Services: Free meal for kids of all ages on Thursdays at 6pm. Also offer homework help, games, activities, and messaging.

### **Salvation Army Kids Café**

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: [www.use.salvationarmy.org/manchester](http://www.use.salvationarmy.org/manchester)

Services: Food and enrichment for elementary age kids only during the school year.





## **UNH Cooperative Extension Nutrition Connection Program**

Phone: 603-536-3720

Website: <https://extension.unh.edu/Programs/Nutrition-Connections-Program>

Services: Nutrition Connections staff work with limited-income seniors, adults and families with children through in-home visits and group sessions. If you qualify for Food Stamps, WIC, Medicaid or other state or federal assistance, you qualify for Nutrition Connections. Nutrition Connections staff also work with youth in schools, after-school, and out of school programs to offer a series of lessons.

## **Women, Infants & Children (WIC)**

Address: Southern New Hampshire Services, 40 Pine Street, Manchester, NH 03108

Phone: 603-668-8010

Phone: 1-800-256-9880

Website: <http://www.snhs.org/programs/health-food-nutrition/women-infants-and-children-wic/>

Services: The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

## **FOOD ASSISTANCE – FOR SENIORS/HOMEBOUND ONLY**

### **Commodity Supplemental Food Program**

Address: Southern New Hampshire Services, 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010

Phone: 1-800-256-9880

Website: <http://www.snhs.org/programs/health-food-nutrition/commodity-supplemental-food-program/>

Services: Free monthly food assistance for seniors 60 and older. Provides a nutritious healthy supply of food in the home and saves up to \$60 per month on grocery bills.

### **Meals on Wheels Community Dining**

Address: Main Office, 395 Daniel Webster Highway, Merrimack, NH 03054

Phone: 603-424-9967

Website: <https://www.mealsonwheelsnh.org/services-programs-1>

Services: The SJCS Community Dining Program offers a delicious meal in a social setting in 13 locations throughout Hillsborough County. Community Dining is available for individuals 60 and over and opportunities to participate in activities related to nutrition, recreation, health and welfare, and social services are easily accessible at program sites. Join SJCS for lunch, stop in and enjoy a nutritious, balanced meal. Bring your friends or come in and make some new acquaintances. Community Dining locations in Manchester are:

Kalivas Apartments, 175 Chestnut Street, 603-669-1699, Hours 11:30-12:30, Lunch at 11:30

Pariseau Apartments, 55 Armory Street, 603-668-0254, Hours 11:30-12:30, Lunch at 11:30

Burns Apartments, 55 South Main Street, 603-668-0254, Hours 11:30-12:30, Lunch at 11:30

W.B.C. Sr. Activity Center, 151 Douglas Street, 603-668-0254, Hours 8:30-2:30, Lunch at 11:30

Gallen Apartments, 200 Hanover Street, 603-669-1699, Hours 11:30-12:30, Lunch at 11:30



### **Meals on Wheels Food Delivery for Seniors**

Address: Main Office, 395 Daniel Webster Highway, Merrimack, NH 03054

Phone: 603-424-9967

Website: <https://www.mealsonwheelsnh.org/services-programs-1>

Services: Delivery of hot lunch by our drivers. Daily contact and safety check by our drivers. Information on other social service programs. Nutritional and Health and Safety information distributed regularly. Two ways to apply: fill out the application online or download the Online Referral Form (PDF), save form and email to meals@sjcsinc.org.

### **The Caregivers, Inc. – Caring Cupboard**

Address: 1 Perimeter Rd Unit #900, Manchester, NH 03103

Phone: 603-622-4948

Website: <http://www.caregiversnh.org/services/caring-cupboard.html>

Services: This personalized mobile food pantry program provides and delivers free groceries to eligible neighbors in need. From the taking and packing of individualized food orders to the personally delivered groceries, this program is totally volunteer driven. Getting food from our cupboard to our clients' kitchens is a dignified and nutritious way of helping make ends meet.

### **The Caregivers, Inc. – Food for the Homebound**

Address: 1 Perimeter Rd Unit #900, Manchester, NH 03103

Phone: 603-622-4948 or 1-877-278-0237

Website: [www.caregiversnh.org/services/food-for-the-homebound.html](http://www.caregiversnh.org/services/food-for-the-homebound.html)

Services: Trained CareGiver volunteers provide transportation for grocery needs and in addition, provide assistance with reading food labels, carrying grocery bags, and putting away groceries. This program enables individuals to maintain their independence and nutritional health.

## **FOOD PANTRY LOCATIONS**

### **1269 Café Food Pantry**

Address: 351 Chestnut Street, Manchester, NH 03101

Phone: 603-512-1571

Website: [www.homenh.org/](http://www.homenh.org/)

Services: Food Pantry every Thursday at 9:30 am. Lunch served every Tuesdays 11:30-12:30pm.

### **Blessed Sacrament Church Food Pantry**

Address: 14 Elm St, Manchester, NH 03103

Phone: 603-622-5445

Website: [www.blessedsacramentnh.org](http://www.blessedsacramentnh.org)

Services: Wednesdays 1-3pm. Closed on 5th week. Only 03101 and 03103 zip code residents.



**First United Methodist Church Food Pantry**

Address: 961 Valley Street, Manchester, NH 03103  
Phone: 603-622-8863  
Website: [www.fumcmanchester.org](http://www.fumcmanchester.org)  
Services: Thursdays 9-11:30am.

**Friends of St. Vincent de Paul Food Pantry**

Address: 575 Candia Road, Manchester, NH 03109  
Phone: 603-622-6510  
Website: [http://saintpiusxnh.org/?page\\_id=1229](http://saintpiusxnh.org/?page_id=1229)  
Services: Fridays 8:45-9:15am. Appointments may be available.

**Karen Angela Carter Food Pantry**

Address: 336 Kelley Street, Manchester, NH 03102  
Phone: 603-670-4615  
Website: [www.thearkchurch.us/ministries](http://www.thearkchurch.us/ministries)  
Services: 2nd and 4th Tuesdays 11am-1pm. 1st and 3rd Saturdays 11am-1pm.

**Manchester Church of God Food Pantry**

Address: 230 Mooresville Road, Manchester, NH 03103  
Phone: 603-625-2732.  
Website: <http://www.reachmanchester.com/>  
Services: By appointment only. Must leave name and phone number to schedule.

**New Horizons Food Pantry**

Address: 199 Manchester Street, Manchester, NH 03103  
Phone: 603-668-1877  
Website: [www.newhorizonsfornh.org/programs/food-pantry](http://www.newhorizonsfornh.org/programs/food-pantry)  
Services: Mondays, Wednesdays, and Fridays 12-1pm. Thursdays 6-7pm.

**Parish of Transfiguration Food Pantry**

Address: 107 Alsace Street, Manchester, NH 03102  
Phone: 603-628-6859  
Services: Tuesdays and Fridays 1-3pm by appointment only. Only 03102 zip code residents.

**Salvation Army Food Pantry**

Address: 121 Cedar Street, Manchester, NH 03101  
Phone: 603-627-7013.  
Website: <http://nne.salvationarmy.org/manchester>  
Services: By appointment only. Must leave name and phone number to schedule.



**Shiloh Ministries Food Pantry**

Address: 55 Edmond Street, Manchester, NH 03102  
Phone: 603-627-7729  
Website: [www.shilohweb.com/](http://www.shilohweb.com/)  
Services: Call for updated food pantry dates and times.

**St. Andrews Episcopal Church Food Pantry**

Address: 102 North Main Street, Manchester, NH 03102  
Phone: 603-622-8632  
Website: [www.standrewsmanchester.com](http://www.standrewsmanchester.com)  
Services: 1st and 3rd Tuesdays 8:15-10am.

**St. Raphael Church Food Pantry**

Address: 103 Walker Street, Manchester, NH 03102  
Phone: 603-623-2604  
Website: [www.saint-raphael-parish.com/food-pantry-hope-chest/](http://www.saint-raphael-parish.com/food-pantry-hope-chest/)  
Services: Mondays 7-8pm.

**St. Vincent de Paul Sacred Heart Food Pantry**

Address: 247 South Main Street, Manchester, NH 03102  
Phone: 603-625-9525  
Website: [www.sacredheartchurch-nh.com/sacredheartfoodpantry.htm](http://www.sacredheartchurch-nh.com/sacredheartfoodpantry.htm)  
Services: Tuesdays and Thursdays 10am-noon by appointment only.

**St. Vincent de Paul St. Joseph Catholic Parish Food Pantry**

Address: 460 Pine Street, Manchester, 03104  
Phone: 603-622-6404  
Services: Tuesdays 4pm until finished. Appointments may be available.

**St. Vincent de Paul St. Marie Church Food Pantry**

Address: 133 Wayne Street, Manchester, NH 03102  
Phone: 603-623-3649  
Service: By appointment only. Must leave name and phone number to schedule.

**FUEL AND ELECTRIC ASSISTANCE**

**Greater Manchester AIDS Project/Merrimack Valley Assistance Program (GMAP/MVAP)**

Address: 170 Lowell Street, Manchester, NH 03104  
Phone: 603-623-0710  
Website: [www.mvap.org](http://www.mvap.org)  
Services: Provides a variety of supportive services and housing assistance to persons infected with HIV/AIDS and their dependents.



### **Salvation Army**

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: [www.use.salvationarmy.org/use/www\\_use\\_manchester.nsf](http://www.use.salvationarmy.org/use/www_use_manchester.nsf)

Services: Assistance with fuel bills for those who qualify. Call for qualification guidelines.

### **Southern New Hampshire Services Fuel Assistance Program**

Address: 160 Silver Street, Manchester, NH 03103

Phone: 603-647-4470

Phone: 1-800-322-1073

Website: [www.snhs.org/programs/energy-programs/low-income-home-energy/](http://www.snhs.org/programs/energy-programs/low-income-home-energy/)

Services: Provides elderly, handicapped and low-income residents with the financial assistance necessary to meet vital heating and utility expenses.

### **Southern New Hampshire Services (SNHS) Weatherization Program**

Address: 160 Silver Street, Manchester, NH 03103

Phone: 603-668-8010

Website: [www.snhs.org](http://www.snhs.org)

Services: Federally funded weatherization programs are designed to address health and safety issues and to apply energy conservation measures in order to increase the energy efficiency of the home and reduce household energy costs. Eligibility is determined by income with priority given to the elderly, the disabled, and families with children under six years of age. These programs work in conjunction with various other conservation programs funded by: National Grid-NH, and Public Service of New Hampshire.

### **St. Mary's Bank – Family Emergency Loan Program**

Address: 200 McGregor Street, Manchester, NH 03102

Phone: 603-669-4600

Phone: 1-800-950-8850

Website: <https://www.stmarysbank.com/nav/about-us/programs>

Services: Small, short-term loans to help low to moderate-income individuals and families experiencing an emergency. May include fuel assistance to avoid shut-off of service, heating systems/home repair, medical/dental emergencies, security deposits, and disaster relief (funds to assist fire/flood victims).



## HOME VISITING

### **Interim Healthcare**

Address: 608 Chestnut Street, Manchester, NH 03105

Phone: 603-668-6956

Website: <http://www.interimhealthcare.com/newhampshire/our-services>

Services: In order to provide the best care possible for your loved one, it is essential to take a break from time to time. That's why we provide Respite Care to caregivers in and around Manchester, NH. Respite care provides breaks from the daily routine of caregiving. It can relieve stress, restore energy and promote the necessary balance in your life. Whether it's for a few hours or that well deserved vacation away, you can count on Interim HealthCare to provide Respite Care in Manchester.

### **The Caregivers, Inc. – Friendly Visits**

Address: 1 Perimeter Rd Unit #900, Manchester, NH 03103

Phone: 603-622-4948

Website: <http://www.caregiversnh.org/services/friendly-visits.html>

Services: This is an important program designed to address the needs of individuals who are homebound and have little social contact. Volunteer visitors are trained to address the special needs of those who are lonely or alone. Visits are usually conducted on a weekly or bi-weekly basis and range from 1-3 hours in length.

### **The Caregivers, Inc. – Telephone Reassurance Calls**

Address: 1 Perimeter Rd Unit #900, Manchester, NH 03103

Phone: 603-622-4948

Website: <http://www.caregiversnh.org/services/telephone-reassurance-calls.html>

Services: CareGivers volunteers call those people who have expressed a desire to receive daily or weekly reassurance phone calls. Knowing a CareGivers volunteer will call gives these people peace of mind. CareGivers often has clients call one another for this task, thus helping people form "telephone friendships," as well as making the person feel good about themselves because they are contributing to helping others.

### **Visiting Nurse Association of Manchester and Southern New Hampshire (Elliot Hospital)**

Address: 1070 Holt Avenue, Suite 1400, Manchester, NH 03109

Phone: 603-622-3781

Website: <http://elliotohospital.org/vna/index.php>

Services: Skilled care helps patients be independent and safe in managing their care at home. Nurses provide medical care and coordinate the services of rehabilitation professionals, social workers, and health aides. Care plans and education are tailored to the specific needs of each patient and family.



## HOMELESSNESS PREVENTION

### **Child & Family Services - Youth Resource Center**

Address: 326 Lincoln Street, Manchester, NH 03103

Phone: 603-518-4170

Email: [info@cfsnh.org](mailto:info@cfsnh.org)

Website: [www.cfsnh.org/pages/programs/TeenServices/trc.html](http://www.cfsnh.org/pages/programs/TeenServices/trc.html)

Services: Provides case management, crisis intervention, supportive counseling, family mediation and referrals for runaway and homeless youth 12-22 years old.

### **Families in Transition (FIT)**

Address: 122 Market Street, Manchester, NH 03101

Phone: 603-641-9441 for Intake Coordinator

Email: [intake@fitnh.org](mailto:intake@fitnh.org)

Website: [www.fitnh.org](http://www.fitnh.org)

Services: Provides safe affordable housing and comprehensive social services to individuals and families who are homeless or at risk of becoming homeless, enabling them to gain self-sufficiency and respect. Provides not only the time and place to recover from homelessness, but also the comprehensive support to help participants overcome the root causes of their homelessness, which may include poverty, domestic violence, mental and/or physical illness, underemployment, addiction, isolation, and loneliness.

### **Liberty House**

Address: 75 W Baker Street, Manchester, NH 03103

Phone: 603-669-0761

Website: [www.libertyhousenh.org/](http://www.libertyhousenh.org/)

Services: Safe, supportive, substance-free housing community for American veterans transitioning out of homelessness.

### **Manchester Homeless Assistance Line**

Phone: 1-877-606-5173

Website: <http://mcoconh.org/homeless-assistance-line/>

Services: The Manchester Homeless Assistance Line has been created to give people easy access to homeless and housing services throughout the community. When you call the number, you will be connected with someone that can assess your needs and direct you to programs that are most appropriate for your specific situation. You can also stop by locations for walk-in service Monday to Friday (call the hotline for walk-in times).



### **Manchester Housing and Redevelopment Authority (MHRA)**

Address: 198 Hanover Street, Manchester, NH 03104-6125

Phone: 603-624-2100

Website: [www.manchesterhousing.org](http://www.manchesterhousing.org)

Services: Owns and manages 1,271 public housing apartments for low income families, elderly, and adults with disabilities and provides housing subsidies for over 1,800 households through the administration of the Section 8 Housing Choice Voucher Program. Offers the Homeownership Program conducted in conjunction with the Housing Choice Voucher Program and operated in partnership with New Hampshire Housing Finance Authority and NeighborWorks Southern New Hampshire.

### **NH Housing Finance Authority (NHHFA)**

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 800-439-7247

Website: [www.nhhfa.org](http://www.nhhfa.org)

Services: Administers a broad range of programs designed to assist low- and moderate-income persons and families with obtaining decent, safe and affordable housing.

### **NH Legal Assistance (NHLA) Housing Justice Project**

Address: 1361 Elm Street Suite 307, Manchester, NH 03101

Phone: Manchester 1-800-562-3174

Phone: Administration 603-224-4107

Phone: Senior Citizens Advice Line 1-888-353-9944

Website: [www.nhla.org](http://www.nhla.org)

Services: Non-profit law firm offering legal services in civil matters to seniors and eligible low-income persons. *Housing Justice Project* (HJP) attorneys and paralegals promote equal access to housing for NHLA clients by working on preserving their housing. Fights housing discrimination by investigating complaints of discrimination. Helps individuals and families in emergency situations who are either currently without shelter or are at imminent risk of becoming homeless.

### **Supportive Services for Veterans Families (SSVF)- Harbor Homes, Inc.**

Address: 335 Somerville St., Manchester, NH 03103

Phone: 603-882-3616 x1262

Website: [www.harborhomes.org](http://www.harborhomes.org)

Services: Provides case management and potential financial assistance for veteran families. Veteran must be within the household to be eligible. Rapid re-housing and homeless prevention services available.





### **The Way Home – Housing Resource Center**

Address: 214 Spruce Street, Manchester, NH 03103

Phone: 603-627-3491

Website: [www.thewayhomenh.org](http://www.thewayhomenh.org)

Services: Provides homelessness prevention/intervention services: housing information & referral, healthy home inspections, housing advocacy, renter & homeless housing counseling, foreclosure counseling, financial literacy workshops, access to affordable rental units, and applications for short-term rental assistance and security deposit guarantees. Manages transitional housing units for homeless families with children and permanent supportive housing units for single individuals and families who have experienced chronic homelessness.

## **HOSPITALS, MEDICAL CENTERS, URGENT CARE**

### **Boys & Girls Club of Manchester - Dental Clinic**

Address: 555 Union Street Manchester, NH

Phone: 603-625-5031 ext.260

Services: Free dental cleanings for all students in 1<sup>st</sup> through 12<sup>th</sup> grade. Must make an appointment before being seen.

### **Catholic Medical Center (CMC)**

Address: 100 McGregor Street, Manchester, NH 03102

Phone: 603-668-3545

Website: [www.catholicmedicalcenter.org](http://www.catholicmedicalcenter.org)

### **CMC Urgent Care in Bedford**

Address: 5 Washington Place, Suite 1B, Bedford, NH 03110

Phone: 603-314-4567

Website: <https://www.catholicmedicalcenter.org/urgent-care/>

### **Concentra Urgent Care**

Address: 1279 South Willow Street, Manchester, NH 03103

Phone: (603) 644-3330

Website: [www.concentra.com/](http://www.concentra.com/)

### **ConvenientMD Urgent Care**

Address: 3 Nashua Rd, Bedford, NH 03110

Phone: 603-472-6700

Website: <https://convenientmd.com/>

### **Dartmouth-Hitchcock Medical Center**

Address: 100 Hitchcock Way, Manchester, NH 03104

Phone: 603-695-2500

Website: [www.dartmouth-hitchcock.org](http://www.dartmouth-hitchcock.org)



### **Elliot Hospital**

Address: 1 Elliot Way, Manchester, NH 03103

Phone: 603-669-5300

Website: [www.elliotohospital.org](http://www.elliotohospital.org)

### **Elliot Urgent Care at River's Edge**

Address: 185 Queen City Avenue, Manchester, NH 03103

Phone: 603-663-3000

Website: <http://elliotohospital.org/website/urgent-care-rivers-edge.php>

### **Manchester Community Health Center (MCHC)**

Address: 145 Hollis Street, Manchester, NH 03101

Phone: 603-626-9500

Website: [www.mchc-nh.org](http://www.mchc-nh.org)

Services: Adolescent preventive services, breast and cervical cancer screening, counseling, diabetes education, diabetic eye screening, diabetic support groups, lab services, Medicaid enrollment, nutrition, pediatric primary care, prenatal care, primary care/family medicine, and podiatry.

### **Planned Parenthood of Northern New England**

Address: 24 Pennacook St, Manchester, NH 03104

Phone: 603-669-7321

Website: [www.plannedparenthood.org/health-center/new-hampshire/manchester/03104/manchester-health-center-2740-91770](http://www.plannedparenthood.org/health-center/new-hampshire/manchester/03104/manchester-health-center-2740-91770)

Services: Abortion services, birth control, general health care, HIV testing, LGBT services, men's health care, emergency contraception, pregnancy testing and services, STD testing, treatment, and vaccines, and women's health care.

### **Teen Health Clinic at Child Health Services**

Address: 1245 Elm Street, Manchester, NH 03101

Phone: 603-668-6629, select option 3

Website: <http://www.mchc-nh.org/teen-clinic/>

Services: Care for and treatment of common illnesses, annual physical exams, immunizations, hearing and vision screenings, confidential care for reproductive/ family planning services, HIV/STD testing, nutrition counseling, and crisis counseling and support.

### **Veterans Administration Medical Center (VAMC)**

Address: 718 Smyth Road, Manchester, NH 03103

Phone: 603-624-4366

Website: <http://www.manchester.va.gov/>

Services: VAMC Manchester, New Hampshire offers a variety of health services to meet the needs of our nation's Veterans.



### **Veterans Administration Medical Center (VAMC) Urgent Care**

Address: 718 Smyth Road, Manchester, NH 03103

Phone: 603-624-4366

Website: <http://www.manchester.va.gov/>

Services: Manchester VAMC Urgent Care is open 24 hours a day & 7 days per week. Urgent care is not for medical emergencies. If you experience life-threatening symptoms, like chest pain, difficulty breathing, significant bleeding, severe pain, dizziness, weakness, severe vomiting, stroke symptoms or head injury you should be seen in your local Emergency Department.

## **INFORMATION AND REFERRAL NETWORKS**

### **2-1-1 New Hampshire**

Phone: 2-1-1

Toll Free: 866-444-4211

TTY Number: 603-634-3388

Email: [211nh@211nh.org](mailto:211nh@211nh.org)

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

Services: 2-1-1 New Hampshire, made possible by the United Ways of New Hampshire, can help you sort through the many agencies available and direct you to one or more that may be of both immediate and long-term assistance. Just pick up your phone and dial 2-1-1. A trained staff person will answer and help direct you to the appropriate resources. The call is confidential and free from anywhere in New Hampshire.

### **Child & Family Services - Youth Resource Center**

Address: 326 Lincoln St, Manchester, NH 03103

Phone: 603-518-4170

Website: <http://www.cfsnh.org/index.php/programs-services/teen-young-adult-services/teen-resource-center>

Services: Judgment free, safe zone where teens and young adults can access many resources, confidentially, and free of charge. Services, information and support are offered in the following areas: clothing/laundry, counseling, drugs/alcohol use, education, employment, food, food stamp applications, Medicaid applications, GED, HIV/AIDS, death of a friend, identification and birth certificates, loneliness, pregnancy, problems at home, relationship issues, routine medical care, sexual abuse/assault, shelter, STDs/STIs, suicide/depression.

### **Disability Rights Center**

Address: 64 North Main Street, Suite 2, 3rd Floor, Concord, NH 03301

Phone: 603-228-0432

Phone: 1-800-834-1721

Website: <http://www.drcnh.org/>

Services: provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems.



### **Manchester Community Resource Center (MCRC)**

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Website: [www.mcrcnh.org](http://www.mcrcnh.org)

Services: The Manchester Community Resource Center, Inc., is a multi-service, non-profit organization with the goal of assisting residents of Manchester and surrounding areas to improve their standard of living by providing access to public computers, education, employment, information and referral in a multi-cultural setting.

### **Manchester Family Justice Center**

Address: 72 Concord Street 2nd Floor, Manchester, NH 03101

Phone: 603-792-0917

Website: <http://manchesterfjc.org/>

Services: The Manchester Family Justice Center provides co-located support and services to victims of domestic violence, sexual assault, and stalking. The MFJC provides services from a variety of partner agencies under one roof so that you can get the help you need, quickly and easily. You can access these services as many times as needed.

### **ServiceLink Hillsborough County**

Address: 555 Auburn Street, Manchester, NH 03103

Phone: 603-644-2240

Phone: 1-866-634-9412

Website: [www.nh.gov/servicelink](http://www.nh.gov/servicelink)

Services: The ServiceLink Resource Centers network consists of thirteen community-based ServiceLink Resource Centers and many satellite offices with the common purpose of providing information and supportive referrals about resources for older adults, adults living with disabilities, chronic illness, and their families and caregivers. ServiceLink Resource Centers are trusted places in your community to get answers about healthcare and other services for older adults, people with disabilities and caregivers. The ServiceLink Resource Center team is one phone call away. We'll listen to your needs, respect your privacy and help you find answers.

### **New Hampshire Council on Developmental Disabilities**

Address: 2½ Beacon Street, Suite 10, Concord, NH 03301

Phone: 603-271-3236

Phone: TDD: 800-735-2964

Website: <http://www.nhcdd.org/>

Services: Supports public policies and initiatives that remove barriers and provide equal opportunities in all areas of life for people with developmental disabilities.



### **NH Works – Workforce Innovation and Opportunity Act (WIOA)**

Address: Southern New Hampshire Services, 40 Pine Street, Manchester, NH 03103

Phone: 603-656-6503

Phone: 603- 656-6540

Website: <http://www.snhs.org/programs/workforce-development/workforce-investment-act-wia/>

Services: Provides career counseling assessment and paid on the job training. Must be 18+, NN resident or recently laid off by an NH company.

### **Operation A.B.L.E.**

Address: 228 Maple Street, Manchester, NH, 03103

Phone: 603-206-4400

Website: <https://operationable.net/>

Services: Workforce development for people 55+. Paid internships, on-the-job training, soft skills, and resume help.

### **Well Sense Health Plan**

Address: 1155 Elm Street, Suite 600, Manchester, NH 03101

Phone: 877-957-1300

Website: <http://www.wellsense.org/>

Website: Contact Information: <http://www.wellsense.org/misc/contact>

Services: Medical, behavioral health, and prescription drug coverage. Referral and support programs.

### **YWCA NH**

Address: 72 Concord St, Manchester, NH 03101

Phone: 603-625-5785

Phone: 24-Hour Crisis Line (603) 668-2299

Website: <http://www.ywcanh.org/>

Services: YWCA NH Crisis Services provides free and confidential services to victims/survivors of domestic and sexual violence and stalking, regardless of gender, age, health status, physical, mental, and emotional ability, sexual orientation, sexual identity/expression, socio-economic status race, national origin, immigration status or religious or political affiliation. Services include: 24-Hour Crisis Line (603) 668-2299, language line & TTY, crisis counseling (walk in or office appointments), court accompaniment (protective orders and criminal proceedings), hospital and social services accompaniment, child advocacy accompaniment, law enforcement & prosecutor accompaniment, family violence specialist at DCYF, education and training, and support groups.

## **LEGAL ASSISTANCE**

### **Legal Advice & Referral Center**

Address: 15 Green Street, Concord, NH 03301

Phone: 603-224-6067

Website: <http://www.nhlegalaid.org/>

Services: Legal Advice & Referral Center exists to help people find free legal help in New Hampshire. The help may be information, advice, legal representation, or referral to another organization.



### **Manchester Community Resource Center (MCRC)**

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Online: [www.mcrnh.org](http://www.mcrnh.org)

Services: In partnership with New Hampshire Legal Assistance - Legal Advice and Referral Center (LARC), MCRC provides assistance, guidance and preference in completing the on-line application for legal services for income-eligible individuals with civil legal matters in New Hampshire such as: Housing issues and family related cases. Stop by MCRC to complete the on-line application or apply at [www.nhlegalaid.org](http://www.nhlegalaid.org).

### **NH Legal Assistance (NHLA) Housing Justice Project**

Address: 1850 Elm Street, Suite 7, Manchester, NH 03101

Phone: 1-800-562-3174

Website: <http://www.nhla.org/legal/housing-16>

Services: Housing Justice Project attorneys and paralegals promote equal access to housing for NHLA clients by working on preserving their housing. The HJP helps individuals and families who are either currently without shelter or are at imminent risk of becoming homeless. The Housing Justice Project handles cases such as: Section 8 or public housing issues, mortgage foreclosure, property taxes, mobile home park issues, fair housing/housing discrimination complaints, and housing accessibility issues for persons with mobility disabilities.

### **The Disabilities Rights Center**

Address: 64 North Main Street, Suite 2, Concord, NH 03301

Phone: 603-228-0432

Website: <http://www.drcnh.org/>

Services: Disability Rights Center - NH provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems.

## **LOW INCOME HOUSING**

### **Manchester Housing and Redevelopment Authority (MHRA)**

Address: 198 Hanover Street, Manchester, NH 03104

Phone: 603-624-2100

Website: [www.manchesterhousing.org](http://www.manchesterhousing.org)

Services: Provides housing subsidies through the administration of the Section 8 Housing Choice Voucher Program.

### **NeighborWorks Southern New Hampshire**

Address: 801 Elm Street, Manchester, NH 03101

Phone: 603-626-4663

Website: [www.nwsnh.org](http://www.nwsnh.org)

Services: Rental applications for all properties may be found at [www.stewartproperty.net](http://www.stewartproperty.net).



### **NH DHHS Division of Family Assistance**

Address: 1050 Perimeter Road, Manchester, NH 03103

Phone: 603-668-2330 or 1-800-852-7493

Website: [www.dhhs.nh.gov/dfa/index.htm](http://www.dhhs.nh.gov/dfa/index.htm)

Services: Administers programs and services for eligible NH residents by providing financial, medical, food & nutritional assistance, help with child care costs and emergency help to obtain and keep safe housing.

### **NH Housing Finance Authority (NHHFA)**

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 800-439-7247

Website: [www.nhhfa.org](http://www.nhhfa.org)

Services: Administers a broad range of programs designed to assist low- and moderate-income persons and families with obtaining decent, safe and affordable housing.

### **The Way Home – Housing Resource Center**

Address: 214 Spruce Street, Manchester, NH 03103

Phone: 603-627-3491

Website: [www.thewayhomenh.org](http://www.thewayhomenh.org)

Services: The Way Home is an award-winning nonprofit agency based in Manchester, NH, dedicated to providing an integrated approach to success in safe and affordable housing. We provide keys to success for those facing homelessness. Together we can make these keys open the door to safe and affordable housing.

## **PLACES TO STAY WARM – FOR ALL AGES**

### **Harmony Home**

Address: 222 Cedar Street

Services: Drop in Monday, Tuesday, Thursday, and Friday from 1-4pm.

### **Mall of New Hampshire**

Address: 1500 South Willow Street, Manchester, NH 03103

Website: <http://www.simon.com/mall/the-mall-of-new-hampshire>

### **Manchester City Library**

Address: 405 Pine Street, Manchester, NH 03101

Phone: 603-624-6550

Website: [www.manchesternh.gov/library](http://www.manchesternh.gov/library)



## PLACES TO STAY WARM – FOR SENIORS ONLY

### Salvation Army

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: [www.use.salvationarmy.org/use/www\\_use\\_manchester.nsf](http://www.use.salvationarmy.org/use/www_use_manchester.nsf)

Services: Tuesday and Wednesdays, 10am-1pm on a drop-in basis.

### William B. Cashin Senior Activity Center

Address: 151 Douglas Street, Manchester, NH 03102

Phone: 603-624-6535

Website: [www.manchesternh.gov/senior](http://www.manchesternh.gov/senior)

Services: The center hosts a wide and ever changing array of classes and activities that are listed monthly on our calendar page. The center also serves as a gathering place for individuals and a starting point for trips and events that take place outside the facility.

## PRESCRIPTION ASSISTANCE & MEDICAL EQUIPMENT

### Community Caregivers - Loaner's Closet for Durable Medical Equipment

Address: 1 B Commons Dr #10, Londonderry, NH 03053

Phone: 603-432-0877

Website: <http://comcaregivers.org/loaners-closet/>

Services: We loan out equipment primarily to individuals. We also have a network of local healthcare professionals, occupational and physical therapists and visiting nurses who borrow equipment for their clients. Although we have no geographic restrictions, most of our borrowers come from New Hampshire. All equipment loans are free of charge. We ask the item be returned to us when no longer needed. Each new borrower is sent home with an introduction and remittance envelope, in hopes one day they can donate.

### FamilyWize Prescription Discount Program

Phone: 1-800-222-2818

Website: [www.familywize.com](http://www.familywize.com)

Services: Offers a free prescription discount card for individuals and families without prescription coverage. Can be used at participating pharmacies to discount your prescription drugs.

### Good Rx

Website: [www.goodrx.com/](http://www.goodrx.com/)

Services: Prescription price comparison, coupons, discount programs.





### **Hannaford Health Saver Plus Program**

Address: 4 locations in Manchester: 201 John Devine Drive, 605 Mast Road, 79 Bicentennial Drive, and 859 Hanover Street

Website: [www.hannaford.com/content.jsp?pageName=HSPlus&leftNavArea=PharmacyLeftNav](http://www.hannaford.com/content.jsp?pageName=HSPlus&leftNavArea=PharmacyLeftNav)

Services: The Hannaford healthy saver plus program is designed to save you money on prescriptions, certain diabetic supplies and more.

### **Needy Meds-NH Catholic Charities**

Website: [www.needymeds.org/state\\_programs.taf?\\_function=list&state=nh](http://www.needymeds.org/state_programs.taf?_function=list&state=nh)

Services: Prescription assistance can be offered in the way of Patient Assistance Programs (PAPs), which are created by pharmaceutical companies to provide free or discounted medicines to people who are unable to afford them. Each program has its own qualifying criteria.

### **Partnership for Prescription Assistance**

Phone: 1-888-477-2669

Website: [www.pparx.org/Intro.php](http://www.pparx.org/Intro.php)

Services: Assists qualifying patients without prescription coverage get the medicines they need for free or nearly free.

### **Wal-Mart Prescription Discount Program**

Address: 725 Gold Street, Manchester, NH 03103

Phone: 603-621-9666

Website: [www.walmart.com/cp/PI-4-Prescriptions/1078664](http://www.walmart.com/cp/PI-4-Prescriptions/1078664)

Services: If a prescription is on the list of covered drugs, the cost is \$4.00 for a 30 day supply for those without insurance. For those with insurance, the cost may be lower.

Unwanted, unused, or expired medication can be disposed of free and anonymously at the Manchester Police Department (405 Valley Street) via the red collection box in the front lobby 24 hours a day, 7 days a week. Questions regarding the collection box can be directed to the Manchester Police Department 603-668-8711.

An additional drop-box is located in the lobby of Catholic Medical Center, 100 McGregor Street.

Medications able to be dropped off include: Prescription pills, capsules, and tabs, Prescription Patches, Prescription Ointments, Over-the-Counter Medications, Vitamins, Samples, and Medications for Pets. No sharps (needles) or liquids are accepted.



## RECREATION & ACTIVITIES

### **4-H with UNH Cooperative Extension**

Address: 329 Mast Rd Rm., 101 Goffstown, NH 03045

Phone: 603-641-6060

Website: <https://extension.unh.edu/4-H-Youth-Family/4-H-Youth-Development>

Services: 4-H provides experiences where young people learn by doing. Kids complete hands-on projects in areas like health, science, agriculture and citizenship, in a positive environment where they receive guidance from adult mentors and are encouraged to take on proactive leadership roles. Kids experience 4-H through in-school and after-school programs, school and community clubs and 4-H camps.

### **Boys & Girls Club of Manchester**

Address: 555 Union Street Manchester, NH

Phone: 603-625-5031

Website: <http://www.mbgcnh.org/>

Services: Strictly an After-School Program for students in 1<sup>st</sup> through 12<sup>th</sup> grade. Offering multiple programs in Art, Character & Leadership, Healthy Lifestyles, Sports & Fitness, and in Education & Career. Bussing from local schools available at a cost. Financial Assistance Available. \$25 yearly membership. Open 2-8pm Monday through Friday. Teen night is every Friday 8-10pm for teens only. Must register for February Vacation separately. Cost is \$75 for the week and is open 6:30am – 6pm.

### **Boys & Girls Club of Manchester - 500 Degrees**

Address: 555 Union Street Manchester, NH

Phone: 603-625-5031 ext.260

Services: Open to all Manchester High School Seniors from 10am-2pm every Saturday. Receive help on the college application process, FAFSA and scholarships. Bussing available at request.

### **BRING IT!!!**

Address: Hillside Middle School, 112 Reservoir Ave, Manchester, NH 03104

Address: Parkside Middle School, 75 Park Side Ave, Manchester, NH 03102

Phone: 603-625-6939 ext. 101

Website: <http://www.graniteuw.org/our-work/granite-united-way-initiatives/bring-it>

Services: Open to any Manchester student from 4th through 12th grade, BRING IT!!! focuses on creating a safe, enriching place for students to go during out-of-school hours, a place that also offers academic support, literacy enrichment, and opportunities to explore their future in careers or higher education. Hours and day of program vary by location. Transportation and meals are available.



### **Girls at Work**

Address: 4 Elm St, Manchester, NH 03103

Phone: 603-345-0392

Website: <http://www.girlswork.org/>

Services: Only a handful of the girls we meet have had the opportunity to learn how to use power tools safely. We pride ourselves in providing girls with a safe and supportive environment to step out of their comfort zone and to build with other girls. Not only do they discover how capable they are, they also discover how exciting it is to work as part of a team toward a common goal.

### **Granite YMCA Teen Center**

Address: 30 Mechanic Street, Manchester, NH 03101

Phone: 603-232-8623

Website: <http://www.graniteymca.org/index.php?page=support-community-outreach>

Services: The Teen Center is a FREE drop-in facility within the Y that offers fun and engaging ways for kids to build friendships and awareness of social responsibility in a supervised environment. The Teen Center is open to Y teen members and non-members ages 12-16 years old who are at least in middle school. Activities include daily homework help, ping pong, foosball, movies, video games, computer, and board games. Throughout the year teens will also play active games such as dodge ball and basketball. Transportation to the Teen Center is available from each of the middle schools (Parkside, Hillside, McLaughlin, and Southside) for a fee of \$1 per day. No transportation on half days or early releases. The Teen Center is open Monday - Friday from 2:30 - 6:00 PM when school is in session. On vacation days the Teen Center is open from 11:30 AM - 3:00 PM.

### **Inti Academy**

Address: P.O. Box 3464, Manchester, NH 03105

Email: [info@intiacademy.org](mailto:info@intiacademy.org)

Website: <http://www.intiacademy.org/>

Services: We provide free year-round soccer including two summer soccer camps, futsal during the winter, an after-school academic program incorporating enrichment activities (art, music, environment/nature), cultural activities, field trips, and healthy eating. We are open to all children ages 6-14 (ages 5-17 at our summer soccer camps). We typically have 60% refugees, 25% immigrants, and 15% American-born members.

### **JFK Arena Ice Skating**

Address: 303 Beech St, Manchester, NH 03103

Phone: 603-624-6444

Website: <https://www.manchesternh.gov/Departments/Parks-and-Recreation/Parks-Facilities/JFK-Memorial-Coliseum>

Services: The arena is opened mid-September through March. Skate rentals are available only for weekend public skating, school vacations and holidays. Public skating is \$3.00 for students (high school and under) and senior citizens and \$5.00 for adults.



### **Manchester City Library**

Address: 405 Pine Street, Manchester, NH 03101  
Phone: 603-624-6550  
Website: [www.manchesternh.gov/library](http://www.manchesternh.gov/library)  
Services: Activities and programming for kids and families.

### **Manchester Community Schools Project**

Phone: 603-628-6003 ext. 312  
Services: Free activities, events, parent education, workshops, and block parties at four Manchester elementary schools; Bakersville Elementary School, Beech Street Elementary School, Gossler Park Elementary School, and Henry Wilson Elementary School.

### **Manchester Parks & Recreation**

Address: 475 Valley Street, Manchester, NH 03103  
Phone: 603-624-6444  
Website: <https://www.manchesternh.gov/Departments/Parks-and-Recreation>  
Website: Activities: <https://www.manchesternh.gov/Departments/Parks-and-Recreation/Activities>  
Website: Adult Activities: <https://www.manchesternh.gov/Departments/Parks-and-Recreation/Programs/Adult-Programs>  
Website: Youth Programs: <https://www.manchesternh.gov/Departments/Parks-and-Recreation/Programs/Youth-Programs>  
Services: Winter programs include Saturday drop-in basketball for youth ages 7 up through high school at Beech Street School. Watch for other announcements on Facebook about skating at Dorrs Pond and cross country skiing at the Derryfield Country Club.

### **Manchester Police Athletic League (MPAL)**

Address: 409 Beech Street, Manchester, NH 03103  
Phone: 603-626-0211  
Website: <http://www.manchesterpoliceathleticleague.org/>  
Services: MPAL is dedicated to connecting police officers with community youth to foster positive relationships and community connectedness. Along with athletic opportunities, MPAL helps to develop participants to become contributing members of the community. Activities include boxing, Judo, Aikido, wrestling, homework help and tutoring, classes, workshops, and enrichment activities.

### **Massabesic Audubon Center**

Address: 26 Audubon Way, Auburn, NH 03032  
Phone: 603-668-2045  
Website: <http://www.nhauudubon.org/about/centers/massabesic/>  
Services: New Hampshire Audubon, a nonprofit statewide membership organization, is dedicated to the conservation of wildlife and habitat throughout the state. Independent of the National Audubon Society, NHA has offered programs in wildlife conservation, land protection, environmental policy, and environmental education since 1914.



### **McIntyre Ski Area**

Address: 50 Chalet Way, Manchester, NH 03104

Phone: 603-622-6159

Website: <https://www.mcintyreskiarea.com/>

Services: McIntyre Ski Area is southern New Hampshire's winter playground! Thousands of children and adults have enjoyed skiing and snowboarding at McIntyre since the chairlift began turning in 1971. The school opened up 7 years later, and we've been your learn-to-ski/ride mountain ever since.

### **QC Bike Collective**

Address: 373 Union St. Manchester, NH 03103

Phone: 603-493-1720

Website: <https://qcbike.org/>

Services: QC Bike Collective's mission is to help Manchester area residents ride safe, affordable bikes and have the opportunity to fix them. We provide space, tools, and equipment, so that community members can repair their bicycles at minimal cost, with our help. We also accept donated bicycles, salvage useful parts & recycle them, or return them to working order & sell them at an affordable price.

### **Regis A. Lemaire Youth Center**

Address: 275 Maple Street, Manchester, NH 03103

Services: The youth center offers internet access, areas to complete homework, table top games, community meeting place, and other amenities.

### **Roca Kidz Club**

Address: 222 Cedar Street, Manchester, NH 03103

Phone: 603-540-5184

Website: <http://www.rockidzclub.com/>

Services: Free meal for kids of all ages on Thursdays at 6pm. Also offer homework help, games, activities, and messaging.

### **Salvation Army Saturday Teen Night**

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: <http://nne.salvationarmy.org/manchester/services>

Services: The Salvation Army operates a Friday teen night drop-in center for teens 13-17. We also offer a Saturday night drop-in center sponsored by the Weed & Seed Program. Both nights provide a safe haven for teens to eat a hot meal, hang out, enjoy the gym, computer lab, PS3, Xbox games and more!

### **The Currier Museum**

Address: 150 Ash St, Manchester, NH 03104

Phone: 603-669-6144

Website: <http://www.currier.org/>

Services: Story time, classes, and school vacation activities for kids of all ages.



## **Winterfest**

Address: Multiple locations in and around Manchester

Phone: 603-624-6470

Website: <http://www.manchesternh.gov/youth>

Services: OYS coordinates a week of free, low cost, and discounted activities for children and youth during February school vacation, indoor and outdoor, from basketball to nature hikes.

## **REFUGEE AND IMMIGRANT SERVICES**

### **Ascentria Care Alliance**

Address: 300 Granite Street, 3rd Floor, Manchester, NH 03102

Phone: 603-410-6183

Website: <http://www.ascentria.org/our-services/services-new-americans>

Website for Language Bank: <http://www.thelanguagebank.org/>

Services: In addition to basic resettlement services, we provide a variety of services to assist refugees and immigrants with their transition to their new homeland and culture, including interpretation services.

### **Bhutanese Community of New Hampshire**

Address: 510 Chestnut Street, Manchester, NH 03101

Phone: 603-935-9620

Website: [www.bhutanesecommunitynh.org/](http://www.bhutanesecommunitynh.org/)

Services: Community-based not for profit organization supporting and empowering needy individuals and families and provide direction for successful integration into the mainstream community.

### **Holy Cross Family Learning Center**

Address: 438 Dubuque Street, Manchester, NH 03102

Phone: 603-622-9250

Website: [www.hclearningcenter.org](http://www.hclearningcenter.org)

Services: Education services and classes for immigrants and refugees.

### **International Institute of New England**

Address: 1850 Elm Street, Manchester, NH 03104

Phone: 603-647-1500

Website: [www.iine.us/](http://www.iine.us/)

Services: Help refugees and immigrants become active participants in the social, political, and economic richness of American life.



### **Manchester Community Resource Center (MCRC)**

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Online: [www.mcrnh.org](http://www.mcrnh.org)

Services: Realizing that the challenges are far from over when an Immigrant or Refugee arrives in Manchester, MCRC's goal is to assist in stabilizing the individual/family by providing basic information, offering coaching in goal setting, employment and education referral, cultural adjustment, resource connection and use of public computers.

### **Manchester Health Department**

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603-624-6466

Website: [www.manchesternh.gov/Departments/Health/Services/Refugee-Health](http://www.manchesternh.gov/Departments/Health/Services/Refugee-Health)

Services: All refugees coming to the US should have a comprehensive health screening within 90 days of their arrival. Within two weeks of arrival all refugees who are resettling in Manchester are seen at the Manchester Health Department for an initial assessment by a community health nurse.

### **New American Africans (NAA)**

Address: 4 Park Street, Concord, NH 03301

Phone: 603-219-5219

Website: [www.newamericafricans.wordpress.com/](http://www.newamericafricans.wordpress.com/)

Services: NAA is a self-supportive community group for refugees living in New Hampshire.

### **Organization for Refugee and Immigrant Success (ORIS)**

Address: 434 Lake Avenue, 2nd floor, Manchester, NH 03103

Phone: 603-296-0443

Website: [www.refugeesu.ccess.org/](http://www.refugeesu.ccess.org/)

Services: Provide aid in the resettlement of refugee and immigrant in New Hampshire by providing assistance, training, and resources.

### **Welcoming Manchester**

Address: 434 Lake Avenue, 2nd floor, Manchester, NH 03103

Phone: 603-296-0443

Website: <http://refugeesuccess.org/welcomingmanchester>

Services: Welcoming Manchester is a collaborative effort among professionally and ethnically diverse community members all committed to a common goal – the integration and success of Manchester's immigrants. We wholly believe that welcoming and empowering our immigrant and refugee neighbors will ultimately lead to a healthier, happier environment for everyone. Welcoming Manchester strives to ensure the success and well-being of Manchester's immigrants by working in partnership with the local community to create opportunities for immigrant integration and advancement. Throughout the process, we aim to encourage mutual understanding, a spirit of welcome, and a common purpose among all members of the Manchester community.



## SNOW EMERGENCY

A Snow Emergency is called to allow City crews to plow the full width of the streets. Upon declaration of a Snow Emergency, vehicles must be removed from the City streets. Snow Emergencies take effect from the time determined by the Director. Any vehicle parked in violation of parking restrictions will be removed and impounded.

Sign-up to receive notifications of when a Snow Emergency is in place:

- Nixle: <http://local.nixle.com/manchester-nh-highway-department/>
- Email: <https://www.manchesternh.gov/e-Services/Email-Notifications>

Snow Emergencies are also posted on Twitter: [https://twitter.com/mht\\_snow\\_emerg](https://twitter.com/mht_snow_emerg)

More information is found on the City website: <https://www.manchesternh.gov/Departments/Highway/Snow>

## STORES ACCEPTING WIC IN MANCHESTER

### **Bremer Street Food Mart**

Address: 218 Bremer Street Manchester, NH 03102  
Phone: 603- 645-1124

### **Caribbean Market**

Address: 302 Lake Avenue, Manchester, NH 03103  
Phone: 603-218-1226

### **Down the Block**

Address: 167 Hanover Street, Manchester, NH 03104  
Phone: 603-628-6334

### **Hannaford Supermarket**

Address: 201 John Devine Drive, Manchester, NH 03103  
Phone: 603- 626-4567

### **Hannaford Supermarket**

Address: 605 Mast Road, Manchester, NH 03102  
Phone: 603-626-4488

### **Hannaford Supermarket**

Address: 79 Bicentennial Drive, Manchester, NH 03104  
Phone: 603-644-2106

### **Hannaford Supermarket**

Address: 859 Hanover Street, Manchester, NH 03104  
Phone: 603-624-4442





**Market Basket**

Address: 460 Elm Street, Manchester, NH 03101  
Phone: 603-626-1070

**Pigeon's Market**

Address: 168 Wilson Street, Manchester, NH 03103  
Phone: 603-232-7495

**PriceRite**

Address: 365 Lincoln Street, Manchester, NH 03103  
Phone: 603-352-8850

**R&E Grocery**

Address: 304 Merrimack Street, Manchester, NH 03103  
Phone: 603-644-0122

**Two Guys Food Market**

Address: 414 Union Street, Manchester, NH 03103  
Phone: 603-627-7099

**WalMart SuperCenter**

Address: 725 Gold Street, Manchester, NH 03103  
Phone: 603-621-9666

**Z-J Market**

Address: 266 Bridge Street, Manchester, NH 03104  
Phone: 603-668-1251

**SUBSTANCE MISUSE AND ADDICTION**

**Alateen**

Address: Al-ANON Headquarters, Concord, NH 03302  
Phone: 603-645-9519  
Website: [www.al-anon.alateen.org/for-alateen](http://www.al-anon.alateen.org/for-alateen)  
Website: Meetings in New Hampshire: [www.nhal-anon.org/](http://www.nhal-anon.org/)  
Services: Support group for teens who are affected by someone else's drinking.

**Alcoholics Anonymous (AA)**

Phone: 800-593-3330  
Website: <http://nhaa.net/>  
Services: Peer support to stay sober and help others achieve sobriety. Manchester meetings are listed under District 12.



### **Celebrate Recovery and Heroin Anonymous**

Address: Manchester Christian Church, 1308 Wellington Road, Manchester, NH 03104

Phone: 603-622-9677

Website: <http://www.manchesterchristian.com/celebrate-recovery/>

Services: Faith-based recovery program and support.

### **Child & Family Services**

Address: 464 Chestnut Street, Manchester, NH 03105

Phone: 603-518-4304

Phone: 800-640-6486

Services: Serving adolescents, children, young adults, adults, pregnant or parenting women, and homeless individuals. Programs include parenting, assessment, care coordination, individual and group outpatient counseling, recovery support services, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression.

### **Family Willows IOP at Families in Transition**

Address: 122 Market Street, Manchester, NH 03101

Phone: 603-935-7900 ext. 1711

Website: <http://www.fitnh.org/housing-services/familywillows/>

Services: Intensive outpatient program and outpatient services for substance abuse; affordable housing; family emergency shelter; permanent supportive housing; transitional housing.

### **Farnum Center**

Address: 140 Queen City Ave, Manchester, NH 03103

Phone: 1-888-840-4243

Website: <https://farnumcenter.org/>

Services: The Farnum Center is a clinical alcohol and substance abuse treatment facility committed to providing effective, dignified care and support for adults seeking recovery from alcohol and other drugs.

### **Granite State Area Narcotics Anonymous**

Address: 540 Commercial Street, Manchester, NH 03102

Phone: 888-624-3578

Phone: 603-645-4777 (Local NH 24-hour Helpline)

Website: [www.gsana.org](http://www.gsana.org)

Services: Peer support for friends and family of addicts.

### **Helping Hands Outreach Center**

Address: 50 Lowell Street, Manchester, NH 03101

Phone: 603-623-8778

Website: <http://helpinghandsmanchesternh.com/>

Services: Faith-based alcohol/drug recovery related transitional housing — sober living environment offered to men age 18 and up.



### **Hope for NH Recovery Center**

Address: 293 Wilson Street, Manchester, NH 03103

Phone: 603-935-7524

Website: <http://hopefornhrecovery.org/>

Services: Support program that offers advocacy and education to improve public perception about those in recovery from substance use disorders. Providing recovery support services, recovery coaching, community-based training and a recovery community center.

### **Liberty House**

Address: 75 West Baker Street, Manchester, NH 03103

Phone: 603-669-0761

Website: <http://libertyhousenh.org/>

Services: Substance-free housing for veterans transitioning from homelessness for veterans. Employment and housing assistance, food pantry and clothing closet.

### **Makin' It Happen Coalition**

Address: 497 Hooksett Road, Suite 207, Manchester, NH 03104

Phone: 603-686-6844

Website: <http://www.mih4u.org/>

Services: Makin' It Happen works with community members, coalitions, healthcare, local government, law enforcement, first responders, schools and businesses to reduce substance misuse and increase education and access to behavioral healthcare.

### **Manchester School District Student Assistance Program (SAP)**

Locations:

Middle Schools:

Hillside Middle School, 112 Reservoir Ave, 603-624-6352

McLaughlin Middle School, 290 South Mammoth Rd, 603-628-6247 x 15

Southside Middle School, 140 S. Jewett Street, 603-624-6359

Parkside Middle School, 75 Parkside Avenue, 603-624-6352

High Schools:

West High School, 9 Notre Dame Ave, 603-624-6384 x 1133

Central High School, 207 Lowell Street, 603-624-6363

Memorial High School, 1 Crusader Way, 603-624-6378

Website: [www.mansd.org](http://www.mansd.org)

Services: Student Assistance Program that provides confidential support groups for those suffering from their own or others' addictions.



### **Manchester School Resource Officers (SROs)**

Address: 405 Valley Street, Manchester, NH 03103

Phone: 603-628-8711

Website: <https://www.manchesternh.gov/Departments/Police/Juvenile-Unit>

Services: School Resource Officers (SRO's) are assigned to each Manchester high school and middle school from the Manchester Police Department Juvenile Division. Contact information for each officer can be made by calling the school of the student.

### **Nar-Anon, Cocaine Anonymous**

Address: 40 Central Street, Manchester, NH 03101

Phone: 800-477-6291

Website: <http://www.nar-anon.org/>

Services: Peer support for friends and family of addicts.

### **NH Treatment Locator**

Website: <http://nhtreatment.org/>

Services: Use this locator to find agencies and individual practitioners offering substance use disorder services, including evaluation (this is a critical first step to determine level of treatment needed), withdrawal management (detox), outpatient counseling, residential treatment, recovery supports and other types of services for people experiencing problems with alcohol and other drug use, including addiction.

### **Office of Youth Services (OYS)**

Address: 848 Elm Street, Suite 302, Manchester, NH 03101

Phone: 603-624-6470

Website: [www.manchesternh.gov/youth](http://www.manchesternh.gov/youth)

Services: A Masters Licensed Alcohol Drug counselor (MLADC) provides intake, assessment, and referral for the City Of Manchester Youth between the ages 11-20. Referrals are taken from parents, youth themselves, courts, schools, law enforcement officers and community agencies. Appropriate treatment recommendations are made based upon the assessment.

### **Safe Stations (Manchester Fire Department)**

Address: Multiple locations:

Central Fire Station – 100 Merrimack Street

Station 2 – 527 South Main Street

Station 3 – 2033 South Willow Street

Station 4 – 141 Hackett Hill Road

Station 5 – 44 Webster Street

Station 6 – 134 Amory Street

Phone: 603-669-2256

Website: <https://www.manchesternh.gov/Departments/Fire>

Services: The Safe Station program is in place to make sure that anyone can find help any time of day or night. Visit any Manchester Fire Station to get help on your path to recovery.

Station 7 – 679 Somerville Street

Station 8 – Cohas Brook - 280 East Industrial Park Drive

Station 9 – 575 Calef Road

Station 10 – 630 Mammoth Road



### **Serenity Place**

Address: 101 Manchester Street, Manchester, NH 03101

Phone: 24/7 Help Line: 603-625-6980

Website: [www.serenity-place.org/](http://www.serenity-place.org/)

Services: Serenity Place has been providing critical substance use disorder services for adult men and women for over 36 years in downtown Manchester. Services include social detox (short and long term), intensive outpatient program for men, Lin's Place transitional living for women, Tirrell House transitional living for men, substance abuse counseling services, 24-hour wrap-around services for anyone seeking treatment and recovery assistance, and help for family members who have a loved one struggling with substance abuse.

### **Teen Challenge**

Address: 147 Laurel Street, Manchester, NH 03103

Phone: 603-647-7770

Website: [www.tcmanchester.org/index.html](http://www.tcmanchester.org/index.html)

Services: A Christian residential drug recovery program that is part of a network of 10 Teen Challenge centers across New England and New Jersey. Faith-based recovery program for 18+ year old males.

Teen Challenge is part of a network of 10 Teen Challenge centers across New England and New Jersey.

For a complete listing of substance misuse and addiction resources in the Greater Manchester Region, please visit the Community Compass guide, an initiative of Makin' It Happen in partnership with the Manchester Health Department. Please visit the guide online at [www.communitycompassgmr.org](http://www.communitycompassgmr.org).

## **TRANSPORTATION**

### **Coordinated Transportation Solutions (CTS) for Medicaid members**

Phone: 855-739- 4775

Website: <http://www.ctstransit.com/medicaid-medicare-management>

Services: Rides to scheduled doctor's appointments for Medicaid members.

### **Green DASH - MTA Free Downtown Circulator**

Address: 110 Elm Street, Manchester, NH 03101

Phone: 603-623-8801

Website: [www.mtabus.org/routeschedules/route-map/route-7/](http://www.mtabus.org/routeschedules/route-map/route-7/)

Services: Free bus providing service in downtown Manchester. Check website for route and schedule information.

### **Lyft**

Website: <https://www.lyft.com/>

Services: Rideshare with Lyft. Lyft is your friend with a car, whenever you need one. Download the app and get a ride from a friendly driver within minutes.



### **QC Bike Collective**

Address: 373 Union St. Manchester, NH 03103

Phone: 603-493-1720

Website: <https://qcbike.org/>

Services: QC Bike Collective's mission is to help Manchester area residents ride safe, affordable bikes and have the opportunity to fix them. We provide space, tools, and equipment, so that community members can repair their bicycles at minimal cost, with our help. We also accept donated bicycles, salvage useful parts & recycle them, or return them to working order & sell them at an affordable price.

### **Queen City Taxi Cab**

Address: 146 Londonderry Turnpike, Manchester, NH 03104

Phone: 603-622-0008

### **Round The Clock Cab Company**

Address: 151 Elm Street, Manchester, NH 03101

Phone: 603-622-3451

### **Uber**

Website: <https://www.uber.com/cities/manchester-nh/>

Services: Download the app and get a ride in minutes

### **Zagster Bike Share**

Locations: Puritan Backroom, SNHU (1230 Elm Street), Granite YMCA, City Hall (900 Elm Street), Stanton Plaza, 33 South Commercial Street.

Website: <http://bike.zagster.com/manchester/>

Services: Download the Zagster app and join the Manchester, NH bike share. Find your bike's number and enter it into the Zagster app to get a unique unlock code. Enter the unlock code into the on-bike keypad. After the ring lock opens, remove the docking cable from the side of the ring lock. Park your bike at a Manchester, NH Zagster station. Press and HOLD the LOCK button on the keypad until the light flashes. On the right side of the bike, find the orange tab on the ring lock and slide it down. Place the docking cable from the station into the port on the ring lock. Tap END RIDE in the Zagster app. For quick stops away from a Manchester, NH Zagster station, you can lock to any public rack. See HOW TO in the app for more details. No smart phone? Text SMS to (202) 999-3924 to learn how to ride by text message.



## TRANSPORTATION – FOR SENIORS/ DISABLED ONLY

### **Easter Seals STS (Special Transit Services)**

Address: 555 Auburn Street, Manchester, NH 03103

Phone: 603-668-8603

Website: <http://www.easterseals.com/nh/our-programs/special-transit-service/>

Services: STS provides door-to-door transportation with passenger assistance available for the frail and isolated elderly, as well as individuals with special needs and disabilities, allowing them to gain greater independence and stay involved in their communities. STS vehicles are available for charter by groups, individuals and other agencies and offer considerable savings in money and time.

### **Manchester Transit Authority – StepSaver Program**

Address: Manchester Transit Authority, 110 Elm Street, Manchester, NH 03101

Phone: 603-623-8801

Website: [www.mtabus.org/services/stepsaver/](http://www.mtabus.org/services/stepsaver/)

Services: This program provides assistance to individuals with disabilities who are unable to use the regular fixed route bus service sometimes or all of the time. To request an application, please call the MTA. To download a copy of the application, [www.mtabus.org/wp-content/uploads/2012/02/Application-updated-12-January-1.pdf](http://www.mtabus.org/wp-content/uploads/2012/02/Application-updated-12-January-1.pdf) . Once you have returned the application, we will contact you to schedule an interview in your home or at the MTA in order to better establish eligibility. A final eligibility determination will be mailed to you within twenty-one (21) days of receipt of the application. Completed applications should be returned to:

*Manchester Transit Authority  
ATTN: StepSaver Service  
110 Elm Street  
Manchester, NH 03101*

### **The Caregivers, Inc. Rides for Healthy Living**

Address: 1 Perimeter Rd Unit #900, Manchester, NH 03103

Phone: 603-622-4948

Website: [www.caregiversnh.org/services/rides-for-healthy-living.html](http://www.caregiversnh.org/services/rides-for-healthy-living.html)

Services: Volunteers provide assistance and transportation to physician, dentist, podiatry and therapy appointments among others. Beyond the actual transportation, our trained volunteers wait with the care-receivers during their appointments, offering friendship and support. The program allows individuals to practice preventive health care, overcoming the cost of transportation or physical barriers that would make such visits prohibitive.

## WINTER SAFETY TIPS – WHAT IS CARBON MONOXIDE (CO)?



Often called the invisible killer, carbon monoxide is an invisible, odorless, colorless gas created when fuels (such as gasoline, wood, coal, natural gas, propane, oil, and methane) burn incompletely. In the home, heating and cooking equipment that burn fuel can be sources of carbon monoxide.

- » CO alarms should be installed in a central location outside each sleeping area and on every level of the home and in other locations where required by applicable laws, codes or standards. For the best protection, interconnect all CO alarms throughout the home. When one sounds, they all sound.
- » Follow the manufacturer's instructions for placement and mounting height.
- » Choose a CO alarm that is listed by a qualified testing laboratory.
- » Call your local fire department's non-emergency number to find out what number to call if the CO alarm sounds.
- » Test CO alarms at least once a month; replace them according to the manufacturer's instructions.
- » If the audible trouble signal sounds, check for low batteries. If the battery is low, replace it. If it still sounds, call the fire department.
- » If the CO alarm sounds, immediately move to a fresh air location outdoors or by an open window or door. Make sure everyone inside the home is accounted for. Call for help from a fresh air location and stay there until emergency personnel.
- » If you need to warm a vehicle, remove it from the garage immediately after starting it. Do not run a vehicle or other fueled engine or motor indoors, even if garage doors are open. Make sure the exhaust pipe of a running vehicle is not covered with snow.
- » During and after a snowstorm, make sure vents for the dryer, furnace, stove, and fireplace are clear of snow build-up.
- » A generator should be used in a well-ventilated location outdoors away from windows, doors and vent openings.
- » Gas or charcoal grills can produce CO — only use outside.

### HOME HEATING EQUIPMENT



Have fuel-burning heating equipment and chimneys inspected by a professional every year before cold weather sets in. When using a fireplace, open the flue for adequate ventilation. Never use your oven to heat your home.

### FACTS

- ❗ A person can be poisoned by a small amount of CO over a longer period of time or by a large amount of CO over a shorter amount of time.
- ❗ In 2010, U.S. fire departments responded to an estimated 80,100 non-fire CO incidents in which carbon monoxide was found, or an average of nine calls per hour.



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- **What is Carbon Monoxide (CO)?**
  - Carbon monoxide (CO) is an odorless, colorless gas produced by burning fossil fuels (fossil fuels shall include natural gas, coal, kerosene, oil, propane and wood etc.) Exposure to lower levels of CO over several hours can be just as dangerous as exposure to higher levels for a few minutes.
  
- **Who is at risk?**
  - Those most at risk are:
    - Children
    - Elderly
    - People with lung or heart disease
    - Pregnant woman.
  
- **Signs and symptoms of CO poisoning include:**
  - Headache
  - Fatigue
  - Sleepiness
  - Weakness
  - Nausea
  - Vomiting
  - Dizziness
  - Confusion
  - Trouble breathing.
  
- **What to do if your CO detector goes off:**
  - Call 911, get outside to get fresh air!
  
- **If safe to do so:**
  - Turn off fuel burning appliances as you leave, if possible
  - Ventilate the house
  - Seek medical attention if you have signs & symptoms of CO poisoning.

**If prolonged exposure continues, LOSS OF CONSCIOUSNESS, COMA, and DEATH can occur.**

**Don't go back into the building until cleared by the Fire Department.**



## WINTER SAFETY TIPS – FROZEN PIPES: *Preventing and Thawing Frozen Pipes*

### **Frozen Pipes:**

#### Preventing and Thawing Frozen Pipes

*Information provided by the American Red Cross*

Being prepared and informed may help you to avoid the messy and often expensive issue of frozen pipes. The American Red Cross provides information and suggestions around how to prevent water pipes in the home from freezing, and how to thaw them if they do freeze.

### **Why Pipe Freezing is a Problem**

Water has a unique property in that it expands as it freezes. This expansion puts tremendous pressure on whatever is containing it, including metal or plastic pipes. No matter the "strength" of a container, expanding water can cause pipes to break. Pipes that freeze most frequently are those that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, water sprinkler lines, and water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets. Pipes that run against exterior walls that have little or no insulation are also subject to freezing.

### **Preventing Frozen Pipes**

Before the onset of cold weather, prevent freezing of these water supply lines and pipes by following these recommendations:

- Drain water from swimming pool and water sprinkler supply lines following manufacturer's or installer's directions. Do not put antifreeze in these lines unless directed. Antifreeze is environmentally harmful, and is dangerous to humans, pets, wildlife, and landscaping.
- Remove, drain, and store hoses used outdoors. Close inside valves supplying outdoor hose bibs. Open the outside hose bibs to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- Check around the home for other areas where water supply lines are located in unheated areas. Look in the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated.
- Consider installing specific products made to insulate water pipes like a "pipe sleeve" or installing UL-listed "heat tape," "heat cable," or similar materials on exposed water pipes. Newspaper can provide some degree of insulation and protection to exposed pipes – even ¼" of newspaper can provide significant protection in areas that usually do not have frequent or prolonged temperatures below freezing.



### **During Cold Weather, Take Preventative Action**

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up out of the reach of children.
- When the weather is very cold outside, let the cold water drip from the faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing.
- Keep the thermostat set to the same temperature both during the day and at night. By temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F.

### **To Thaw Frozen Pipes**

- If you turn on a faucet and only a trickle comes out, suspect a frozen pipe. Likely places for frozen pipes include against exterior walls or where your water service enters your home through the foundation.
- Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe.
- Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water. Do not use a blowtorch, kerosene or propane heater, charcoal stove, or other open flame device.
- Apply heat until full water pressure is restored. If you are unable to locate the frozen area, if the frozen area is not accessible, or if you cannot thaw the pipe, call a licensed plumber.
- Check all other faucets in your home to find out if you have additional frozen pipes. If one pipe freezes, others may freeze, too.

### **Future Protection**

- Consider relocating exposed pipes to provide increased protection from freezing.
- Pipes can be relocated by a professional if the home is remodeled.
- Add insulation to attics, basements and crawl spaces. Insulation will maintain higher temperatures in these areas.
- For more information, please contact a licensed plumber or building professional.

**Please contact a qualified licensed plumber for assistance with the plumbing and a qualified heating technician for assistance with the heating system.**

**If you rent, please contact your Landlord first.**



## WINTER SAFETY TIPS – FROSTBITE AND HYPOTHERMIA

*Information provided by the American Red Cross*

Frostbite and hypothermia are cold-related emergencies that may quickly become life or limb threatening. Preventing cold-related emergencies includes not starting an activity in, on, or around cold water unless you know you can get help quickly in an emergency. Be aware of the wind chill. Dress appropriately and avoid staying in the cold too long. Wear a hat and gloves when appropriate with layers of clothing. Drink plenty of warm fluids or warm water but avoid caffeine and alcohol. Stay active to maintain body heat. Take frequent breaks from the cold. Avoid unnecessary exposure of any part of the body to the cold. Get out of the cold immediately if the signals of hypothermia or frostbite appear.

Frostbite is the freezing of a specific body part such as fingers, toes, the nose or earlobes. Signals of frostbite include lack of feeling in the affected area and skin that appears waxy, is cold to the touch, or is discolored (flushed, white or gray, yellow or blue).

What to do for frostbite:


1. Move the person to a warm place.
2. Handle the area gently; never rub the affected area.
3. Warm gently by soaking the affected area in warm water (100–105 degrees F) until it appears red and feels warm.
4. Loosely bandage the area with dry, sterile dressings.
5. If the person's fingers or toes are frostbitten, place dry, sterile gauze between them to keep them separated.
6. Avoid breaking any blisters.
7. Do not allow the affected area to refreeze.
8. Seek professional medical care as soon as possible.

Hypothermia is another cold-related emergency. Hypothermia may quickly become life threatening. Hypothermia is caused by the cooling of the body caused by the failure of the body's warming system. The goals of first aid are to restore normal body temperature and to care for any conditions while waiting for EMS personnel. Signals of hypothermia include shivering, numbness, glassy stare, apathy, weakness, impaired judgment, and loss of consciousness.

What to do for hypothermia:

1. CALL 9-1-1 or the local emergency number.
2. Gently move the person to a warm place.
3. Monitor breathing and circulation.
4. Give rescue breathing and CPR if needed.
5. Remove any wet clothing and dry the person.
6. Warm the person slowly by wrapping in blankets or by putting dry clothing on the person. Hot water bottles and chemical hot packs may be used when first wrapped in a towel or blanket before applying. Do not warm the person too quickly, such as by immersing him or her in warm water. Rapid warming may cause dangerous heart arrhythmias. Warm the core first (trunk, abdomen), not the extremities (hands, feet). This is important to mention because most people will try to warm hands and feet first and that can cause shock.

## WINTER SAFETY TIPS – HEATING SAFETY




# Heating Safety

There is something about the winter months and curling up with a good book by the fireplace. But did you know that heating equipment is one of the leading causes of home fire deaths? With a few simple safety tips and precautions you can prevent most heating fires from happening.

**BE WARM AND SAFE THIS WINTER!**


- » Keep anything that can burn at least three-feet away from heating equipment, like the furnace, fireplace, wood stove, or portable space heater.
- » Have a three-foot “kid-free zone” around open fires and space heaters.
- » Never use your oven to heat your home.
- » Have a qualified professional install stationary space heating equipment, water heaters or central heating equipment according to the local codes and manufacturer’s instructions.
- » Have heating equipment and chimneys cleaned and inspected every year by a qualified professional.
- » Remember to turn portable heaters off when leaving the room or going to bed.
- » Always use the right kind of fuel, specified by the manufacturer, for fuel burning space heaters.
- » Make sure the fireplace has a sturdy screen to stop sparks from flying into the room. Ashes should be cool before putting them in a metal container. Keep the container a safe distance away from your home.
- » Test smoke alarms at least once a month.



### Heating Equipment Smarts


**Install** wood burning stoves following manufacturer’s instructions or have a professional do the installation. All fuel-burning equipment should be vented to the outside to avoid carbon monoxide (CO) poisoning.

**Install** and maintain CO alarms to avoid the risk of CO poisoning. If you **smell** gas in your gas heater, do not light the appliance. Leave the home immediately and call your local fire department or gas company.



**FACT**

Half of home heating fires are reported during the months of **December, January, and February.**

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## NOTES

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## NOTES

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This document is made possible by the Manchester Weed & Seed Strategy and their community partners.

To access this document online, please visit:

<http://www.manchesternh.gov/Departments/Health/Services/Neighborhood-Health/Whats-New>

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