



CITY OF MANCHESTER HEALTH DEPARTMENT



2022-2023 WINTER RESOURCE GUIDE

Revised and updated: October 2022

IMPORTANT PHONE NUMBERS

DIAL 9-1-1 FOR ALL EMERGENCIES

2-1-1 Connects callers for free to information about services available in their community.	2-1-1
Adult Protection Reporting Line	603-271-7014
Child Abuse Reporting Line 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
Domestic Violence 24-Hour Hotline	1-866-644-3574
Gay, Lesbian, Bisexual & Transgender Hotline (LGBTQIA+) 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
Gay, Lesbian, Bisexual & Transgender Hotline (LGBTQIA+) National Help Center	1-800-246-7743
The Samaritans Suicide Hotline	1-877-583-8336
Homeless Hotline (Manchester Continuum of Care)	1-877-606-5173
Manchester Health Department	603-624-6466
Manchester Police Department	603-668-8711
Mental Health America Trained Crisis Counselors are available for free 24/7.	Text MHA to 741741
Mental Health Center of Greater Manchester	603-668-4111
Mental Health Suicide & Crisis Lifeline Trained Crisis Counselors available for free 24/7 with Tele-Interpreters for more than 240 languages	9-8-8
Mobile Crisis Response Team 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.	1-800-688-3544
National Runaway Hotline	1-800-621-4000
National Suicide Prevention Lifeline (English/Español)	1-800-273-8255
NH Statewide Addictions Crisis Line	1-844-711-4357
NH Try-to-Stop Tobacco Resource Center Español: 1-800-833-5256 Hearing Impaired: 1-800-833-1477	1-800-784-8669
Poison Control Center 24/7 for poison emergencies, questions, and prevention.	1-800-222-1222
RAINN (Rape, Abuse, and Incest Network)	1-800-656-4673
Sexual Assault 24-Hour Hotline	1-800-277-5570
Trans Lifeline 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.	1-877-565-8860
Trevor Project Suicide Prevention Hotline Leading national organization providing crisis intervention and suicide prevention services to LGBTQ youth.	1-866-488-7386
Veterans Crisis Line Confidential support 24 hours a day, 7 days a week, 365 days a year.	1-800-273-8255 Press 1
REACH at YWCA NH Crisis Line Call 24 hours a day, 7 days a week to talk to a crisis advocate regarding domestic violence, sexual violence, stalking, and/or teen dating violence.	603-668-2299

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.

To add resources or for more information, please contact:

City of Manchester Health Department
1528 Elm Street, Manchester, New Hampshire 03101
Phone: 603-624-6466

Our bi-lingual staff will be happy to assist you in Spanish, Nepali, Hindi, French, Kinyarwanda, Kirundi, Lingala, Yoruba, or Swahili. Other language assistance is also available.



TABLE OF CONTENTS

Clothing Assistance, Thrift Shops	Page	5
Emergency Housing & Homeless Resources	Page	6
Employment Programs	Page	10
Financial Assistance	Page	11
Food Assistance	Page	14
Food Assistance – For Seniors/Homebound Only	Page	15
Food Pantry Locations	Page	15
Fuel and Electric Assistance	Page	18
Home Visiting	Page	19
Homelessness Prevention	Page	20
Hospitals/Medical Centers	Page	22
Information and Referral Networks	Page	23
Legal Assistance	Page	24
Low Income Housing	Page	25
Places to Stay Warm	Page	26
Prescription Assistance & Medical Equipment	Page	27
Recreation & Activities	Page	28
Refugee and Immigrant Services	Page	31
Snow Emergency	Page	33
Stores Accepting WIC in Manchester	Page	32
Substance Use Disorders and Addiction	Page	33
Transportation	Page	35
Transportation – For Seniors/Disabled Only	Page	36
Veteran Services	Page	36
Winter Safety Tips – Generator Safety	Page	38
Winter Safety Tips – What is Carbon Monoxide (CO)?	Page	39
Winter Safety Tips – Frozen Pipes: <i>Preventing and Thawing Frozen Pipes</i>	Page	41
Winter Safety Tips – Frostbite and Hypothermia	Page	43
Winter Safety Tips – Heating Safety	Page	44
Directory of Service Providers	Page	45

CLOTHING ASSISTANCE, THRIFT SHOPS

Blessed Sacrament Church/St. Anne's Closet

Address: 14 Elm Street, Manchester, NH 03103

Phone: 603-622-5445

Hours: 11am-1pm the first and second Wednesday of the month.

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

Services: Good, clean, slightly used children's clothing is distributed free to those in need.

Brookside Thrift Shop

Address: 2013 Elm Street, Manchester, NH 03101

Phone: 603-218-2390, Phone Ext: 210

Hours: Tuesday-Saturday 9am-1pm

Website: <https://www.brooksidecc.org/thriftshop>

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.

Goodwill

Address: 165 John E. Devine, Manchester, 03103

Phone: 603-518-5246

Hours are Monday-Saturday: 9am-4pm. Sunday: 9am-6pm

Website: <https://goodwillnne.org/locations/goodwill-store-manchester-nh/>

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: <https://ywcanh.org/donate-in-kind/>

Hours: Please call for current shopping hours.

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.

OutFITters Thrift Store

Address: 394 Second Street, Manchester, NH 03102

Phone: 603-641-6691

Hours: Monday – Saturday: 8am – 4pm. Closed Sunday

Website: <https://www.fitnh.org/outfitters/>

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.

Savers

Address: 93 S Maple St, Manchester, NH 03103

Phone: 603-695-9915

Senior Hours (55+): Monday – Sunday, 10am – 11am.

Regular hours: Monday – Saturday: 10am – 8pm. Sunday: 10am-7pm.

Website: <https://stores.savers.com/nh/manchester/>

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

EMERGENCY HOUSING & HOMELESS RESOURCES

1269 Café

Address: 456 Union St, Manchester, NH

Lunch Hours: Monday-Friday, 11:30am-1pm. Sunday (service at 12pm) and lunch served at 1pm.

Food Pantry Hours: runs Wednesdays & Thursday, 10:30am-12:30pm and Sundays 10:30-11:45am, 1:00-1:30pm.

Warming Station Hours: December-March, Sunday-Friday from 1pm-4pm.

Website: <https://www.facebook.com/1269Cafe/>

Services: Faith-based support and assistance to people in need. Showers are available by appointment.

Families in Transition (FIT)

Address: 122 Market Street, Manchester, NH 03101

Phone: 603-641-9441

Phone: 877-606-5173 (To access housing resources please call the Manchester Coordinated Entry Line)

Website: www.fitnh.org

Services: Our mission is to prevent and break the cycle of homelessness. We provide the following services: Permanent Housing, Permanent Supportive Housing, Transitional Supportive Housing, Recovery Housing, Adult and Family Emergency Shelter, Pantry Services and Substance Use Treatment Services.

Health Care for the Homeless

Address:

- Walk-In Clinic @ New Horizons Shelter, 199 Manchester Street, Manchester, NH 03103 (603-663-8728, ages 18 and older)
- Appointment/Walk –In Clinic @ Wilson Street Integrated Health, 293 Wilson Street, Manchester NH 03103 (603-663-8728)
- Appointment Only Clinic @ Families in Transition, 177 Lake Avenue, Manchester NH 03103 (603-782-7414, Women & Families)

Hours: Please call for specific program hours.

Website: www.catholicmedicalcenter.org/community-health/healthcare-for-homeless.aspx

Services: Health Care for the Homeless provides primary medical care, mental health care, addiction counseling, nurse case management, assistance with food stamps, Medicaid and disability applications and limited dental care and eye care. Clients can find all the services they need in one location to support their recovery and sustain medical and emotional wellness.

Manchester Health Department – Clinics

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603- 624-6466

Hours: Call for specific program hours.

Website: <http://www.manchesternh.gov/Departments/Health/Clinics>

Services: The Manchester Health Department clinical services include: Flu Vaccine Clinics, COVID-19 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 School District

Address: 20 Hecker Street, Manchester, NH 03102

Phone: 603-665-6868 (office)

Phone: 603-670-3192 (cell)

Hours: Monday-Friday, 7:30am-4pm.

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

Email: jpinsonneault@mansd.org

Services: The Manchester School District has an appointed Homeless Liaison to provide necessary assistance for students facing homelessness including transportation, immediate enrollment, and supplemental educational services. A Manchester Health Department Community Health Worker is also available to assist students facing homelessness connect with resources for healthcare, dental care, social services and other basic needs.

Manchester Welfare Department

Address: 1528 Elm Street, Upper Level, Manchester NH 03101

Phone: 603-624-6484

Hours: Monday-Friday, 8am-4:30pm

Website: <https://www.manchesternh.gov/departments/welfare>

Services: Provides financial assistance to those individuals and families in Manchester who are unable to meet basic needs, such as food, housing, medications and utilities. Potential applicants are encouraged to apply in person.

NH DHHS Division of Family Assistance

Address: 1050 Perimeter Road, Manchester, NH 03103 (Manchester Office)

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

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

Hours: Monday-Friday, 8am-4pm

Website: 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)

Hours: 24 hours a day, 7 days a week, and 365 days a year

Website: www.211nh.org

Services: Contacts with the NH State Bureau of Homeless and Housing Services to provide specialized information and referral line that serves individuals and/or families who are homeless or in danger of becoming homeless. 211 provides information and referrals to callers regarding available shelter, and many other supportive services including healthcare, substance misuse services, and legal assistance.

New Hampshire Housing

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 603-472-2089

Hours: Monday-Friday, 8:30am-5pm.

Website: www.nhhousing.org

Services: Administers a broad range of rental and homeownership 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

Hours: Please call for specific program hours.

Website: <https://nne.salvationarmy.org/manchester/>

Services: Faith based organization whose prior assistance work has included food, clothing, furnishings, medications, rent or more, with the approach of helping individuals get to the root of the problem, identify helpful solutions. Assistance based on qualifying guidelines.

Southern NH Services (SNHS) Supportive Housing for the Elderly

Address: 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010 or 1-800-322-1073

Hours: Monday-Friday, 8:30am-4:30pm.

Website: 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. SNHS operates 12 supportive elderly housing projects in Southern New Hampshire. Call for more information and eligibility requirements.

Southern NH Services (SNHS) Housing and Homeless Outreach

Address: 40 Pine Street, Manchester, NH 03103

Phone: 603-668-8010 or 1-800-322-1073

Hours: Monday-Friday, 8:30am-4:30pm.

Website: <https://www.snhs.org/programs/community-multi-cultural-services/homelessness-prevention>

Services: SNHS receives funding to provide a range of services aimed at preventing homelessness or assisting those who find themselves homeless to find shelter. Services include short term-assistance to prevent eviction for those at risk of losing their housing or to secure housing for those suddenly homeless, and information and referral services for individuals or families in need of emergency shelter

Harbor Care

Phone: To access our intake coordinator, including our health care, veteran, substance misuse, HIV/AIDS, and behavioral health care services, call 603-882-3616. To access general housing supports, call the Nashua region's coordinated entry line at 1-844-800-9911.

Hours: Please call for specific program hours. General hours of operation are Monday – Friday, 9am to 5pm.

Website: www.harborcarenh.org

Services: Harbor Care is the new shared name of Harbor Homes, Keystone Hall, Healthy at Home, the Harbor Care Health and Wellness Center, and the Southern NH HIV/AIDS Task Force.

Working as one, the programs of Harbor Care provide the tools people need to improve their lives.

Harbor Care provide high-quality housing and residential services, primary and behavioral health care, substance use disorder treatment, home care, HIV/AIDS care, veteran services, employment supports, and supports to individuals and families who are experiencing or at risk of homelessness.

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 including 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. Manages transitional housing units for homeless families with children and permanent supportive housing units for single individuals and families who have experienced chronic homelessness.

Waypoint- Youth & Young Adult Programs (12-23)

Address: 326 Lincoln Street, Manchester, NH 03103

Phone: 603-518-4170

Hours: Please call for specific program hours.

Website: <https://waypointnh.org/programs/youth>

Services: Waypoint provides comprehensive services for homeless youth, including street outreach, a youth resource center, rapid rehousing, supportive counseling, and many other services.

Youth who are actively participating in programming may also access free clothing, laundry services, shower facilities, a food pantry, and individualized case management.

EMPLOYMENT PROGRAMS

Goodwill Workforce Services

Address: 50 Bridge Street, Suite 106, Manchester, NH 03101

Phone: 603-232-7041

Website: <https://goodwillnne.org/locations/workforce-services-office-manchester-nh/>

Services: Provides career advisor and life navigators (a social worker position), who help participants work through barriers to success. Job search, career building, digital skill development, and other training options provided.

Granite State Independent Living

Address: 60 Rogers Street, Suite 209, Manchester, NH 03104

Phone: 603-518-4600

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 who receive Social Security Disability benefits or have a disability in NH. Job coaching, interview training, and assistance filling out applications (among other services) available.

Harbor Care - Veterans FIRST Services

Phone: To access our veteran employment intake coordinator, call 603-882-3616.

Hours: hours of operation are Monday – Friday, 9am to 5pm.

Website: www.harborcarenh.org

Services: Harbor Care is the new shared name of Harbor Homes, Keystone Hall, Healthy at Home, the Harbor Care Health and Wellness Center, and the Southern NH HIV/AIDS Task Force.

Working as one, the programs of Harbor Care provide the tools people need to improve their lives.

Harbor Care operates a Department of Labor-funded employment services program for veterans from anywhere in New Hampshire experiencing homelessness. Veterans work one-on-one with an employment specialist to find and maintain meaningful employment, and, if qualified, may also access our full range of veteran services including transitional housing, case management, temporary financial support, on-the-job training, and more.

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

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

Services: WIOA is an employment and training program to help dislocated workers and other eligible adults access the tools they need to manage their careers through information and high quality services. Supports may include transportation and child care reimbursement, HiSet preparation, computer literacy skills and resume writing.

New Hampshire Job Corps Center

Address: 943 Dunbarton Rd, Manchester, NH 03102

Phone: 800-733-5627

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 provided.

Vocational Rehab

Address: 1 Sundial Ave #201N, Manchester, NH 03103

Phone: 603-669-8733

Website: <https://www.education.nh.gov/partners/vocational-rehabilitation>

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.

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: 603-351-4354

Program Coordinator: mvsintake@eastersealsnh.org

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.

Harbor Care - Veterans FIRST Services

Phone: To access our veteran services intake coordinator, call 603-882-3616.

Hours: hours of operation are Monday – Friday, 9am to 5pm.

Website: www.harborcarenh.org

Services: Harbor Care is the new shared name of Harbor Homes, Keystone Hall, Healthy at Home, the Harbor Care Health and Wellness Center, and the Southern NH HIV/AIDS Task Force.

Working as one, the programs of Harbor Care provide the tools people need to improve their lives.

Harbor Care operates a Department of Veteran Affairs-funded “Supportive Services for Veteran Families” program that provides eligible veterans who are experiencing or at risk of homelessness with access to a variety of supports, including case management and temporary financial assistance. If enrolled in the program, veteran households may also qualify to access employment services and a full range of veteran services including transitional and permanent housing, legal aid, and more. Call Harbor Care for more information on eligibility.

Merrimack Valley Assistance Program 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, Upper Level, Manchester, NH 03101

Phone: 603-624-6484

Website: www.manchesternh.gov/welfare

Services: Provides financial assistance to those individuals and families in Manchester who are unable to meet basic needs, such as food, housing, medications and utilities. Potential applicants are encouraged to apply in person.

NH DHHS Division of Family Assistance

Address: 1050 Perimeter Road, Manchester, NH 03103

Phone: 603-668-2330

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

Services: Administers programs and services for eligible NH residents, including Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP) to provide 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: <https://www.healthynh.org/index.php/nh-health-access-network.html>

Services: The NH Health Access Network helps low-income residents of New Hampshire who have health insurance but need financial assistance to help cover out of pocket medical expenses such as deductibles, co-pays and co-insurance. NHHAN is not an insurance program. It is a discount program based on the applicant’s household income and assets.

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

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: <https://nne.salvationarmy.org/manchester/>

Services: Assistance with fuel, rent and utility bills for those who qualify. Call or stop by the office for more information.

Southern NH Services (SNHS) Fuel Assistance Program

Address: 160 Silver Street, Manchester, NH 03103

Phone: 603-647-4470

Website: www.snhs.org/programs/energy-programs/low-income-home-energy/

Services: Provides elderly, disabled, 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: Call 2-1-1 for additional information

Website: <https://www.nh.gov/osi/energy/programs/fuel-assistance/index.htm>

Services: The Electric Assistance Program, or EAP, can help income eligible customers pay their electric bills. provides benefits to qualified New Hampshire households to assist with heating costs. The Fuel Assistance Program can also help households during a heating emergency by securing an emergency delivery of fuel, delaying a shut-off notice, or referring clients to another source of assistance.

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

Food for Children, Inc.

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

Website: <https://www.foodfc.org/>

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

Food Stamps/EBT/SNAP

Phone: 603-271-9700

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 in person and online at grocery stores and food retailers.

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.

NH Food Bank

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

Phone: 603-669-9725

Website: www.nhfoodbank.org

Services: Distributes nutritious food to more than 400 partner agencies who, in turn, distribute to food pantries, homeless shelters, soup kitchens, children's programs, senior centers and more. Visit the website to identify a local food pantry near you or to see the Mobile Food Pantry schedule.

Roca Kidz Club

Address: 222 Cedar Street, Manchester, NH 03103

Address: 140 Wilson Street, Manchester, NH 03103

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

Services: Faith based after school program that offers a free meal for kids of all ages on Thursdays at 6pm. Also provides homework help, games, activities, mentoring, and youth development.

Salvation Army Kids Café

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

Website: <https://nne.salvationarmy.org/manchester/kids-cafe>

Services: Provides evening meals four nights a week, but also structured recreational activities, interaction with caring adults and a place where children and teens can learn and grow with the support of others. Call for hours and additional information.

UNH Cooperative Extension Nutrition Connection Program

Phone: 603-536-3720

Website: <https://extension.unh.edu/health-well-being/nutrition-education/nutrition-connections>

Services: Nutrition Connections-offers no-cost, hands-on nutrition education programs that provide limited-resource families the knowledge and skills they need for better nutrition.

Women, Infants & Children (WIC)

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

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 nutrition education, breastfeeding support, and nutritious foods to help keep pregnant women, new mothers, infants and preschool children healthy and strong, making sure families have what they need to live a healthy life.

FOOD ASSISTANCE – FOR SENIORS/HOMEBOUND ONLY

Commodity Supplemental Food Program

Address: 40 Pine Street, Manchester, NH 03103

Phone: 1-800-256-9880

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

Services: Provides nutritious food resources to income eligible adults over 60 years of age to supplement participants' monthly nutritional needs. Participants select from dry beans, cheese, juices, shelf stable milk, dry milk, cereals, rice or pasta, canned fruits and vegetables and meats from our free shopping centers located in Manchester and Nashua. Pre-packed food boxes are also available at remote outreach centers.

Easter Seals Seniors Count Food Pantry

Address: 555 Auburn St, Manchester, NH 03103

Phone: 603-621-3422

Website: <https://www.easterseals.com/nh/our-programs/senior-services/>

Services: Provides food resources for participants in Easter Seals Senior Services programs. Call for more information and pantry hours.

Meals on Wheels Food Delivery for Seniors

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

Phone: 603-424-9967

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

Services: Meals on Wheels delivers a hot lunch daily using volunteer drivers. Drivers also conduct daily contact and safety checks, and provide information on other health and social service programs. Call the phone number or fill out the application online to request meals.

FOOD PANTRY LOCATIONS

1269 Café Food Pantry

Address: 456 Union Street, Manchester, NH 03102

Phone: 603-512-1571

Website: thetwelveonunion.org

Services: Open 9:30am- 3pm, Lunch 11:30am- 1pm. Overnight Warming Station: December 1st- March 31st 8pm- 7am

Amoskeag Health Food Pantry

Address: 1245 Elm Street, Manchester, NH 03101

Phone: 603-668-6629 x4

Website: www.amoskeaghealth.org/services/support-programs/food-pantry/

Services: Provides emergency groceries to patients in need.

Bethany Food Chapel Pantry

Address: 54 Newbury Road, Manchester, NH 03103

Phone: 603-645-6399

Website: bethanychapel.net

Services: Food Pantry operates every Tuesday 3-6pm

Blessed Sacrament Church Food Pantry

Address: 14 Elm St, Manchester, NH 03103

Phone: 603-622-5445

Website: www.blessedsacramentnh.org

Services: Panty is open Wednesdays 1-3pm.

The Caregivers Caring Cupboard

Address: 700 E. Industrial Rd., Manchester, NH 03109

Phone: 603-622-4948

Website: www.caregiversnh.org/services/caring-cupboard/

Services: Personalized mobile food pantry program providing and delivering free groceries to eligible neighbors in need.

Families in Transition Food Pantry

Address: 176 Lake Avenue, Manchester, NH 03105

Phone: 603-854-8082

Website: www.fitnh.org/services/food-programs/

Services: Food Pantry is open Monday: 1pm-4pm, Tuesday through Friday: 10am-12pm and 1pm– 4pm.

First United Methodist Church Food Pantry

Address: 961 Valley Street, Manchester, NH 03103

Phone: 603-622-8863

Website: www.fumcmanchester.org/ministries

Services: The Pantry is open every Tuesday, 9am to 11:30 am. Please bring NH driver's license with current address and a current utility bill to register.

Friends of St. Vincent de Paul Food Pantry

Address: 575 Candia Road, Manchester, NH 03109

Phone: 603-625-6775

Website: http://saintpiusxnh.org/?page_id=1229

Services: Panty is open by appointment only. Call to schedule an appointment.

Manchester Church of God Food Pantry

Address: 230 Mooresville Road, Manchester, NH 03103

Phone: 603-289-3428

Website: <https://mcognh.com/food-ministry/>

Services: Pantry is open the first and the third Fridays of each month from 9am-11am. Must call ahead to participate.

Parish of Transfiguration Food Pantry

Address: 107 Alsace Street, Manchester, NH 03102

Phone: 603-623-4715

Services: This pantry is open Tuesdays and Fridays, 1-3pm, serving West Side (03102 zip code) residents. Please call ahead to schedule.

Sacred Heart Church Food Pantry

Address: 247 S. Main St, Manchester, NH 03102

Phone: 603-668-4004

Website: www.sacredheartchurch-nh.com/food-pantry

Services: Call to schedule an appointment.

Salvation Army Food Pantry

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013 x123

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

Services: This pantry is open every third Thursday from 9am-2pm. Participants must bring ID and proof of residence. Smaller food bags/snacks also available anytime upon request.

Shiloh Community Church Food Pantry* (*items sold at extremely low prices*)

Address: 461 Straw Rd, Manchester

Phone: 603-627-7729

Website: <https://shilohcommunity.church/food-pantry>

Services: This pantry is open Fridays, 6-8pm, selling greatly discounted items such as produce, frozen goods, breads, meats, dairy, and home supplies. No eligibility requirements.

St. Andrew's Church Food Pantry

Address: 102 North Main St, Manchester, NH 03102

Phone 603-622-8632

Services: Provides free food to feed families and individuals in need. Must be a resident of Manchester.

St. Joseph Cathedral Parish Outreach Food Pantry

Address: 145 Lowell St. Manchester, NH 03104

Phone: 603-622-6404

Website: www.stjosephcathedralnh.org

Services: Pantry is open by appointment only. Call to schedule an appointment.

St. Raphael Parish Food Pantry

Address: 103 Walker Street, Manchester, NH 03102

Phone: 603-623-2604

Website: <https://st-raphael-parish.org/food-pantry-hope-chest/>

Services: This pantry is open Mondays 6-7pm. A client intake form and proof of residence are required.

St. Vincent de Paul – Ste. Marie’s Conference

Address: 378 Notre Dame Ave., Manchester, NH 03102

Phone: 603-623-3649

Website: <https://enterthenarrowgate.org/st-vincent-de-paul-society>

Services: Participants should call the food pantry to request support directly.

Waypoint Youth Resource Center Food Pantry

Address: 326 Lincoln Street, Manchester, NH 03103

Phone: 603-518-4170

Website: <https://waypointnh.org/programs/youth-resource-center>

Services: The Youth Resource Center is open on a variable schedule. Please reach for hours.

FUEL AND ELECTRIC ASSISTANCE**Manchester City Welfare**

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603-624-6484

Website: www.manchesternh.gov/welfare

Services: Provides financial assistance to those individuals and families in Manchester who are unable to meet basic needs, such as food, housing, medications and utilities. Potential applicants are encouraged to apply in person.

Merrimack Valley Assistance Program (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 (SNHS) Fuel/Electric 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/

Services: Provides elderly, disabled 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: <https://www.snhs.org/programs/energy-programs/weatherization>

Services: Provides a home energy audit analysis to address health & safety concerns and to determine energy conservation measures, such as refrigerator replacement, installation of new bath fans, and caulking/weather stripping of doors and windows. Eligibility is determined by income with priority given to the elderly, the disabled, and families with children under six years of age. To apply, complete a Fuel Assistance or Electric Assistance Application at the web address provided, and answer “YES” to the “Are you interested in receiving weatherization services?” question.

HOME VISITING

Interim Healthcare

Address: 608 Chestnut Street, Manchester, NH 03105

Phone: 603-668-6956

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

Services: Provides respite care, school based nursing, adult and pediatric home care, and other personal care and support services.

Mentor Adult Day Health

Address: 11 Kimball Drive, Unit 112, Hooksett, NH 03106

Phone: Latino Program - 603-232-7431

Phone: Nepali Program - 603-782-5622

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

Services: Provides adult day health services specializing in providing culturally effective clinical care in a social environment. The goal of this program is to improve the physical and emotional wellbeing of participants. Assistance is provided to all adults, regardless of language

Visiting Nurse Association of Manchester and Southern NH (Elliot Hospital)

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

Phone: 603-622-3781

Phone: 1-800-624-6084

Website: <https://www.manchestervna.org/>

Services: Provides coordinated services to help patients be independent and safe in managing their care at home. Care plans and education are tailored to the specific needs of each patient and family, and include rehabilitation professionals, social workers, and health aides, when appropriate.

HOMELESSNESS PREVENTION

Families in Transition (FIT)

Address: 122 Market Street, Manchester, NH 03101

Phone: 603-641-9441

Phone: 877-606-5173 (To access housing resources please call the Manchester Coordinated Entry Line)

Website: www.fitnh.org

Hours: Please call for specific program hours.

Services: Our mission is to prevent and break the cycle of homelessness. We provide the following services: Permanent Housing, Permanent Supportive Housing, Transitional Supportive Housing, Recovery Housing, Adult and Family Emergency Shelter, Pantry Services and Substance Use Treatment Services

Harbor Care - Veterans FIRST Services

Phone: To access our veteran services intake coordinator, call 603-882-3616.

Website: www.harborcarenh.org

Hours: Monday – Friday, 9am to 5pm and by appointment.

Services: Harbor Care is the new shared name of Harbor Homes, Keystone Hall, Healthy at Home, the Harbor Care Health and Wellness Center, and the Southern NH HIV/AIDS Task Force.

Working as one, the programs of Harbor Care provide the tools people need to improve their lives.

Harbor Care operates “Veterans FIRST”, which provides eligible veterans who are experiencing or at risk of homelessness with access to a variety of supports, including case management and temporary financial assistance. If enrolled in the program, veteran households may also qualify to access employment services and a full range of veteran services including transitional and permanent housing, legal aid, and more. Call Harbor Care for more information on eligibility.

Liberty House

Address: 221 Orange Street, Manchester, NH 03104.

Phone: 603-669-0761

Website: www.libertyhousenh.org/

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

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.

New Hampshire Housing

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 603-472-2089

Website: www.nhhousing.org

Hours: Monday-Friday, 8:30am-5pm.

Services: Administers a broad range of rental and homeownership 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: 1850 Elm Street, Suite 7, Manchester, NH 03104

Phone: 800-562-3174

Phone: Senior Citizens Law Project 888-353-9944 or 603-624-6000

Website: www.nhla.org/content/housing-16

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.

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 including 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.

Waypoint - Youth Resource Center

Address: 326 Lincoln Street, Manchester, NH 03103

Phone: 603-518-4170

Website: <https://waypointnh.org/programs/youth-resource-center>

Services: Provides case management, crisis intervention, supportive counseling, family mediation and referrals for runaway and homeless youth ages 12-22 years old. Services, information and support are offered in the following areas: clothing/laundry, counseling, drug/alcohol use, education, employment, food, food stamp applications, Medicaid applications, HiSet/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, and suicide/depression.

HOSPITALS/MEDICAL CENTERS

Amoskeag Health (community-based health center providing primary care to the underserved)

Address: 145 Hollis Street, Manchester, NH 03101

Address: 1245 Elm Street, Manchester, NH 03101

Address: 184 Tarrytown Road, Manchester, NH 03103

Phone: 603-626-9500

Website: <https://www.amoskeaghealth.org/>

Catholic Medical Center (CMC)

Address: 100 McGregor Street, Manchester, NH 03102

Phone: 603-668-3545

TDD for the Hearing Impaired: 603-644-2595

Website: www.catholicmedicalcenter.org

Dartmouth-Hitchcock Clinics Manchester

Address: 100 Hitchcock Way, Manchester, NH 03104

Phone: 603-695-2500

Website: www.dartmouth-health.org

Elliot Hospital – Solution Health

Address: 1 Elliot Way, Manchester, NH 03103

Phone: 603-669-5300

Website: www.elliethospital.org

Harbor Care Health and Wellness Center

Phone: To access our intake coordinator, including our health care, dental care, and behavioral health care services, call 603-882-3616.

Website: www.harborcarenh.org

Hours: General hours of operation are Monday – Friday, 9am to 5pm. Call for details.

Services: Harbor Care operates Greater Nashua's only Healthcare for the Homeless Federally Qualified Health Center, the Harbor Care Health and Wellness Center, offering in-person and telehealth services to residents throughout New Hampshire for primary care, mental health care including medication prescribing, Medication Assisted Treatment, outpatient and residential substance use disorder treatment, pharmacy, and dental services to those with and without insurance, using a sliding fee scale based on household income.

Veterans Administration Medical Center (VAMC)

Address: 718 Smyth Road, Manchester, NH 03103

Phone: 603-624-4366

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

INFORMATION AND REFERRAL NETWORKS

2-1-1 New Hampshire

Phone: 2-1-1

Toll Free: 866-444-4211

TDD for the Hearing Impaired: 603-634-3388

Email: 211nh@211nh.org

Website: www.211nh.org

Services: Referral specialists provide health and human service information and referrals. The call is confidential and free from anywhere in NH.

Disability Rights Center

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

Phone: 603-228-0432

Phone: 1-800-834-1721

TDD for the Hearing Impaired: 1-800-834-1721

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

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

Manchester Community Resource Center (MCRC)

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Website: www.mcrcnh.org

Services: Provides a wide range of access to public computers, education, employment, information and referrals.

My Manchester

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

Services: Provides a one-stop site for Greater Manchester residents and community partners who are looking for neighborhood-based connections to become more involved in local health improvement efforts.

NH Works – Workforce Innovation and Opportunity Act (WIOA)

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

Phone: 603-656-6503 (NH Works)

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

Services: Provides career counseling assessment and paid on-the-job training. Participants must be 18 years of age or older, NH residents and recently laid off by an NH company.

Senior Community Service Employment Program (SCSEP) - Operation A.B.L.E.

Address: 228 Maple Street, Suite 300, Manchester, NH, 03103

Phone: 603-206-4405

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

Services: Provides workforce development for people 55 years of age and older, including 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

Website: www.nh.gov/servicelink

Services: Helps older adults, adults living with disabilities, chronic illness, and their families and caregivers access and make connections to long term services and supports, explore healthcare options and understand and access Medicare and Medicaid.

Waypoint-Youth Resource Center

Address: 326 Lincoln St, Manchester, NH 03103

Phone: 603-518-4170

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

Services: Provides case management, crisis intervention, supportive counseling, family mediation and referrals for runaway and homeless youth ages 12-22 years old. Services, information and support are offered in the following areas: clothing/laundry, counseling, drug/alcohol use, education, employment, food, food stamp applications, Medicaid applications, HiSet/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, and suicide/depression.

YWCA NH (REACH at YWCA)

Address: 72 Concord St, Manchester, NH 03101

Phone: 603-625-5785

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

Phone SMS/Text/WhatsApp: 603-836-9620

Website: <https://ywcanh.org/reach/>

Services: Provides free and confidential services to victims/survivors of domestic and sexual violence, 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. SMS/Text/WhatsApp and Web chat available Monday-Friday, 9:00-4:30pm.

LEGAL ASSISTANCE**603 Legal Aid (formally NH Legal Advice & Referral Center)**

Address: 93 North State Street, Suite 200 Concord, NH 03301

Phone: 1-800-639-5290

Website: <http://www.nhlegalaid.org/> or <https://www.603legalaid.org/>

Services: Helps low-income people find free legal assistance in New Hampshire. Offers information, advice, legal representation, or referral to the right source of help to those who qualify for services.

Disability Rights Center

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

Phone: 603-228-0432

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

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

Domestic Violence Emergency (DOVE) Project (NH Bar Association)

Phone: 24-Hour Crisis Line 866-644-3574

Website: <https://www.nhbar.org/legal-services-programs/dove/>

Services: Provides victims of violence and stalking free legal representation at final Domestic Violence and Stalking Restraining Order hearings, and other emergency legal services. Note: To be represented by a volunteer DOVE attorney, you must contact a local NH domestic violence crisis service agency. Call 866-644-3574 to be connected with a domestic violence or stalking advocate.

NH Legal Assistance (NHLA) Housing Justice Project

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

Phone: 1-800-562-3174

TDD for the Hearing Impaired: 1-800-735-2964

Website: <https://www.nhla.org/content/housing-16>

Services: Helps individuals and families who are either currently without shelter or are at imminent risk of becoming homeless. Represents clients in 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.

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: Owns and manages public housing apartments and 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 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.

New Hampshire Housing

Address: 32 Constitution Drive, Bedford, NH 03110

Mailing Address: PO Box 5087, Manchester, NH 03108

Phone: 603-472-2089

Hours: Monday-Friday, 8:30am-5pm.

Website: www.nhhousing.org

Services: Administers a broad range of rental and homeownership 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: Provides homelessness prevention/intervention services including 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

PLACES TO STAY WARM**Mall of New Hampshire**

Address: 1500 South Willow Street, Manchester, NH 03103

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

Note: Visit website for most up to date hours

Manchester City Library

Address: 405 Pine Street, Manchester, NH 03101

Phone: 603-624-6550

Website: www.manchesternh.lib.nh.us

Note: Visit website for most up to date hours

1269 Café

Address: 456 Union Street, Manchester, NH 03102

Phone: 603-512-1571

Website: thetwelveonunion.org

Services: Overnight Warming Station: December 1st- March 31st 8pm- 7am

The City of Manchester Emergency Operations Center will also release a list of warming locations during exceptionally cold days/evenings. This list will be announced on local news outlets and the City of Manchester Website.

PRESCRIPTION ASSISTANCE & MEDICAL EQUIPMENT

FamilyWize Prescription Discount Program

Phone: 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

Phone: 855-268-2822

Website: www.goodrx.com/

Services: Prescription price comparison, coupons, discount programs.

Hannaford Community Cares Rx

Address: 201 John E Devine Dr, Manchester, NH 03103

Phone: 603-626-4567

Address: 859 Hanover St, Manchester, NH 03104

Phone: 603-624-4442

Address: 140 Bicentennial Dr, Manchester, NH 03104

Phone: 603-644-2106

Address: 605 Mast Rd, Manchester, NH 03102

Phone: 603-626-4488

Services: Discount for those who do not have insurance. Individuals may request the discount in person.

Medical Assistance Tool

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

Services: Dedicated search engine that-matches patients with resources and cost-sharing programs that may help lower out-of-pocket costs, whether or not they have insurance.

NeedyMeds

Website: www.needymeds.org/state_programs.taf?_function=list&state=nh

Helpline: 800-503-6987

Email: info@needymeds.org

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.

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

Note: Due to COVID-19-related restrictions, many recreation providers are offering limited-in person or remote activities. Contact each organization directly for the most up-to date information.

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: Helps young people acquire knowledge, develop life skills and form attitudes that help them become self-directed, productive, contributing members of society. 4-H leaders guide youth through the fun learning process.

Boys & Girls Club of Manchester

Address: 555 Union Street, Manchester, NH

Phone: 603-625-5031

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

Services: Offering After-School programing for students in 1st through 12th grade.

Currier Museum of Art

Address: 150 Ash St, Manchester, NH 03104

Phone: 603-669-6144

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

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

Girls at Work

Address: 200 Bedford Street, Manchester, NH 03103

Phone: 603-345-0392

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

Services: When girls learn how to build, the outcomes reach far beyond what they can create with power tools. They are building confidence and resilience that drives them to discover their strengths, to find their voice, and to exceed their own expectations. These girls are courageous and empathetic leaders who are building their dreams and are empowered to achieve them.

Girls Inc.

Address: 340 Varney Street, Manchester, NH 03102

Phone: 603-623-1117

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

Services: Provides research-based informal education programs that encourage girls to take risks and master physical, intellectual and emotional challenges. Major programs address math and science education, media literacy and leadership among other programs.

Granite YMCA Teen Center

Address: 30 Mechanic Street, Manchester, NH 03101

Phone: 603-232-8620

Website: <https://www.graniteymca.org/programs/teens>

Services: Offers a safe and fun environment to socialize with peers, hang out with friends, make some new ones, and get involved in the community. Our staff are dedicated role models and experienced mentors that help your teen feel comfortable and have fun!

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 Parks & Recreation

Address: 475 Valley Street, Manchester, NH 03103

Phone: 603-624-6444

Website: <https://manchesternh.recdesk.com/Community/Home>

Services: Offers a wide range of recreation programs and facilities including athletic fields and courts, ice arenas, aquatics facilities, disc golf courses, an outdoor multi-purpose stadium and manicured parks. Visit the website for upcoming events and registration.

Manchester Police Athletic League (MPAL)

Address: 409 Beech Street, Manchester, NH 03103

Phone: 603-626-0211

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

Services: Dedicated to connecting police officers with community youth to foster positive relationships and community connectedness. Offers afterschool-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: 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

McIntyre Ski Area

Address: 50 Chalet Way, Manchester, NH 03104

Phone: 603-622-6159

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

Services: 100% snowmaking, 2 lifts, servicing 11 trails for day and night skiing & snowboarding, 2 magic carpets with large beginner area, Mac Pack Terrain Park & Grom Park, 5-lane Snowtubing Bonneville Family Thrill Hill. Retail & Rental Shop, Snowsports programs & off-season dining at The Hill Bar & Grille

QC Bike Collective

Address: 35 Elm Street, Manchester, NH 03101

Phone: 603-493-1720

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

Services: Provides space, tools, and equipment, for community members to repair their bicycles at minimal cost, with assistance. QC Bike Collective also accepts donated bicycles and useful parts to recycle or return to working order, and then sells them at an affordable price.

Roca Kidz Club

Address: 222 Cedar Street, Manchester, NH 03103

Address: 140 Wilson Street, Manchester, NH 03103

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

Services: Faith based program that offers a free meal for kids of all ages on Thursdays at 6pm. Also provides homework help, games, activities, mentoring, and youth development.

Salvation Army Youth Center & Teen Night

Address: 121 Cedar Street, Manchester, NH 03101

Phone: 603-627-7013

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

Services: Offers a comprehensive program that not only provides evening meals, but also structured recreational activities, interaction with caring adults and a place where children and teens can learn and grow with the support of others.

UpReach

Address: 153 Paige Hill Rd, Goffstown, NH

Phone: 603-497-2342

Website: www.upreachtec.org

Provides mounted and unmounted therapeutic programs with horses for all participants but especially those with some level of physical or cognitive challenge.

REFUGEE AND IMMIGRANT SERVICES

Ascentria Care Alliance

Address: 261 Sheep Davis Road, A-1 Concord, NH 03301

Phone: 603-224-8111

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: Serves the New American population in central New Hampshire through case management, employment services, and civic/social programs.

Catholic Charities New Hampshire

Address: 3 Crown Street, Nashua, NH 03060

Phone: 603-889-9431

Website: <https://www.cc-nh.org/programs/immigration/>

Services: Provides casework, support and guidance for various immigration-related issues, including family-based visas, consular processing/visas, political asylum, visas for religious personnel, adjustment to lawful permanent residence, naturalization and self-petitions for immigrant victims of domestic violence and sexual assault.

Franco-American Centre

Address: 100 St Anselm Drive, Manchester, NH 03102

Phone: 603-641-7114

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

Services: Promotes French language, culture, and heritage through classes, social activities, and cultural events. Recreation/Activities as well as Immigrant Services offered.

Holy Cross Family Learning Center

Address: 438 Dubuque Street, Manchester, NH 03102

Phone: 603-622-9250

Website: www.hclearningcenter.org

Services: English language 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: Creates opportunities for refugees and immigrants to succeed through resettlement, education, career advancement and pathways to citizenship. Refugees and immigrants become active participants in the social, political, and economic richness of American life.

Manchester Community Resource Center (MCRC)

Address: 434 Lake Ave, Manchester, NH 03103

Phone: 603-647-8967

Website: 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, and cultural adjustment, and access to public computers and other resources.

Manchester Health Department

Address: 1528 Elm Street, Manchester, NH 03101

Phone: 603-624-6466

Website: www.manchesternh.gov/Departments/Health/Services/Refugee-Health

Services: Provides all refugees who are resettling in Manchester a comprehensive health screening within two weeks of arrival by a community health nurse, and provides all necessary immunizations.

Mentor Adult Day Health

Address: 11 Kimball Drive, Unit 112, Hooksett, NH 03106

Phone: Latino Program - 603-232-7431

Phone: Nepali Program - 603-782-5622

Services: Provides adult day health services specializing in providing culturally effective clinical care in a social environment. The goal of this program is to improve the physical and emotional wellbeing of participants. Assistance is provided to all adults, regardless of language.

Organization for Refugee and Immigrant Success (ORIS)

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

Phone: 603-296-0443

Website: <https://www.refugeesuccess.org/>

Services: Aids in the resettlement of refugees and immigrants in New Hampshire by providing assistance, training, resources, and opportunities that promote self-sufficiency. Programs include farmer training, youth enrichment, employment, and culturally-specific case management services. ORIS's Fresh Start Market provides access to fresh local foods year-round at 50% off EBT. The Fresh Start Market is located at 150 Spruce St, Manchester, NH 03103. Check our Google listing or call 603-606-2663 for the current operating schedule

Victory Women of Vision

Address: 25 Lowell St. Suite 307, Manchester, NH 03101, US

Phone: 603-623-8968

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

Services: Provides mentoring, leadership, and empowerment programs for refugee individuals of all ages and genders. Skill building in personal physical and mental health care, civic engagement and social opportunities also provided.

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

Full List of stores accepting WIC can be found at:

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/wic-stores.pdf>

SUBSTANCE USE DISORDERS AND ADDICTION

Harbor Care

Phone: To access our intake coordinator, call 603-882-3616.

Hours: Monday through Friday, 9am-5pm and by appointment.

Website: www.harborcarenh.org

Services: Harbor Care operates a variety of substance use disorder treatment services, including outpatient, intensive outpatient, and residential treatment. We offer specialized treatment tracks for individuals using alcohol, opioids, and methamphetamines/ stimulants, addressing not only addiction, but also physical and mental health, oral health, housing, employment, and peer support. Medication Assisted Treatment is offered to individuals with opioid use or alcohol disorders. Services are offered on a sliding fee scale based on household income to those who qualify.

Cynthia Day Family Center provides pregnant and parenting mothers – and their children – with clinically-intensive treatment, case management, and peer support in our licensed residential treatment center in Nashua, NH. All needs are addressed: shelter, food, transportation to and from medical appointments, access to primary, mental health and dental care, and family reunification services. Mothers receive child care while receiving treatment and as they progress through the program and become stable and independent, receive assistance in accessing housing and employment.

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: 221 Orange Street, Manchester NH 03104

Phone: 603-669-0761

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

Services: Provides food, clothing, toiletries, camping gear, information and referrals for Veteran in out pantry. Pantry is open Monday-Friday 10am-4pm and Saturday 10am-2pm

Makin' It Happen Coalition

Address: 1 Sundial Ave, #219N, Manchester, NH 03103

Phone: 603-686-6844

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

Services: Works with community members, coalitions, healthcare, local government, law enforcement, first responders, schools and businesses to reduce substance misuse through education and access to behavioral healthcare.

Manchester School District-Student Assistance Program (SAP)

Website: <https://www.dhhs.nh.gov/dcbcs/bdas/sap.htm>

Services: Provides counseling sessions, education and activities to help youth with various social issues, such as bullying, dating violence, and substance misuse. Contact Manchester School District at 603-624-6300 for more information.

Manchester School District- School Resource Officers (SROs)

Address: 405 Valley Street, Manchester, NH 03103

Phone: 603-668-8711

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.

NH Treatment Locator

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

Services: Online locator to find agencies and individual practitioners offering substance use disorder services, including evaluation withdrawal management (detox), outpatient counseling, residential treatment, recovery supports and other types of services for people experiencing problems with alcohol and other substance misuse.

The Doorway of Greater Manchester

Address: 60 Rogers Street Suite 210, Manchester, NH 03103

Phone: Call 2-1-1

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

Services: Provides telephone/in person screening and crisis stabilization, as well as evaluation, care planning, facilitated referral, continuous recovery monitoring, Naloxone (Narcan) distribution, transportation assistance and other supports. Call 2-1-1 for more information.

The Willows Substance Use Treatment Center

Address: 293 Wilson St. 2nd Floor, Manchester, NH 03103

Phone: 603-641-9441 ext. 401

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

Services: Intensive outpatient program and outpatient services for substance abuse; affordable housing; family emergency shelter; permanent supportive housing; transitional housing. Walk-in's welcome Monday-Friday, 9 a.m. – 5 p.m.

Waypoint

Address: 464 Chestnut Street, Manchester, NH 03105

Phone: 603-518-4304 OR 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 year olds). Teen Center offers counseling for drug/alcohol use and severe depression.

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.

TRANSPORTATION

Coordinated Transportation Solutions (CTS) for Medicaid members

Phone: 855-739- 4775

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

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

Manchester Transit Authority (MTA)

Address: 110 Elm Street, Manchester, NH 03101

Phone: 603-623-8801

Website: <https://mtabus.org/routeschedules/>

Services: Free safe and affordable transportation options throughout Greater Manchester, including the Green DASH free downtown shuttle. Visit the website for route and schedule information.

QC Bike Collective

Address: 35 Elm Street, Manchester, NH 03101

Phone: 603-493-1720

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

Services: Provides space, tools, and equipment, for community members to repair their bicycles at minimal cost, with assistance. QC Bike Collective also accepts donated bicycles and useful parts to recycle or return to working order, and then sells them at an affordable price

TRANSPORTATION – FOR SENIORS/ DISABLED ONLY

Easter Seals STS (Special Transit Services)

Address: 555 Auburn Street, Manchester, NH 03103

Phone: 603-668-8603

Website: <https://www.easterseals.com/nh/our-programs/transportation/>

Services: 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.

Manchester Transit Authority (MTA)– StepSaver Program

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

Phone: 603-623-8801

Website: www.mtabus.org/services/stepsaver/

Services: Provides assistance to individuals with disabilities who are unable to use the regular fixed route bus service some or all of the time. To request an application, please call the MTA or visit the website.

VETERAN SERVICES

Easter Seals Military & Veterans Services

Address: 555 Auburn Street, Manchester, NH 03103

Phone: 603-623-8863

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.

Harbor Care - Veterans FIRST Services

Phone: To access our veteran services intake coordinator, call 603-882-3616.

Hours: Monday – Friday, 9am to 5pm and by appointment.

Website: www.harborcarenh.org

Services: Harbor Care operates “Veterans FIRST”, which provides eligible veterans and their families who are experiencing or at risk of homelessness with access to a variety of supports, including transitional and permanent housing, case management, employment assistance, legal aid, behavioral health treatment, and temporary financial assistance. Veteran family members and/or veterans who are not VA-eligible may access our general housing services and our Federally Qualified Health Center for primary, behavioral, and oral health care. Call Harbor Care for more information on eligibility.

Liberty House

Address: 221 Orange Street, Manchester, NH 03104.

Phone: 603-669-0761

Website: www.libertyhousenh.org/

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

Veterans Administration Medical Center (VAMC)

Address: 718 Smyth Road, Manchester, NH 03103

Phone: 603-624-4366

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

Veterans Crisis Line

24 Hour Crisis Line Phone: 1-800-273-8255 Press 1

TDD for the Hearing Impaired: Dial 711 then 1-800-273-8255

Website: <https://www.veteranscrisisline.net/>

Services: Provides confidential support available to all Veterans and their families and friends in times of crisis.

UpReach

Address: 153 Paige Hill Rd, Goffstown, NH

Phone: 603-497-2342

Website: www.upreachtec.org

Provides Equine Assisted Services which include Therapy, Horsemanship and Learning for the physical and mental wellness of all participants. For more information on the variety of programs please visit their website.

GENERATOR SAFETY

USE BACKUP POWER SAFELY

When used properly, portable and standby generators are a great option to provide backup power during brownouts or blackouts.

Learn how to use generators safely with the following tips:

GENERATORS

Location



Always keep generators at least **20 feet** away from your home



Never operate a generator in an **enclosed space**



Make sure the generator has **3-4 feet** of clear space above and on all sides for proper ventilation



Keep generators **away** from doors, windows, and vents



Always **direct exhaust** away from your home

Use



Always use **grounded cords** and inspect cords for damage prior to use



Use the **proper cord** for the wattage being used



Always use **GFCI protection**



Make sure to start / stop generators when **no electrical loads** are connected



Keep generators **dry**, **do not operate when wet**, and refuel when cool



Do not overload generators



Do not plug a generator directly into your home, connect items being powered **directly to the generator**

TRANSFER SWITCHES



Transfer switches, whether manual or automatic, allow you to choose between **utility power** or **backup generator power**



Transfer switches are the only way to **safely power** your home's electrical system



Using a transfer switch **prevents backfeeding**. This occurs when your generator becomes a power source for the **surrounding area** and can damage your home, your neighbor's homes, and injure workers trying to restore power

CARBON MONOXIDE (CO) POISONING PREVENTION



Improper use and installation of generators could **cause CO poisoning**



Make sure your home has **carbon monoxide alarms** outside each sleeping area and on every level of the home



CO can kill in as little as **5 minutes**

Symptoms of CO poisoning



Dizziness



Headaches



Nausea



Tiredness



If you experience CO poisoning symptoms, **get fresh air**, **do not reenter areas**, and **call 911**.

Please **share this free** resource to save lives

Carbon Monoxide Safety



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 declare that it is safe to re-enter the home.
- 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.



NATIONAL FIRE PROTECTION ASSOCIATION
The leading information and knowledge resource on fire, electrical and related hazards

Your Logo

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

- Pipes that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, and water sprinkler lines.
- 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.

How to Protect Pipes From Freezing

Before the onset of cold weather, protect your pipes from freezing 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.
- Add insulation to attics, basements and crawl spaces. Insulation will maintain higher temperatures in these areas.
- Check around the home for other areas where water supply lines are located in unheated areas. Look in the 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.
- Consider relocating exposed pipes to provide increased protection from freezing.

How to Prevent Frozen Pipes

- 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 costlier 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.

How 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.

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.

Heating Safety

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

BE WARM AND SAFE THIS WINTER!

- Keep anything that can burn at least three-feet (one metre) away from heating equipment, like the furnace, fireplace, wood stove, or portable space heater.
- Have a three-foot (one metre) "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.**



**NATIONAL FIRE
PROTECTION ASSOCIATION**
The leading information and knowledge resource
on fire, electrical and related hazards

DIRECTORY OF SERVICE PROVIDERS

All service providers are listed alphabetically.

1269 Café	6, 15, 26
2-1-1 New Hampshire	2, 13, 23, 34
4-H with UNH Cooperative Extension	28
603 Legal Aid	24
Amoskeag Health	16, 22
Ascentria Care Alliance	31
Blessed Sacrament Church	5, 16
Boys & Girls Club of Manchester	28
Brookside Thrift Shop	5
Building Community in NH	31
Catholic Charities New Hampshire	31
Catholic Medical Center (CMC)	22
Commodity Supplemental Food Program	15
Coordinated Transportation Solutions (CTS) for Medicaid members	35
Dartmouth-Hitchcock Clinics Manchester	22
Disability Rights Center	23, 24
Domestic Violence Emergency (DOVE) Project	25
Easter Seals	11, 15, 36
Elliot Hospital	22
Families in Transition (FIT)	6, 20
FamilyWise Prescription Discount Program	27
First United Methodist Church Food Pantry	16
Food for Children, Inc.	14
Food Stamps/EBT/SNAP	14
Franco-American Center	31
Friends of St. Vincent de Paul	16
Girls at Work	28
Girls Inc.	28
Good Rx	27
Goodwill	5, 10
Granite State Independent Living	10
Granite YMCA Teen Center	29
Merrimack Valley Assistance Program	12, 14, 18
Hannaford Community Cares Rx	27
Harbor Care	9, 10, 12, 20, 22, 33, 36
Holy Cross Family Learning Center	31
Hope for NH Recovery Center	33
Interim Healthcare	19
International Institute of New England	31
JFK Arena Ice Skating	29
Liberty House	20, 34, 36
Makin' It Happen Coalition	34
Mall of New Hampshire	26

Manchester Church of God Food Pantry	17
Manchester City Library	26, 29
Manchester City Welfare	7, 12, 18
Manchester Community Resource Center (MCRC)	10, 23, 32
Manchester Continuum of Care	2
Manchester Health Department	7, 32
Manchester Housing	20, 25
Manchester Parks & Recreation	29
Manchester Police Athletic League (MPAL)	29
Manchester School District	7, 34
Manchester Transit Authority (MTA)	35, 36
Massabesic Audubon Center	29
McIntyre Ski Area	30
Meals on Wheels	15
Medical Assistance Tool	27
Mentor Adult Day Health	19, 32
Missy's Closet	5
My Manchester	23
NeedyMeds	27
NeighborWorks Southern New Hampshire	25
New Hampshire Job Corps Center	11
NH DHHS Division of Family Assistance	7, 12, 25
NH Food Bank	14
NH Health Access Network	12
NH Legal Assistance (NHLA) Housing Justice Project	21, 25
NH Medicaid Program	13
NH Treatment Locator	34
NH Works – Workforce Innovation and Opportunity Act (WIOA)	10, 23
Organization for Refugee and Immigrant Success (ORIS)	32
OutFITters Thrift Store	5
Parish of Transfiguration Food Pantry	17
QC Bike Collective	30, 35
Roca Kidz Club	14, 30
Salvation Army	8, 13, 14, 17, 18, 30
Savers	6
Senior Community Service Employment Program (SCSEP) - Operation A.B.L.E.	23
ServiceLink Hillsborough County	24
Southern New Hampshire Services (SNHS)	8, 9, 10, 11, 13, 15, 18, 19, 23
State of NH Electric Energy Assistance	13
The Currier Museum	28
The Doorway of Greater Manchester	34
The Way Home	9, 13, 21, 26
The Willows Substance Use Treatment Center	35
UNH Cooperative Extension Nutrition Connection Program	14
Upreach	30, 37

Veterans Administration Medical Center (VAMC)	22, 37
Veterans Crisis Line	2, 37
Visiting Nurse Association of Manchester and Southern NH (Elliot Hospital)	19
Vocational Rehab	11
Wal-Mart Prescription Discount Program	27
Waypoint	9, 18, 21
Women, Infants & Children (WIC)	15
Workplace Success	11
YWCA NH	2, 24