Manchester Weed & Seed Strategy

2018-2019 WINTER RESOURCE GUIDE

Revised and updated: October 2018
### EMERGENCY PHONE NUMBERS

**DIAL 9-1-1 FOR ALL EMERGENCIES**

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<tr>
<th>Service/Hotline</th>
<th>Phone Numbers</th>
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<tr>
<td>2-1-1</td>
<td>Connects callers for free to information about services available in their community. 2-1-1</td>
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<tr>
<td>Alcohol Hotline</td>
<td>866-513-9835</td>
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<tr>
<td>Child Abuse Reporting Line</td>
<td>Call either number if you suspect that a child has been abused or neglected. During non-business hours, call 911 or the Manchester Police Department at 603-668-8711. 1-800-894-5533 603-271-6562</td>
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<tr>
<td>Domestic Violence 24-Hour Hotline</td>
<td>1-866-644-3574</td>
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<tr>
<td>Gay, Lesbian, Bisexual &amp; Transgender Hotline (GLBT)</td>
<td>Provides information and referrals for gays, lesbians, transgender and persons with questions about their sexuality. Information, referrals and peer counseling are offered. 1-888-843-4564</td>
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<tr>
<td>GLBT National Help Center</td>
<td>1-800-246-7743</td>
</tr>
<tr>
<td>Good Samaritans Suicide Hotline</td>
<td>1-877-583-8336</td>
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<tr>
<td>Homeless Hotline (Manchester Continuum of Care)</td>
<td>1-877-606-5173</td>
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<td>Manchester Fire Department (Safe Stations)</td>
<td>603-669-2256</td>
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<tr>
<td>Manchester Health Department</td>
<td>603-624-6466</td>
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<tr>
<td>Manchester Police Department</td>
<td>603-668-8711</td>
</tr>
<tr>
<td>Mental Health America</td>
<td>Trained Crisis Counselors are available for free 24/7. Text MHA to 741741 603-668-4111</td>
</tr>
<tr>
<td>Mental Health Center of Greater Manchester</td>
<td>603-668-4111</td>
</tr>
<tr>
<td>Mobile Crisis Response Team</td>
<td>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. (800) 688-3544</td>
</tr>
<tr>
<td>National Runaway Hotline</td>
<td>1-800-621-4000</td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline (English and Spanish)</td>
<td>1 (800) 273-8255</td>
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<td>NH Statewide Addictions Crisis Line</td>
<td>1-844-711-4357</td>
</tr>
<tr>
<td>NH Try-to-Stop Tobacco Resource Center</td>
<td>Spanish: 1-800-833-5256  Hearing Impaired: 1-800-833-1477 1-800-784-8669</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>24/7 for poison emergencies, questions, and prevention. 1-800-222-1222</td>
</tr>
<tr>
<td>RAIN (Rape, Abuse, and Incest Network)</td>
<td>1-800-656-4673</td>
</tr>
<tr>
<td>Serenity Place (Substance Abuse Crisis Line)</td>
<td>603-625-6980</td>
</tr>
<tr>
<td>Sexual Assault 24-Hour Hotline</td>
<td>1-800-277-5570</td>
</tr>
<tr>
<td>STD Hotline</td>
<td>1-800-228-0254</td>
</tr>
<tr>
<td>Trans Lifeline</td>
<td>Trans Lifeline is a national trans-led organization dedicated to improving the quality of trans lives by responding to the critical needs of our community with direct service, material support, advocacy, and education. 877-565-8860</td>
</tr>
<tr>
<td>Trevor Project Suicide Prevention Hotline</td>
<td>Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to LGBTQ youth. 1-866-488-7386</td>
</tr>
<tr>
<td>Veterans Crisis Line</td>
<td>Confidential support 24 hours a day, 7 days a week, 365 days a year. 1-800-273-8255  Press 1</td>
</tr>
<tr>
<td>YWCA NH Crisis Line</td>
<td>Call 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. 603-668-2299</td>
</tr>
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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. 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:

Kristen A. Treacy, MS  
Manchester Weed & Seed Strategy Coordinator  
City of Manchester Health Department  
1528 Elm Street, Manchester, New Hampshire 03101  
Phone: (603) 657-2735   |   Email: KTreacy@ManchesterNH.gov
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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://brooksidecc.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: Wednesday noon-4pm, Thursday, Friday, and Saturday 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
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, housewares 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.

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 vary, please call ahead.
Salvation Army
Address: 121 Cedar Street, Manchester, NH 03101
Phone: 603-627-7013
Website: 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
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/
Services: Faith-based support and assistance. Lunch served Monday - Friday at 11:30-12:30. Lunch served Sunday 1:00. Food Pantry Thursday at 9:30am (doors close at 10) and Sunday around 1:15.

Child & Family Services - Youth Resource Center
Address: 326 Lincoln Street, Manchester, NH 03103
Phone: 603-518-4170
Email: info@cfsnh.org
Website: Runaway & Homeless Youth: www.cfsnh.org/pages/programs/TeenServices/runaway.html
Website: Street Outreach: www.cfsnh.org/pages/programs/TeenServices/streetOutreach.html
Website: Transitional Living: www.cfsnh.org/pages/programs/TeenServices/transLivingPgm.html
Website: Teen Turnabout: 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.
Note: Youth who are actively participating in programming may also access free clothing, laundry services, shower facilities, a food pantry, and individualized case management.

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
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
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 NH 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 welcome 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 NH)
Website: 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
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 – Clinics
Address: 1528 Elm Street, Manchester, NH 03101
Phone: 603-663-8718
Website: http://www.manchesternh.gov/Departments/Health/Clinics
Services: The Manchester Health Department Community Health Division has a pivotal role in promoting health and preventing disease for residents within the Manchester community. The Division accomplishes its mission by providing assessment activities for issues of public health significance, initiating investigations and control measures for reportable health issues, implementing public health interventions and providing clinical services. The Manchester Health Department clinical services include: Flu Vaccine Clinics, HIV/STD Clinics, Immunization Clinics, Lead Screenings, and Tuberculin skin testing. Clinical services are tailored to prevent infectious disease through immunization services and to identify other public health issues such as tuberculosis and lead poisoning.

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
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 NH 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
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. The Welfare Department 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 and 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 NH)  
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-elderl/](http://www.snhs.org/programs/housing-homeless/support-elderl/)
Services: SNHS continues to maintain its place as one of the state’s leading providers of housing to low-income eligible senior citizens.

Southern NH 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
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
Services: Provides homelessness prevention/intervention services, housing information and referral, healthy home inspections, housing advocacy, renter and 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

Granite State Independent Living
Address: 21 Chenell Drive, Concord, NH 03301
Phone: 603-228-9680
Website: https://www.gsil.org/
Services: GSIL can tailor an employment solution for you. For more than 30 years, GSIL has been making local quality job placements for people with disabilities in NH.

Manchester Community Resource Center (MCRC)
Address: 434 Lake Ave, Manchester, NH 03103
Phone: 603-647-8967
Website: 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 NH 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.
New Hampshire Job Corps Center
Address: 943 Dunbarton Rd, Manchester, NH 03102
Phone: 603-695-8800
Website: https://newhampshire.jobcorps.gov/
Services: Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.

Senior Community Service Employment Program (SCSEP) - 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.

Vocational Rehab
Address: 1 Sundial Ave #201N, Manchester, NH 03103
Phone: 603-669-8733
Website: https://www.education.nh.gov/career/vocational/
Services: The mission of NH Bureau of Vocational Rehabilitation is to assist eligible NH citizens with disabilities secure suitable employment and financial and personal independence by providing rehabilitation services. NHVR provides services to both Individuals with Disabilities and Employers. People with disabilities can work and take advantage of the opportunities available to the citizens of NH. Yet they face barriers that prevent them from achieving their goals. Vocational Rehabilitation assists persons with disabilities to achieve their employment goals. Vocational Rehabilitation is a joint State/Federal program that seeks to empower people to make informed choices, build viable careers, and live more independently in the community.

Workplace Success
Address: Southern NH 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 NH Employment Program (NHEP) with the skills, knowledge, experience, and support needed to obtain paid employment. NHEP offers career counseling, increased 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
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
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 and 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
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 NH 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 NH 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](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 NH 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).

The Way Home
Address: 214 Spruce Street, Manchester, NH 03103
Phone: 603-627-3491
Website: www.thewayhomenh.org
Services: Provides homelessness prevention/intervention services, housing information and referral, healthy home inspections, housing advocacy, renter and homeless housing counseling, foreclosure counseling, financial literacy workshops, access to affordable rental units, and applications for short-term rental assistance and security deposit guarantees.

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.

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

Food Stamps/EBT/SNAP
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.

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
Services: Provides a variety of supportive services and housing assistance to persons infected with HIV/AIDS and their dependents.
Manchester Vineyard Community Meals
  Address: 750 Pine Street, Manchester, NH 03104
  Phone: 603-624-4080
  Website: www.manchestervineyard.com
  Services: Call for updated food pantry dates and times.

New Horizons Soup Kitchen
  Address: 199 Manchester Street, Manchester, NH 03103
  Phone: 603-668-1877
  Website: 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.

NH 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
  Services: Distributor and supplier to hunger relief agencies in NH that serve meals and provide groceries to people experiencing the negative impacts of not having enough to eat.
  Note: Some public shopping hours have been opened. Please call for more details.

Roca Kidz Club
  Address: 222 Cedar Street, Manchester, NH 03103
  Address: 140 Wilson 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
  Services: Food and enrichment for elementary age kids only during the school year.
Southern NH Services (SNHS)
Address: 40 Pine Street, Manchester, NH 03103
Phone: 603-668-8010
Phone: 1-800-322-1073
Website: www.snhs.org/programs/health-food-nutrition/summer-food-service-program
Services: Summer Food Service Program (SFSP) is designed to keep kids connected to nutrition over summer vacation when school lunch programs are closed. Free meals for any child 18 years and younger are available at various public parks / pools and other locations around the city. Please visit us at www.SNHS.org for a 2019 list of summer food service sites and meal offerings. This institution is an equal opportunity provider.

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 NH 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 NH 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
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 stop by 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

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
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.

FOOD PANTRY LOCATIONS

1269 Café Food Pantry
Address: 351 Chestnut Street, Manchester, NH 03101
Phone: 603-512-1571
Website: www.homenh.org/
Services: Faith-based support and assistance. Lunch served Monday - Friday at 11:30-12:30. Lunch served Sunday 1:00. Food Pantry Thursday at 9:30am (doors close at 10) and Sunday around 1:15.

Blessed Sacrament Church Food Pantry
Address: 14 Elm St, Manchester, NH 03103
Phone: 603-622-5445
Website: 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
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
  Services: Fridays 8:45-9:15am. Appointments may be available.

KarenAngela Carter Food Pantry/A.R.K. Church
  Address: 336 Kelley Street, Manchester, NH 03102
  Phone: 603-670-4615
  Website: https://fb.me/A.R.K.ChurchManchester
  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
  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/
  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  
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/  
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  
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  
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  
Services: Assistance with fuel bills for those who qualify. Call for qualification guidelines.
Southern NH 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 NH 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 NH.

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](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).

**FUEL AND ELECTRIC PROVIDERS**

**Eversource**
Phone: Customer Service - 800-662-7764
Phone: Credit and Collections - 844-273-7760
Website: [https://www.eversource.com/content/nh](https://www.eversource.com/content/nh)

**Liberty Utilities**
Phone: Customer Care - 1-800-833-4200
Phone: Emergencies - 1-855-327-7758
Website: [https://new-hampshire.libertyutilities.com/manchester/residential/](https://new-hampshire.libertyutilities.com/manchester/residential/)
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. 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.

Maintaining Independence
Address: 11 Kimball Drive, Unit 112, Hooksett, NH 03106
Phone: Latino Program - 603-232-7431
Phone: Nepali Program - 603-782-5622
Services: Maintaining Independence is an adult day health center that serves all NH adults and specializes in providing culturally effective nursing care in a social environment. The goal of this program is to better the physical and emotional wellbeing of our participants. Assistance is provided to all adults, regardless or language.

Senior Companion Program
Phone: 603-624-6533
Website: https://www.manchesternh.gov/Departments/Senior-Services/Senior-Companion-Program
Services: NH currently has 70 Senior Companions who visit an average of 5 elderly each week. The goal is to keep the people in their own homes as long as possible. While helping to make the lives of others more pleasant, volunteers find great rewards in being involved in their community and making a difference in someone's life.
Note: Manchester residents can sign up for a Companion or get more information by calling the Senior Services Department at 603-624-6533.

Visiting Nurse Association of Manchester and Southern NH (Elliot Hospital)
Address: 1070 Holt Avenue, Suite 1400, Manchester, NH 03109
Phone: 603-622-3781
Website: http://elliothospital.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
Website: 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
Website: 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/
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://mcocnh.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
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 NH Housing Finance Authority and NeighborWorks Southern NH.

NH Housing Finance Authority (NHHFA)
Address: 32 Constitution Driveway, Bedford, NH 03110
Mailing Address: PO Box 5087, Manchester, NH 03108
Phone: 800-439-7247
Website: 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
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
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
Services: Provides homelessness prevention/intervention services: housing information and referral, healthy home inspections, housing advocacy, renter and 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 1st through 12th 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

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/

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
Elliot Hospital
Address: 1 Elliot Way, Manchester, NH 03103
Phone: 603-669-5300
Website: www.elliothospital.org

Elliot Urgent Care at River’s Edge
Address: 185 Queen City Avenue, Manchester, NH 03103
Phone: 603-663-3000
Website: http://elliothospital.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
Services: Adolescent preventive services, breast and cervical cancer screening, counseling, diabetes education, diabetic support groups, lab services, Medicaid enrollment, nutrition, pediatric primary care, prenatal care, primary care/family medicine, and podiatry.
Services: New comprehensive eye clinic is available for all MCHC patients. The eyes clinic is housed at Child Health Services (1245 Elm Street, Manchester, NH 03101). To schedule an appointment, please call 603-626-9500.

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
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 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/](http://www.manchester.va.gov/)
Services: Manchester VAMC Urgent Care is open 24 hours a day and 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 NH.

### Child & Family Services - Youth Resource Center
Address: 326 Lincoln St, Manchester, NH 03103
Phone: 603-518-4170
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/](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
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.

MyManchester
Website: https://www.mymanchesternh.com/
Services: My Manchester is your one-stop site for Greater Manchester residents and community partners who want a better life for themselves and their children, who are looking for neighborhood-based connections to become more involved in local health improvement efforts, and who are seeking resources for personal growth.

NH 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 NH 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.
Senior Community Service Employment Program (SCSEP) - 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.

ServiceLink Hillsborough County
Address: 555 Auburn Street, Manchester, NH 03103
Phone: 603-644-2240
Phone: 1-866-634-9412
Website: 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.

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 and 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 and prosecutor accompaniment, family violence specialist at DCYF, education and training, and support groups.
LEGAL ASSISTANCE

Domestic Violence Emergency (DOVE) Project
Website: https://www.nhbar.org/legal-services-programs/dove/
Services: The Domestic Violence Emergency (DOVE) Project is a program of the NH Bar Association’s Pro Bono Referral Program that provides victims of violence and stalking with emergency legal services. DOVE is operated in partnership with domestic violence service agencies throughout NH and relies on the donated services of specially trained attorneys. The DOVE Project provides free legal representation to qualifying clients at final Domestic Violence and Stalking Restraining Order hearings. Note: To be represented by a volunteer DOVE attorney, you must contact a local NH domestic violence crisis service agency. Call 1-866-644-3574, available 24 hours a day to be connected with a domestic violence or stalking advocate.

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 NH. 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.mcrcnh.org
Services: In partnership with NH 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 NH such as: Housing issues and family related cases. Stop by MCRC to complete the on-line application or apply at 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.nlha.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  
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  
Services: Rental applications for all properties may be found at 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  
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  
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
Services: The Way Home is an award-winning nonprofit agency based in Manchester, dedicated to providing an integrated approach to success in safe and affordable housing. The Way Home provides 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, 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

PLACES TO STAY WARM – FOR SENIORS ONLY

Maintaining Independence
Address: 11 Kimball Drive, Unit 112, Hooksett, NH 03106
Phone: Latino Program - 603-232-7431
Phone: Nepali Program - 603-782-5622
Services: Maintaining Independence is an adult day health center that serves all NH adults and specializes in providing culturally effective nursing care in a social environment. The goal of this program is to better the physical and emotional wellbeing of our participants. Assistance is provided to all adults, regardless of language.

Salvation Army
Address: 121 Cedar Street, Manchester, NH 03101
Phone: 603-627-7013
Website: 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
Services: The center hosts a wide and ever changing array of classes and activities that are listed monthly on the 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**

FamilyWize Prescription Discount Program
Phone: 1-800-222-2818
Website: 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/
Services: Prescription price comparison, coupons, discount programs.

Hannaford Healthy 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
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
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
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
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 1st through 12th grade. Offering multiple programs in Art, Character and Leadership, Healthy Lifestyles, Sports & Fitness, and in Education and 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
Website: https://www.facebook.com/BringItAfterSchool/
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 have had the opportunity to learn how to use power tools safely. Girls at Work pride itself on 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.

Girls Inc.
Address: 340 Varney Street Manchester, NH 03102
Phone: 603-623-1117
Website: http://girlsincnewhampshire.org/
Services: Girls Inc. of New Hampshire inspires all girls to be Strong (through healthy living), Smart (through education), and Bold (through independence), providing thousands of girls with life-changing experiences and solutions to the unique challenges girls face. The Girls Inc. Experience consists of people, an environment, and programming that, together, empower girls to succeed. Trained staff and volunteers build lasting, mentoring relationships in girls-only spaces that are physically and emotionally safe and where girls find a sisterhood of support with shared drive, mutual respect, and high expectations. Hands-on, research-based programs provide girls with the skills and knowledge to set goals, overcome obstacles, and improve academic performance. Informed by girls and their families, Girls Inc. also works with policymakers to advocate for legislation and initiatives that increase opportunities for girls. At Girls Inc., girls grow up healthy, educated, and independent.
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
Website: http://www.intiacademy.org/
Services: Inti Academy provides 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. Inti Academy is 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
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 (https://www.facebook.com/CityOfManchesterNHParksRec/) 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. As a safe-haven in the afterschool and early evening hours, activities include boxing, Judo, Aikido, wrestling, homework help and tutoring, classes, workshops, and enrichment activities. All MPAL programs are free and open to kids age 5-18.

Massabesic Audubon Center
Address: 26 Audubon Way, Auburn, NH 03032
Phone: 603-668-2045
Website: http://www.nhaudubon.org/about/centers/massabesic/
Services: NH 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 NH’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 has been your learn-to-ski/ride mountain ever since.
QC Bike Collective
Address: 35 Elm Street, Manchester, NH 03101
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. QC Bike Collective provides space, tools, and equipment, so that community members can repair their bicycles at minimal cost, with our help. QC Bike Collective also accept donated bicycles, salvage useful parts and recycle them, or return them to working order and sell them at an affordable price.

Roca Kidz Club
Address: 222 Cedar Street, Manchester, NH 03103
Address: 140 Wilson 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 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.
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, Ascentria Care Alliance provides a variety of services to assist refugees and immigrants with their transition to their new homeland and culture, including interpretation services.

Building Community in NH (formerly Bhutanese Community of NH)
Address: 510 Chestnut Street, Suite 200, Manchester, NH 03101
Phone: 603-935-9620
Website: http://bcinnh.org/
Services: Building Community in New Hampshire, BCNH, formerly Bhutanese Community of New Hampshire, is a community based non-profit corporation that serves New American population in central New Hampshire.

Catholic Charities New Hampshire
Address: 3 Crown Street, Nashua, NH 03060
Phone: 603-889-9431s
Website: https://www.cc-nh.org/programs/immigration/
Services: Immigration Legal Services welcomes newcomers and provides casework, support and guidance for various immigration-related issues. Individuals and families that are eligible for immigration benefits, but who cannot afford private assistance, are provided with low-cost immigration counseling and legal representation. Catholic Charities has been recognized and accredited by the Board of Immigration Appeals (BIA) since 1994. In partnership with Catholic Legal Immigration Network, Inc. (CLINIC), Catholic Charities New Hampshire assists with various applications and petitions, including: family-based visas, consular processing/visas, political asylum, visas for religious personnel, adjustment to lawful permanent residence, self-petitions for immigrant victims of domestic violence and sexual assault, and naturalization.

Centre Franco-American
Address: 100 St Anselm Drive, Manchester, NH 03102
Phone: 603-641-7114
Website: https://www.facnh.com/
Services: The Franco-American Centre (FAC) is a non-profit organization located in Manchester. Our mission is to promote French language, culture, and heritage through classes, social activities, and cultural events.
Holy Cross Family Learning Center  
Address: 438 Dubuque Street, Manchester, NH 03102  
Phone: 603-622-9250  
Website: 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/  
Services: Help refugees and immigrants become active participants in the social, political, and economic richness of American life.

Maintaining Independence  
Address: 11 Kimball Drive, Unit 112, Hooksett, NH 03106  
Phone: Latino Program - 603-232-7431  
Phone: Nepali Program - 603-782-5622  
Services: Maintaining Independence is an adult day health center that serves all NH adults and specializes in providing culturally effective nursing care in a social environment. The goal of this program is to better the physical and emotional wellbeing of our participants. Assistance is provided to all adults, regardless of language.

Manchester Community Resource Center (MCRC)  
Address: 434 Lake Ave, Manchester, NH 03103  
Phone: 603-647-8967  
Online: www.mcrcnh.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  
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.newamericanafricans.wordpress.com/  
Services: NAA is a self-supportive community group for refugees living in NH.
Organization for Refugee and Immigrant Success (ORIS)
Address: 434 Lake Avenue, 2nd floor, Manchester, NH 03103
Phone: 603-296-0443
Website: www.refugeesuccess.org/
Services: Provide aid in the resettlement of refugee and immigrant in NH 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. 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, Welcoming Manchester encourages 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

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 NH: [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/](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/](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/](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
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 Metro Treatment Center
Address: 228 Maple Street, Manchester NH 03103
Phone: New Patients - 877-284-7074
Phone: Existing Patients - Phone: 603-622-5005
Website: https://newseason.com/clinics/manchester-metro-treatment-center/
Services: Manchester Metro Treatment Center provides opioid addiction treatment and recovery services in Manchester and surrounding areas including Hooksett, Concord, Derry, Haverhill, Lawrence and Nashua. Manchester Metro Treatment Center provides outpatient services that include all of the services listed below in one affordable fee. Our team of opioid addiction specialists use the latest research to provide each patient with quality custom plans designed to support their recovery.

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, 603-624-6356
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
Services: The Student Assistance Program 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/](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.

**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
- Station 7 – 679 Somerville Street
- Station 8 – Cohas Brook - 280 East Industrial
- Station 9 – 575 Calef Road
- Station 10 – 630 Mammoth Road

Phone: 603-669-2256

Website: [https://www.manchesternh.gov/Departments/Fire](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.

**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](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/
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.

PEDDL
Phone: 603-489-6061
Website: https://peddlmht.com/
Services: Peticab service located in downtown Manchester, NH Thursday-Saturday, 5pm-11pm.
Business hours can be irregular due to weather or other limitations. To schedule a ride, text 603-489-6061 or email Mike@PeddlMHT.com. Advanced notice is encouraged to ensure that drivers ready to roll.
Note: All drivers are independent pedicab drivers that work for tips. The suggested price is $1/block. Consider amount of passengers, ride distance, experience and terrain. Cash and cards are accepted.

QC Bike Collective
Address: 35 Elm Street, 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. QC Bike Collective provides space, tools, and equipment, so that community members can repair their bicycles at minimal cost, with our help. QC Bike Collective also accept donated bicycles, salvage useful parts and recycle them, or return them to working order and 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
TRANSPORTATION – FOR SENIORS/ DISABLED ONLY

Easter Seals STS (Special Transit Services)
Address: 555 Auburn Street, Manchester, NH 03103
Phone: 603-668-8603
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, you will be contacted 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

VETERAN SERVICES

Easter Seals Military & Veterans Services
Address: 555 Auburn Street, Manchester, NH 03103
Phone: 603-315-4354
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.

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.
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
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.

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 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 and 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.

Veterans Crisis Line
Phone: 1-800-273-8255 Press 1
Services: Confidential support 24 hours a day, 7 days a week, 365 days a year.
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.
• **What is Carbon Monoxide (CO)?**
  o 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?**
  o Those most at risk are:
    ▪ Children
    ▪ Elderly
    ▪ People with lung or heart disease
    ▪ Pregnant woman.

• **Signs and symptoms of CO poisoning include:**
  o Headache
  o Fatigue
  o Sleepiness
  o Weakness
  o Nausea
  o Vomiting
  o Dizziness
  o Confusion
  o Trouble breathing.

• **What to do if your CO detector goes off:**
  o Call 911, get outside to get fresh air!

• **If safe to do so:**
  o Turn off fuel burning appliances as you leave, if possible
  o Ventilate the house
  o Seek medical attention if you have signs and 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.*
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.
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.
All service providers are listed alphabetically.

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NOTES
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

To add resources or for more information, please contact:
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