



Emergency:

Call 911

Define a Hoarding Emergency?

- ❖ fires, floods, bed bug/vermin infestations, medical, and evictions

Environmental:

Magic Assistants:

759 Dick Rd. Cheektowaga, NY 14225

(716) 579-6659

info@magicassistants.com

Junk King:

1386 Lovejoy St, Buffalo, NY 14212

(716) 271-5425

Kleen Scene: (716) 440-8071

Health Department (716) 961-6800

Town/Village Code Enforcement

Fire Department

Housing:

Department of Social Services

(716) 858-8000

After 4:00pm & Weekends: Call 211

Legal Services:

Center for Elder Law and Justice- (716) 853-3087

Neighborhood Legal Services- (716) 847-0650

Legal Aid Bureau-(716) 853-9555

Volunteer Lawyer's Project- (716) 847-0662

Erie County Bar Association- (716) 852-3100

Center for Resolution & Justice- (716) 362-2323

Mental Health

Crisis Services 24/7: (716) 834-3131

Project Hope: (716) 810-9156

Crisis Text Line: Text CONNECT to 741741

National Institute of Mental Health (NIMH): (866) 615-6464

National Alliance on Mental Illness (NAMI): 1-800-950-6264

(Monday–Friday from 10 a.m. to 6 p.m.)

Questions to Ask:

- How do I know if I have a mental health disorder?
- How are they treated?
- What types of treatment are available in my area?
- How do I know which type of treatment is best for me?
- Which techniques work best for my diagnosis?
- What happens if I have more than one diagnosis?
- Will I have to take medications? Can I ever get off the medications?
- What is my next step after deciding to seek treatment?

On behalf of a loved one, your questions may focus on:

- How can I help them?
- How can I talk to them about their disorder without upsetting them?
- How do I balance self-care with caring for a loved one?
- How can I encourage them to attend treatment?
- What should I do if there is a crisis situation?

Physical Health:

- Seek treatment:
 - Hospital
 - Doctor
 - Immediate care facility
 - Paramedics/EMS

Children:

Erie County Child Protective Services- (716) 858-1665

NYS Central Register/ Mandated Reporter-

1-800-342-3720

Adults:

Erie County Adult Protection Services- (716) 858-6877

Resources For All Ages:

NY Connects (716) 858-8526

Toll Free or Long Distance 1-800-396-2705

Email: nyconnects@erie.gov

Animals:

Signs of animal hoarding:

- Have numerous animals and may not know the total number of animals in their care.
- Home is deteriorated.
- Strong smell of ammonia, and floors may be covered with dried feces, urine, vomit, etc.
- Animals are emaciated, lethargic, not well-socialized.
- Fleas and vermin are present.
- Individual is isolated from the community and appears to neglect him-or herself.
- Individual insists that all of the animals are happy and healthy—despite clear signs of distress and illness.

Report Animal Abuse/Neglect to local, county, or state police jurisdiction.

Contact SPCA: 716-875-7360

NYC Burroughs- contact 311