

# Handbook

Immigrant & Community Resources • Upper Valley VT/NH

Emergencies

Family

Food

Health

Heating

Housing

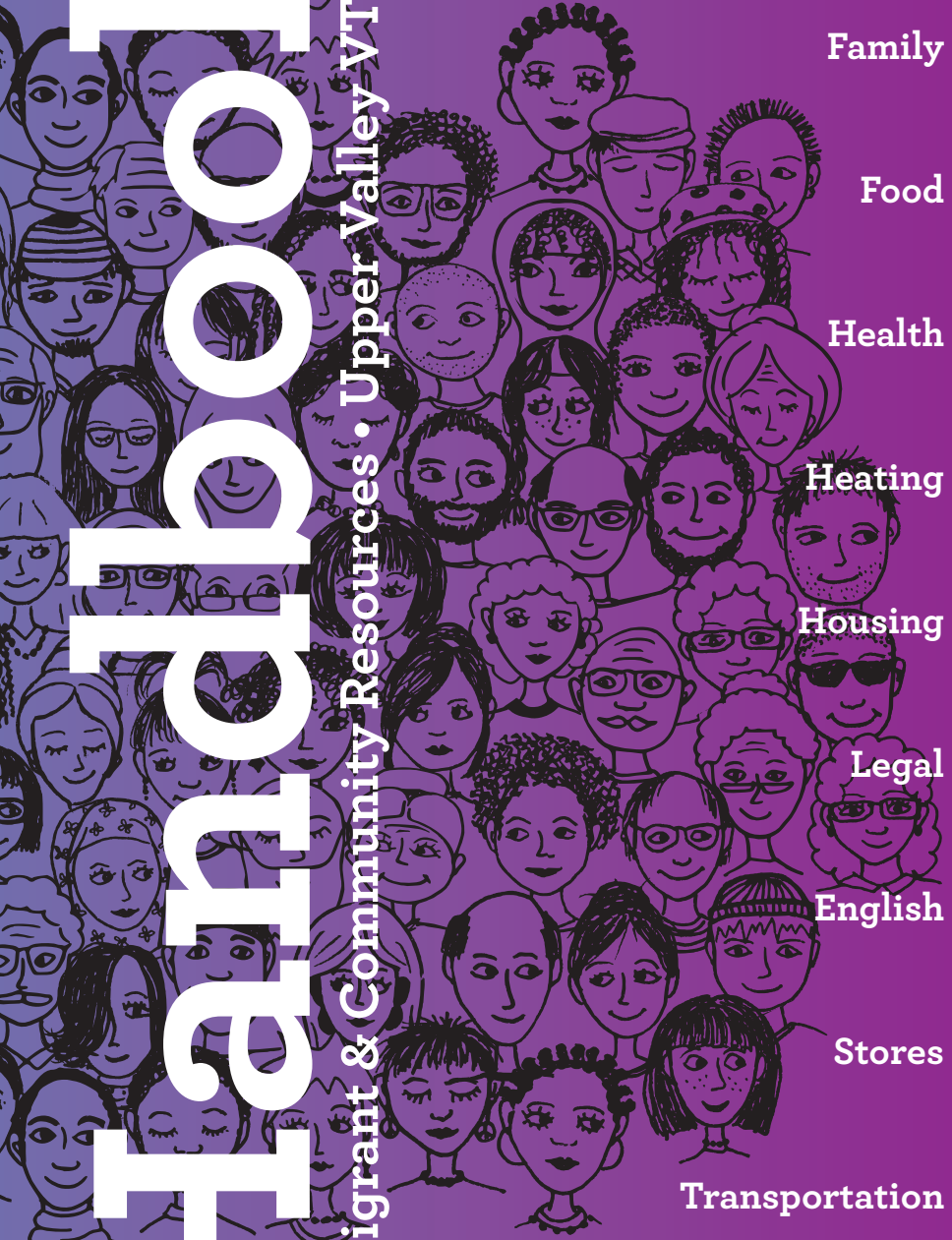
Legal

English

Stores

Transportation

Rights







## Welcoming All Nationalities Network

of the Upper Valley • NH/VT

*Protecting Human Rights of Immigrants  
and Working Towards Immigrant Integration in the  
Upper Valley Through Immigration Legal Services,  
Community Education and Networking*

WANN provides essential immigration legal services and culturally relevant community education in the Upper Valley region of Vermont and New Hampshire. In July 2018, WANN became an official program area of WISE. The new arrangement ensures that humanitarian immigrants are more strongly supported. Alongside WISE's Crisis and Advocacy Program, Emergency Shelter and Supportive Housing Program, and Prevention and Education Program, WANN will provide comprehensive services to immigrant survivors of gender-based violence. We believe that this migration empowers both organizations to live more fully into our shared vision to create a world of freedom, justice, equality, and dignity where all can thrive.

## **Community Education and Networking**

Since 2011, we have worked to meet the needs of our increasingly diverse population through workshops for entities that have contact with immigrants, such as: medical centers and health clinics, public school English Language Learning educators, law enforcement, and social service providers.

### **Past trainings include:**

- *Cultural Effectiveness for Local Service Providers*
- *Orientation to Public Schools for Families New to the U.S.*
- *Humanitarian Immigration Options*
- *Know Your Rights for Immigrants*

## **Immigration Legal Services**

U.S. immigration law protects migrants who are victims of crimes, such as domestic violence, or who have suffered persecution before fleeing their home country. We provide free consultations to assess an individual's eligibility for humanitarian immigration status or for other benefits under the law.

### **WANN's Legal Services:**

- *VAWA Petitions for Victims of Domestic Violence*
- *Asylum and Refugee Issues*
- *T Visas for Victims of Human Trafficking*
- *U Visas for Victims of Crimes*
- *Naturalization*
- *Humanitarian Petitions*

Through collaborative networking, we provide direct advice and referrals to individuals and organizations.

## **A Growing Need**

Our services are unique and essential to building personal stability for our clients. Without legal immigration status, individuals are unable to work and are vulnerable to victimization from many sources, such as criminals who traffic humans, and abusers who use immigration status as a tool of domestic violence. Client trends reflect this type of vulnerability. The majority of our clients are victims of domestic violence or persecution. Most are women and children, and live in poverty. U.S. Census results and local indicators show that the foreign born population of the Upper Valley is growing. Nationally, the legal climate for immigration is changing fast and exposes humanitarian immigrants to extreme stress and vulnerability. WANN's services are needed more than ever. Our goal is to increase options for our Upper Valley communities.

# Table of Contents

Emergency Preparedness	4
Family Services	6
Children's Recreation Programs	7
Food Assistance	8
Health Care Services	11
Mental Health/Counseling	14
Heating Assistance	17
Housing	18
Immigration Legal Services	19
Language Education <i>English</i>	20
Thrift Stores	21
Transportation	21
Know Your Rights <i>For Immigrants and Everyone</i>	22
My Resources	33

## Emergency Preparedness

If there is an emergency, such as a fire, robbery, or serious medical problem (for example, someone in the house is not breathing, unconscious, or seriously injured), dial 9-1-1 on any phone. Tell them what the emergency is so you can get the right kind of help, such as the police, fire department, or ambulance. Do not delay calling, even if you cannot speak English. If you speak a language other than English, learn how to say the name of that language in English so the 9-1-1 dispatcher can quickly call a telephone interpreter. Make sure you can clearly state your home address and telephone number in English.

In addition to personal emergencies, large-scale emergencies can be caused by weather or man-made disasters. Many big storms or other disasters can knock out heat, power, and communication. Below are a few examples of disasters caused by nature, and some tips on what to do to protect yourself and your family. Learn more at: [www.ready.gov/natural-disasters](http://www.ready.gov/natural-disasters).

### **Tornado**

Strong winds over land that take a funnel-shaped cloud from the sky to the ground. Tornadoes can destroy buildings.

- If your area is under a tornado warning, take shelter immediately.
- Go to the lowest floor in a building, away from the windows and doors.
- Protect your head.

### **Earthquake**

Sudden shaking of the ground that can cause the ground to crack and buildings to be destroyed.

- If you are indoors, drop to the ground, take cover by getting under a sturdy table, and hold on until the shaking stops.
- If you are outside, stay in the open until the shaking stops. Move away from buildings, streetlights, and electrical wires.

**Hurricane**

Storms that form over the ocean with high winds, strong rain, and tall waves. The wind and flooding from hurricanes can destroy buildings.

- If a hurricane is likely, listen to the radio, TV or internet for information on what to do.
- Stay inside, away from windows and doors.
- Evacuate if you are told to do so by local authorities.

**Winter Storm and Extreme Cold**

Lots of snow, very low temperatures, strong winds, and icing.

- Stay indoors during the storm.
- Keep dry.
- Do not drive unless necessary.
- Do not use cooking stoves to heat the house.

Some things you can do to prepare yourself for hazardous weather and/or events:

- Use the Booklet on this website to create a plan and to prepare in advance:  
[www.acf.hhs.gov/ohsepr/children-and-families#preparedness](http://www.acf.hhs.gov/ohsepr/children-and-families#preparedness)  
The booklet will help you:
- Make an Emergency Kit for your home.
- Make an Emergency Kit in case you need to leave your home.

## Family Services

### **Good Beginnings of the Upper Valley**

93 South Main Street, West Lebanon, NH 03784

603-298- 9524

[www.gbuv.org](http://www.gbuv.org)

Good Beginnings is a free program that will send trained volunteers to support any family with a new baby. Volunteers come to your home and offer help.

### **Special Needs Support Center (SNSC)**

20 West Park Street, Suite 311, Lebanon, NH 03766

603-448-6311

[www.sns-c-uv.org](http://www.sns-c-uv.org)

SNSC offers important programs, support and resources for children with special needs and their families.

### **The Family Place**

Main office: 319 US Route 5 South, Norwich, VT 05055

Olcott House: 52 Olcott House, Hartford, VT 05055

802-649-3268

[www.familyplacevt.org](http://www.familyplacevt.org)

Through home visits, parenting classes and groups, early intervention, counseling, and family support, The Family Place works to help families with the important job of parenting.

### **Waypoint**

Upper Valley Office

63 Hanover Street, West Lebanon, NH 03756

603-298- 8237

[www.waypointnh.org](http://www.waypointnh.org)

Waypoint is an independent nonprofit agency dedicated to advancing the well-being of children by providing an array of social services to strengthen family life and by promoting community commitment to the needs of children.

### **Women's Health and Resource Center**

On the Mall, Lebanon, NH

9 Hanover Street, Lebanon, NH 03766

603-650- 2600

[www.dartmouth-hitchcock.org/womens\\_resource\\_ctr.html](http://www.dartmouth-hitchcock.org/womens_resource_ctr.html)

Information and education regarding women's health and the health of their loved ones. Lending library, support groups and classes.



## Children's Recreation Programs

### **Listen Community Services, The Junction Youth Center**

42 Maple Street, White River Junction, VT 05001

802-295-2612

Teen Center Information: 802-295-2612

[www.listencommunityservices.org](http://www.listencommunityservices.org)

[facebook.com/thejunctionyouthcenter](https://facebook.com/thejunctionyouthcenter)

The Junction Youth Center is a place for young people to feel like they are safe, a part of something, and to get support.

### **Listen Community Services, Summer Camp Scholarships**

Lebanon, NH

603-448-4553

[www.listencommunityservices.org/summer-camp-scholarships](http://www.listencommunityservices.org/summer-camp-scholarships)

LISTEN provides children from low income households the lifetime benefits of a summer camp experience. They provide 100% of camp tuition for approximately 300 children living in the Upper Valley who would like a summer camp experience but whose families cannot afford the expense.

*Many communities have programs that offer affordable sports and enrichment opportunities for children. If your community is not listed below, contact your local town hall.*

### **Hanover Parks and Recreation**

603-643-5315 • [www.hanoverrec.com](http://www.hanoverrec.com)

### **Hartford Parks and Recreation**

802-295-5036 • [www.hartford-vt.org/2212/Parks-Recreation](http://www.hartford-vt.org/2212/Parks-Recreation)

### **Lebanon Recreation**

603-448-5121 • [www.recreation.lebnh.net](http://www.recreation.lebnh.net)

### **Lyme Recreation Programs**

603-795-4639 • [www.lymenh.gov/recreation-commission/pages/recreation-programs](http://www.lymenh.gov/recreation-commission/pages/recreation-programs)

### **Mascoma Valley Parks and Recreation**

[www.mvpr.recdesk.com/Community/Home](http://www.mvpr.recdesk.com/Community/Home)

### **Norwich Recreation**

802-649-1419 • [www.norwich.vt.us/recreation](http://www.norwich.vt.us/recreation)

Thetford Recreation

802-785-2922 • [www.thetfordrec.com/info/activities/default.aspx](http://www.thetfordrec.com/info/activities/default.aspx)

### **Windsor Recreation**

802-674-6783 • [www.windsorvt.org/recreation-department](http://www.windsorvt.org/recreation-department)

## Food Assistance

### **Listen Community Services Food Pantry**

60 Hanover Street, Lebanon, NH 03766

603-448-4553

[www.listencommunityservices.org](http://www.listencommunityservices.org)

1-2 weeks of groceries each month for low income families (income verification required) within *LISTEN*'s service area.

### **Wellspring Food Pantry (Wellspring Worship Center)**

407 North Main Street, West Lebanon, NH 03784

603-643-2700

Hours: 9-10am Saturdays

### **Upper Valley Haven Food Shelf**

713 Hartford Avenue, White River Junction, VT 05001

802-295-6500

[www.uppervalleyhaven.org](http://www.uppervalleyhaven.org)

1 week supply of healthy groceries once a month (including meat, dairy and produce), and unlimited access to bread and produce to anyone in need.

Hours: 8:30am-6pm Monday to Thursday, 8:30am-4pm Friday

### **First Baptist Church Food Pantry**

11 School Street, Lebanon, NH 03766

603-448-5618

[www.lebfirstbaptist.com](http://www.lebfirstbaptist.com)

Hours:

5-7pm on the 1st Thursday of every month

9am-11pm on the 3rd Saturday of every month

### **Valley Bible Church Food Pantry**

851 Fairview Terrace, White River Junction, VT 05001

802-295-5000

[www.valleybiblechurch.org](http://www.valleybiblechurch.org)

Hours:

1-2pm on the 1st and 3rd Thursday of each month

6-7pm on the 2nd and 4th Thursday of each month

Serves up to 8 households.

**Willing Hands**

Lebanon, NH

802-698- 0265

[www.willinghands.org](http://www.willinghands.org)

Every week, year around and free of charge, *Willing Hands* delivers food to 50+local organizations.

**Bethel Area Food Shelf**

129 Church Street, Bethel, VT 05032

802-234-6359

[www.bethelfoodshelf.org](http://www.bethelfoodshelf.org)

Hours: 12-2pm Monday, 4pm Wednesday

**Bradford Churches Food Shelf**

172 Main Street, Bradford, VT 05033

802-222-5108

Hours: 3-4pm Monday-Tuesday, 11am-12pm Friday

**Hartland Congregational Church**

10 Station Road, Hartland, VT 05048

802-436-2592

Hours: 8-10am Friday

**Springfield Family Center**

365 Summer Street, Springfield, VT 05156

802-885-3646

Hours: 9am-3pm Monday-Friday, 10:30am-12pm Saturday  
[springfieldmed.org/springfield-family-center](http://springfieldmed.org/springfield-family-center)

**Thetford Food Shelf**

3910 VT Route 113, Thetford Center, VT 05075

802-785-2922

Hours: 10am-12pm Tuesday and Thursday

**West Fairlee Community Food Shelf**

870 VT Route 113 Town Offices, West Fairlee, VT 05083

802-333-4857

Hours: 3-6pm Wednesday

**Reading-West Windsor Food Shelf**

3456 Tyson Road, West Windsor, VT 05149

802-484-5097

[www.rwwfoodshelf.org](http://www.rwwfoodshelf.org)

Hours: 2-4pm Monday, 4-6pm Thursday

Serves Reading, West Windsor, and Plymouth

**Woodstock Community Food Shelf**

217 Maxham Meadow Way, Woodstock, VT 05091

802-457-1185

[www.woodstockfoodshelf.org](http://www.woodstockfoodshelf.org)

Hours: 4-6pm Monday, 1-3pm Wednesday, 10am-12pm Saturday

**Randolph Area Food Shelf**

12 Prince Street, Unit #3, Randolph VT, 05060

802-431-0144

[www.randolphareafoodshelf.org](http://www.randolphareafoodshelf.org)

Hours: 3-5pm Monday Wednesday Friday

1-5pm Tuesday, 5-7pm Friday

Serves Randolph, Braintree, Brookfield, and East Granville

**Tunbridge Church Community Food Shelf**

273 Vermont Route 110, Tunbridge VT, 05077

802-889-9828

[www.tunbridgechurch.org/community-service/#foodshelf](http://www.tunbridgechurch.org/community-service/#foodshelf)

Hours: 4-6pm Friday

**Sharon Congregational Church Foodshelf at the Lighthouse**

Corner of Route 14 and Route 132, Sharon, VT, 05065

802-763-2007

[www.sharonvtconchurch.org/about/lighthouse/foodshelf](http://www.sharonvtconchurch.org/about/lighthouse/foodshelf)

Hours: 4:30-6:30 pm Tuesday and Thursday

**Vermont Foodbank**

800-585-2265

[www.vtfoodbank.org](http://www.vtfoodbank.org)

## Health Care Services

### New Hampshire

#### **Alice Peck Day Memorial Hospital**

10 Alice Peck Day Drive, Lebanon, NH 03766

603-448-3121

[www.alicepeckday.org](http://www.alicepeckday.org)

**Nancy DuMont, Director Community Health**

Provides help with Medicaid issues

603-443-9548

#### **Ammonoosuc Community Health Services, Inc.**

603-444-2464

[www.ammonoosuc.org](http://www.ammonoosuc.org)

Littleton, Warren, Woodsville, Whitefield, Franconia

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

1 Medical Center Drive, Lebanon, NH 03766

603-650-5000

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

Interpreter services available at no cost for the patient.

To request an interpreter, inform the scheduling secretary when making an appointment.

For more information call: 603-650-5792

Email: [interpreter.services@hitchcock.org](mailto:interpreter.services@hitchcock.org)

#### **CHAD • Children's Hospital at Dartmouth**

Lebanon, NH

603-653-3211

[www.chadkids.org](http://www.chadkids.org)

Mid-State Health Center

Plymouth, Bristol

603-536-4000

[www.midstatehealth.org](http://www.midstatehealth.org)

#### **Good Neighbor Health Clinic**

[www.goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org)

Provides free primary medical and dental care to uninsured and underinsured New Hampshire residents living within a 30-mile radius of White River Junction whose household incomes are below 250% of the federal poverty level.

## Hours

Clinics at Good Neighbor Health Clinic and at Red Logan Dental Clinic, located in White River Junction, VT, are by appointment only. Scheduling for all medical clinics is done through the Good Neighbor Health Clinic with locations in both NH and VT, open Monday to Friday, 9am to 5pm. Scheduling for all dental clinics is done through the Red Logan Dental Clinic office, open Monday to Friday 8am to 4pm.

## Lebanon Clinic

Alice Peck Day Hospital, Homestead Building,  
Alice Peck Drive, Lebanon, NH 03766  
Appointments: 802-295-1868 or toll free 877-552-4815  
Operates on the 2nd and 4th Thursday evenings of the month.

## Mascoma Clinic

Doctors Who Care, 411 Route 4, Enfield, NH 03748  
Appointments: 802-295-1868 or toll free 877-552-4815  
The Mascoma Clinic is held on Wednesday evenings.

## Eligibility

Uninsured individuals and individuals with high-deductible medical insurance who reside in any of the following towns and their various communities:

*New Hampshire - Canaan, Claremont, Cornish, Croydon, Dorchester, Enfield, Grafton, Grantham, Hanover, Lebanon, Lyme, Newport, Orange, Orford, Plainfield and Springfield.*

## Springfield Medical Care Systems, Inc.

Charlestown, NH 03603  
603-826-5711  
[www.springfieldmed.org](http://www.springfieldmed.org)

## Vermont

### Battenkill Valley Health Center

9 Church Street, Arlington, VT 05250  
Medical: 802-375-6566  
Dental: 802-430-7175  
[www.battenkillvalleyhealth.org](http://www.battenkillvalleyhealth.org)

### Gifford Health Care

Bethel, Berlin, Chelsea, Rochester, Randolph, Sharon, White River Junction, Wilder  
802-728-7000  
[www.giffordmed.org](http://www.giffordmed.org)

### **Good Neighbor Health Clinic**

70 North Main Street  
White River Junction, VT 05001  
802-295-1868

[www.goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org)

Provides free primary medical and dental care to uninsured and underinsured Vermont residents living within a 30-mile radius of White River Junction whose household incomes are below 250% of the federal poverty level.

Appointments are available during day and evening hours.

#### **Eligibility**

Uninsured individuals and individuals with high-deductible medical insurance who reside in any of the following towns and their various communities:

*Vermont – Barnard, Bradford, Bridgewater, Corinth, Fairlee, Hartford, Hartland, Newbury, Norwich, Pomfret, Reading, Royalton, Sharon, Strafford, Thetford, Topsham, Tunbridge, Vershire, West Fairlee, West Windsor, Windsor and Woodstock.*

### **Red Logan Dental Clinic**

70 North Main Street, White River Junction, VT 05001  
802-295-7573

[www.goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org)

Appointments are available during day and evening hours.

### **Little Rivers Health Care**

Bradford, East Corinth, Wells River, VT  
802-222-9317  
[www.littlerivers.org](http://www.littlerivers.org)

### **Mountain Health Center**

74 Munsill Avenue, Bristol, VT 05443  
802-453-5028  
[www.mountainhealthcenter.com](http://www.mountainhealthcenter.com)

### **Northern Counties Health Care, Inc.**

Concord, Danville, Hardwick, Island Pond, St. Johnsbury  
800-499-9405  
[www.nchevt.org](http://www.nchevt.org)

### **Planned Parenthood**

79 South Main St  
White River Junction, VT 05001  
802-281-6056  
[www.plannedparenthood.org](http://www.plannedparenthood.org)

**Springfield Medical Care Systems, Inc.**

Bellows Falls, Chester, Ludlow, Springfield, VT  
802-885-2151  
[www.springfieldmed.org](http://www.springfieldmed.org)

**The Health Center**

Plainfield, Cabot, VT (school-based)  
802-454-8336  
[www.the-health-center.org](http://www.the-health-center.org)

**Windsor Community Health Clinic**

Mt. Ascutney Hospital and Health Center  
289 County Road, Windsor, VT 05089  
802-674-7213  
[www.mtascutneyhospital.org/community-services/community-resources/windsor-community-health-clinic](http://www.mtascutneyhospital.org/community-services/community-resources/windsor-community-health-clinic)

**Valley Health Connections**

Springfield Family Center  
268 River Street, Springfield, VT 05156  
802-885-1616  
[www.mtascutneyhospital.org/community-services/community-resources/windsor-community-health-clinic](http://www.mtascutneyhospital.org/community-services/community-resources/windsor-community-health-clinic)

## Mental Health/Counseling

### New Hampshire

**Headrest**

Crisis Line 603-448-4400  
[www.headrest.org](http://www.headrest.org)  
Headrest provides a 24-hour crisis line service to individuals living NH and VT. Trained Crisis Intervention Counselors provide information and referral services to at risk populations. Through active listening, counselors assist with the following: suicide lethality assessments and intervention, domestic violence intervention, substance use assessments and other relevant issues.

**The National Suicide Lifeline**

HEADREST in Lebanon, NH • Covering the State of NH  
1-800-273-TALK



**West Central Behavioral Health**

Intake line: 603-542-5128

[www.wcbh.org](http://www.wcbh.org)

West Central Behavioral Health is a nonprofit, community-based, mental health organization serving the needs of individuals and families in New Hampshire's lower Grafton and Sullivan Counties. They offer a wide range of specialized services for individuals of every age who are struggling with emotional, behavioral or addictive disorders. Since mental health disorders occur across a spectrum, from mild to severe, West Central Behavioral Health tailors its services accordingly.

**NAMI NH**

85 N. State Street, Concord, NH 03301

Phone: I & R Line, 800-242-6264, Ext 40

[www.naminh.org](http://www.naminh.org)

*Connect Suicide Prevention Project* is a comprehensive, community based approach to suicide prevention, intervention and postvention developed by NAMI NH.

603-225-5359

[www.theconnectproject.org](http://www.theconnectproject.org)

**2-1-1 NH**

In NH, dial only 2-1-1

From out of NH, dial 866-444-4211

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

2-1-1 NH connects callers at no cost, to information about critical health and human services available in their community. To access this service, NH citizens can dial: 2-1-1 and speak to an information and referral specialist. Interpretation services available.

**New Hampshire ServiceLink Community Resource**

866-634-9412

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

ServiceLink is a statewide network of locally administered community-based resources for seniors, adults with disabilities and their families. ServiceLink provides free information, referral and assistance in answering questions and connecting users to the appropriate services that support healthy and independent living. They have 12 offices and you can locate the office close to you by visiting their website.

### **NH Catholic Charities**

215 Myrtle Street, Manchester, NH 03104

603-669-3030 / 800-562-5292

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

Provides a range of social services including individual and group therapy to persons regardless of creed, social or economic background. Through a network of offices and parishes throughout the state their services strive to heal, comfort, and empower persons in need and to advocate for social justice.

### **NH Department of Health and Human Services Bureau of Behavioral Health (BBH)**

105 Pleasant Street, Concord, NH 03301

Main Office Phone: 603-271-5000 or 800-852-3345

[www.dhhs.state.nh.us/dcbcs/bbh/index.htm](http://www.dhhs.state.nh.us/dcbcs/bbh/index.htm)

BBH seeks to promote respect, recovery, and full community inclusion for adults, including older adults who experience a mental illness and children with an emotional disturbance.

### **New Hampshire Hospital State Psychiatric Hospital**

36 Clinton Street, Concord, NH 03301

603-271-5300

TDD Access Rely: 800-735-2964

[www.dhhs.nh.gov/dcbcs/nhh/index.htm](http://www.dhhs.nh.gov/dcbcs/nhh/index.htm)

Provides acute treatment services for New Hampshire children, adolescents, and adults who have severe mental illness or who are experiencing a severe mental health crisis.

## **Vermont**

### **Health Care and Rehabilitation Services**

390 River Street, Springfield, VT 05060

802-886-4500

Emergency Line: 800-622-4235

Brattleboro Area: 855-220-9428

Springfield Area: 855-220-9429

Hartford Area: 855-220-9430

[www.hcrs.org](http://www.hcrs.org)

### **Clara Martin Center**

11 North Main Street, Randolph, VT 05060

802-728-4466

Emergency line: 800-639-6360

[www.claramartin.org](http://www.claramartin.org)

# Heating Assistance

## New Hampshire

### Tri-County CAP

57 Mechanic Street, Lebanon, NH 03766

603-443-6100

[www.tccap.org](http://www.tccap.org)

Electric discount program, heating fuel, and weatherization assistance programs.

### Listen Heating Helpers

603-448-4553

[www.listencommunityservices.org/heating-helpers](http://www.listencommunityservices.org/heating-helpers)

LISTEN can provide an emergency delivery of fuel, assistance to prevent an electric disconnect, and refer to other programs and resources.

## Vermont

### Cover Weatherization Program (serves some NH residents)

158 South Main Street, White River Junction, VT 05001

802-296-7241, Ext 105

Email: [gailg@coverhomerepair.org](mailto:gailg@coverhomerepair.org)

[www.coverhomerepair.org/weatherization](http://www.coverhomerepair.org/weatherization)

Helping homeowners and renters (with permission from landlords) spend less on their heating.

### Vermont Weatherization Assistance Program

280 State Drive, Waterbury, VT 05671

802-241-0935

[www.dcf.vermont.gov/partners/weatherization](http://www.dcf.vermont.gov/partners/weatherization)

The mission of the Weatherization Program of Vermont is to reduce the energy costs for low-income families, particularly for the elderly, people with disabilities, and children by improving the energy efficiency and comfort of their homes while ensuring their health and safety. The program is administered by the Office of Economic Opportunity (OEO). In order to qualify for this benefit program, you must be a resident of the state of Vermont and your annual income must meet established guidelines.

## Housing

### **Tri-County CAP Homeless Program**

20 West Park Street, Suite 100, Lebanon, NH 03766

603-443-6150

[www.tccap.org/services/health/homelessness](http://www.tccap.org/services/health/homelessness)

### **Upper Valley Haven**

713 Hartford Avenue, White River Junction, VT 05001

802-295-6500

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

[www.uppervalleyhaven.org](http://www.uppervalleyhaven.org)

### **Twin Pine Housing Trust**

226 Holiday Drive, Suite 20, White River Junction, VT 05001

802-291-7000

After Hours: 802-359-4046

[www.tphtrust.org](http://www.tphtrust.org)

Affordable housing.

### **Lebanon Housing Authority**

31 Romano Circle, West Lebanon, NH 03784

603-298-5753

[www.lebanonhousing.org](http://www.lebanonhousing.org)

## Immigration Legal Services

### **Welcoming All Nationalities Network of the Upper Valley**

(WANN), a Program of WISE

38 Bank Street, Lebanon, NH 03766

603-448-5922

[www.wiseuv.org/wise-support.html#wann](http://www.wiseuv.org/wise-support.html#wann)

Immigration consultations, referrals, and representation.

### **UNH School of Law Immigration Law Clinic**

Concord, NH

603-889-9431

Immigration consultations, referrals, and representation.

### **NH Catholic Charities**

24 Hanover Street, #8, Lebanon, NH 03766

603-448-5151

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

Referrals in immigration legal cases.

### **South Royalton Legal Clinic**

164 Chelsea Street, S. Royalton, VT 05068

802-831-1500

[www.vermontlaw.edu/academics/clinics-and-externships/south-royalton-legal-clinic](http://www.vermontlaw.edu/academics/clinics-and-externships/south-royalton-legal-clinic)

Immigration consultations, referrals, and representation.

### **New Hampshire Legal Assistance**

24 Opera House Square, Suite 206, Claremont, NH 03743

800-562-3994

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

Referrals in immigration legal cases.

### **Association of Africans Living in Vermont**

20 Allen Street, 3rd Floor, Burlington, VT 05401

802-985-3106

[www.aalv-vt.org](http://www.aalv-vt.org)

Pro bono legal assistance in immigration matters. Available to Vermont residents immigrating from any country of origin.

## Language Education

### English

#### **Adult Learner Services**

Lebanon High School, 195 Hanover Street, Lebanon, NH 03736

Free classes and tutoring for adults not enrolled in school.

To register, call Debbie Laffin: 603-790-8518 or email:

[dlaffin@sau88.net](mailto:dlaffin@sau88.net).

Please leave a message stating your interest in ESL and leave your name and telephone number. She will return your call to set up an appointment.

Pre-registration and a placement test are required.

#### **Vermont Adult Learning For Vermont Residents Only**

225 Maple Street, White River Junction, VT 05001

802-281-4251

Email: [jgaine@vtadulthoodlearning.org](mailto:jgaine@vtadulthoodlearning.org)

[www.vtadulthoodlearning.org](http://www.vtadulthoodlearning.org)

#### **The Talking Bridge**

Kilton Public Library, Main Street, West Lebanon, NH 03784

Free conversation and tutoring in English for learners of English.

Hours: 5-6:15 pm Monday

To register, email: [talkingbridge@leblibrary.com](mailto:talkingbridge@leblibrary.com)

## Thrift Stores

### **ReCOVER Store**

158 S. Main Street, White River Junction, VT 05001

802-296-7241

[www.coverhomerepair.org/recover-store](http://www.coverhomerepair.org/recover-store)

Store Hours: 10am-5pm Tuesday-Saturday

Second-hand appliances and furniture.

### **LISTEN Thrift Stores**

[www.listencommunityservices.org/thrift-stores](http://www.listencommunityservices.org/thrift-stores)

#### **LISTEN Thrift Store and Donation Center**

387 Miracle Mile

Lebanon, NH 03766

603-448-2510

Store Hours: 9am-6pm Monday-Sunday

#### **White River Junction Thrift Store**

42 Maple Street, White River Junction, VT 05001

802-295-9217

Store Hours: 10am-5pm Monday-Saturday, 12-5pm Sunday

#### **Canaan Thrift and Furniture Store**

236 US Route 4, Canaan, NH 03741

603-632-5331

Store Hours: 10am-5pm Monday-Saturday, 12-5pm Sunday

## Transportation

### **Advance Transit**

802-295-1824

[www.advancetransit.com](http://www.advancetransit.com)

### **Stagecoach Transportation Services**

[www.stagecoach-rides.org](http://www.stagecoach-rides.org)

802-728-3773

## Know Your Rights For Immigrants and Everyone

### 1. Your Rights with Law Enforcement (Police)

**When approached by police, YOU HAVE RIGHTS, regardless of your immigration status**

- You have the right to remain silent. If you wish to exercise that right, say so out loud: “I will remain silent.”
- You have the right to refuse to consent to a search of yourself, your car or your home, unless the police officer has a search warrant. You can say: “I do not give you permission to search my....”
- If you are not under arrest, you have the right to calmly leave. You can ask: “May I leave?”
- You have the right to a lawyer if you are arrested. Ask for one immediately: “I want a lawyer.”
- Regardless of your immigration or citizenship status, you have the constitutional protection of your life and liberty through due process of the law.

**When approached by police, you have responsibilities**

- Do stay calm and be polite.
- Do not interfere with or obstruct the police.
- Do not lie or give false documents.
- Do prepare yourself and your family in case you are arrested.
- Do remember the details of the encounter.
- Do file a written complaint or call your local ACLU if you feel your rights have been violated.
- NH ACLU: 603-225-3080, [www.aclu-nh.org](http://www.aclu-nh.org)
- VT ACLU: 802-223-6304, [www.acluvt.org](http://www.acluvt.org)

*For more information about your rights as an immigrant, visit:  
[www.aclu.org/issues/immigrants-rights](http://www.aclu.org/issues/immigrants-rights)*

### 2. What you should do if stopped by Immigration and Customs Enforcement (ICE) on the street?

- If you are stopped by ICE officers, you have the right to remain silent. You may say: “I will remain silent until I speak to an attorney.”



- If you are not a U.S. citizen and an immigration agent requests your immigration papers, you must show them. If you are over 18, your immigration documents with you at all times.
- If you do not have immigration papers, say: “I want to remain silent.”
- Do not lie about your citizenship status or provide fake documents.
- You do not have the right to an appointed attorney, but you can hire one on your own. Do not sign anything without reading it and understanding it. Talk to a lawyer before signing anything.
- If possible, carry the name and number of a lawyer who will take your calls.
- You have a right to call your consulate. They may be able to assist you in finding an attorney.

### 3. What should you do if ICE comes to your home?

- If you believe ICE officers are at your door, do not open it. Ask who the agents are and why they are there.
- Speak through the door if possible, although opening the door does not give the agents permission to enter. If needed, ask for an interpreter.
- If they want to enter, ask them if they have a warrant signed by a judge – not just by an immigration official. Ask them to slide it under the door. Look here for a sample of a judicial warrant: [www.aclu.org/know-your-rights/what-do-if-immigration-agents-ice-are-your-door](http://www.aclu.org/know-your-rights/what-do-if-immigration-agents-ice-are-your-door)
- Do not open your door unless ICE shows you a judicial search or arrest warrant naming a person in your residence and/or areas to be searched at your address.
- In all other cases, keep the door closed. State: “I do not consent to your entry.”
- If agents force their way in anyway, do not attempt to resist. If you wish to exercise your rights, state: “I do not consent to your entry or to your search of these premises. I am exercising my right to remain silent. I wish to speak with a lawyer as soon as possible.” Everyone in the residence may also exercise the right to remain silent.
- Do not lie or show false documents. Do not sign any papers without speaking to a lawyer.

## 4. What to do if stopped in a car or other vehicle within 100 Miles of the US Border?

**Federal law gives U.S. Customs and Border Patrol (CBP) the right to board vehicles (such as cars and trucks) and vessels (boats) and ask for immigration documentation within 100 miles of the border, including the seacoast. Almost all of NH is within this 100-mile area, and a good portion of VT. You must stop when required. It is a felony to flee. You still have the right, in this border zone to say:**

- “I will remain silent until I speak to an attorney.”
- If you are detained for questions, you can ask what is the “reasonable suspicion” that you have violated immigration law. It must be more than just a guess on the part of the immigration officer. If they cannot tell you, you may ask: “Am I free to go?”
- Immigration must have either probable cause or your consent to search you or your belongings. If they ask if they may search you, you may say “No.”
- Immigration officers must have some information about you that gives them the right to arrest you. Your silence alone is not enough to allow them to arrest you.

### **If asked for immigration documents, remember:**

- U.S. citizens are not required by law to carry proof of their citizenship.
- If you have valid immigration documents and are over the age of 18, the law requires you to carry these. It is advisable to show these documents if asked to produce them, or you can be arrested. If you have a temporary visa, the law requires that you show proof of this status if asked.
- If you have crossed the border without inspection in the passed 14 days and are within 100 miles of the border, you are subject to expedited removal. This means you do not have the right to go before an immigration judge before you are deported. If you are put into expedited removal and you do not fall under this description, you should tell the agents. If you fear being returned to your home country because of harm that will come to you there, you should also let the agents know.

## 5. Your Rights in the Work Place

### Safety

The Occupational Safety and Health Act or “OSH Act” establishes a “general duty” for employers to provide a workplace free of known hazards that can cause death or serious physical harm.

OSHA (Occupational Safety and Health Administration) is applicable to nearly all private employers and their employees in the U.S. The law covers almost every field of business, including manufacturing, construction, the food industry, service jobs, car washes, private educational institutions, etc. Workers are covered regardless of immigration status.

There are a few categories of workers NOT covered by the law:

- People who are self-employed (for example, plumbers in business for themselves),
- Farm workers on small farms which employ only immediate family members,
- Domestic workers who work in private homes directly for the family (workers employed by an agency to do domestic work are covered),
- Government employees – these workers are covered by other similar laws.

The OSH Act is enforced by the OSHA, an agency within the United States Department of Labor.

- Occupational Safety and Health Administration  
[www.osha.gov/workers.html](http://www.osha.gov/workers.html)
- U.S. Department of Labor Guide to OSH Act  
800-321-6742  
[www.dol.gov/compliance/guide/osh.html](http://www.dol.gov/compliance/guide/osh.html)
- NH Department of Labor,  
603-271-3176  
[www.nh.gov/labor](http://www.nh.gov/labor)
- VT Department of Labor:  
802-828-4000  
[www.labor.vermont.gov](http://www.labor.vermont.gov)  
802-828-4000  
[www.labor.vermont.gov](http://www.labor.vermont.gov)

## Employment Discrimination

Immigrants are protected from employment discrimination by laws enforced by the Equal Employment Opportunity Commission (EEOC). The EEOC is a federal agency responsible for enforcing laws prohibiting employment discrimination and harassment because of race, color, sex, religion, national origin, age (40 and over) and physical or mental disability.

- Employers with 15 or more employees (20 or more for age discrimination), employment agencies, unions, employer union apprentice programs, and local, state, and federal agencies must obey these laws.
- If you think that you have been discriminated against on the job or while applying for a job, you should contact the EEOC. The law has strict time limits for filing a charge of discrimination, and in some cases the EEOC will not have jurisdiction unless the charge is filed within 180 days of the occurrence of discrimination. Because of these filing limits, you should contact the EEOC office as soon as the discrimination has occurred.
- When a charge of discrimination is filed, EEOC conducts an impartial investigation to determine if the laws were violated.
- You may call 800-669-4000 to be connected with the nearest EEOC field office to you.

## 6. Your Rights and Responsibilities at your Child's School

All students, regardless of immigration status, are entitled to a public education. The law provides that no state shall deny equal educational opportunity to an individual on the basis of race, color, sex, or national origin. The U.S. Supreme court ruled that undocumented children and young adults have the same right to attend public primary and secondary schools as do U.S. citizens and permanent residents. Like other children, undocumented students must, under state law, attend school until they reach a mandated age, usually 18.

Unfortunately, some schools and school districts ask immigrant parents to show proof of U.S. residency before they can enroll their children in public schools. These actions may be illegal if they have the effect of discouraging parents from enrolling their children.

### **Under this decision, public schools should:**

- Enroll all migrant students in a timely manner.
- Assign a number generated by the school for students without social security numbers.
- Provide services to each migrant student that are comparable to services offered to other students in the school district.
- Adopt policies and practices to ensure that migrant students are involved in the regular school program.
- Be aware that they have no legal obligation to enforce U.S. immigration laws.

### **Under this decision, public schools should NOT:**

- Deny admission to a student during initial enrollment or at any other time on the basis of immigration status.
- Treat a student disparately to determine residency.
- Engage in any practices to “chill” the right of access to school.
- Require students or parents to disclose their undocumented status.
- Ask questions to students or parents that may expose their undocumented status.
- Require social security numbers from all students, as this may expose undocumented status.

Call the Department of Education Office for Civil Rights at 800-421-3481 or email: [ocr@ed.gov](mailto:ocr@ed.gov) for advice about the appropriate actions taken by public schools.

## **7. Your Rights and Responsibilities Related to Family Violence**

### **What do you do if you suspect child abuse or neglect?**

New Hampshire law requires any person who suspects that a child under age 18 has been abused or neglected must report that suspicion immediately to the Division for Children, Youth and Families (DCYF).

[www.dhhs.nh.gov/dcyf/cps/stop.htm](http://www.dhhs.nh.gov/dcyf/cps/stop.htm)

If a child tells you that he or she has been hurt or you are concerned that a child may be the victim of any type of abuse or neglect, you must call the DCYF Central Intake Unit at:

800-894-5533 Outside NH: 603-271-6562  
8am-4:30pm Monday to Friday

Call your local police department with urgent child abuse or neglect reports during DCYF non-work hours (between 4:30pm-8am or on weekends and holidays).

- Proof of abuse and neglect is not required to make a report.
- Reports of abuse and neglect concerns are confidential and can be anonymous. If you have asked that your name not be disclosed, please know that DCYF will make every effort to remove your name from all DCYF records of the report and investigation. However, if the case ever goes to court, a judge may request identifying information.

## **What do you do if DCYF is called to your home, or regarding your child?**

- You do not have to let DCYF into your home on property unless they approach with law enforcement or a court order. You do not have to let DCYF interview your child without a lawyer present.
- You have the right to have a lawyer or other person you identify present for a DCYF interview.
- If DCYF has reason to believe that a child is in imminent danger or at risk of serious harm, they may get law enforcement or court order to enter the home.
- They are required to inform you of the specific nature of the concerns that were reported to them. They will not identify the reporter unless the case goes to court.

## **8. Domestic and Sexual Violence: Be Sure to Know Your Rights**

Domestic and sexual violence – including violence or abuse of an individual by their spouse, intimate partner, or other family member – is against the law in the United States. It does not matter if the sexual or domestic violence happened for the first time when you came to this country, or if it happened before arriving and has continued. The fact is that sexual and domestic violence can happen regardless of where we live, who we are, who we love, where we come from, what our economic status is, what language we speak, or what our citizenship status is.

*You have the right to be treated with respect and to feel safe emotionally and physically. If someone makes you feel unsafe in anyway, it is not okay. Your relationships, especially the closest ones, should support and nurture you exactly as you are. No one*

*deserves to be treated disrespectfully or in a way that takes away choice, power or control.*

Being an immigrant or refugee can mean extra challenges to finding safety from abuse. For example:

- Your abuser may lie to you about your rights, use your cultural background against you, or use threats about child custody or deportation to silence and frighten you.
- You may worry what might happen if your abuser is deported.
- You may feel dependent on your abuser economically or for immigration status.
- You may worry about your family here or in your home country if you choose to speak out about the abuse.
- You may feel that you cannot reach out for help if English is not your first language.
- You may worry about whether you can use or trust the court system to keep you safe if you are a person without documentation. Additionally, turning to the police or other authorities may seem unsafe if they were sources of danger or abuse in your home country.

## Things You Should Know

- You have the right to live free from sexual and domestic violence. Regardless of your immigration status, you can get a protection order from the courts.
- Abuse is never your fault. Abusers use a pattern of behaviors to have power and control over the victim.
- There could be immigration, employment, housing and welfare options for you.
- You are eligible to apply to the courts for a protection order against your abuser, even if you are undocumented.

The United States passed two laws to help make sure that immigrant survivors/victims of sexual or domestic violence can seek safety and support in this country. Even if you are an undocumented immigrant, there are different ways to gain lawful status in the U.S. without the knowledge of your abuser. If you have questions about your immigration status, it is important to contact an attorney who specializes in this work to assist you.

## **There are two options that may be available to you: VAWA Self-Petitions**

If your abuser is a US citizen or legal permanent resident and you are either:

1. the battered spouse,
2. the child/step-child who was battered or witnessed spousal abuse of your parent/ step-parent, OR
3. you are a parent who is battered by your adult child,

you may be eligible to file an immigrant visa petition (self-petition) under the Violence against Women Act (VAWA). You may be eligible for this form of relief regardless of how you entered the country. Through the VAWA Self-Petition, you may eventually become eligible for employment authorization and a green card without the knowledge or consent of your abuser. If you have a 2-year conditional green card based on a marriage, you may be able to file for removal of the condition without your partner, based on your abuse.

## **U-Visas for Victims of Crime**

If you are a victim of a crime (including domestic violence and/or sexual assault) and are undocumented, but not married to your abuser, you may be eligible for a U-Visa. The U-Visa is generally available for crime victims who:

1. have suffered substantial physical or mental abuse from criminal activity,
2. have information regarding the criminal activity,
3. assist government officials in the investigation or prosecution of such criminal activity.

U-Visa holders receive employment authorization and a path to a green card.

## **Warning Signs of Abuse**

Perpetrators of domestic violence use many different tactics to have power and control over their partners. The control escalates gradually and often it is difficult to see what is happening. Not having a support system can make it much harder because there is no one to point out that the behaviors are not okay. Below is a check list to determine whether you or someone you know is in an abusive relationship:



## Are you with someone who...

- disrespects you in public or private; puts you down; criticizes whatever you do; undermines everything you say?
- acts jealous and is possessive of you; will not let you spend time with your friends or family; swears your friends and family are trying to ruin your relationship?
- controls what you read, watch, or your access to information; constantly checks up on you via phone, email, or in person; demands you share social media passwords and monitors your texts and phone messages?
- prevents you from working, sleeping, or taking care of yourself; prevents you from getting treatment, interferes with medications or makes it difficult for you to get to medical appointments?
- insists this is what relationships are like; will not accept breaking up; blames you for the problems in your relationship?
- pressures you to do sexual things; shames you about your sexuality; treats you like a sex object?
- forces you to drink, use drugs, or do things that could get you into trouble?
- destroys your belongings or property around you?
- threatens to use personal information or spread rumors about you?
- threatens to hurt oneself, you, or both of you?
- undermines your parenting; threatens to take away your children?
- treats you like a servant, makes all the decisions, gives orders; believes that men should be in control and powerful and that women should be passive and submissive?
- has a history of violence and bad relationships; loses temper easily; brags about mistreating others; blames others for all problems?
- uses any unwanted physical contact such as pushing, pinching, hitting, restraining, choking and kicking?
- threatens to 'out' you to family, friends, or your work?
- threatens to turn you in to authorities and get you deported; tells you that you are endangering the community?
- threatens to put you in a nursing home or interferes with your ability to get out of the house when you want?

You are not alone. WISE advocates are here to listen and support you every hour, every day. **Call 866-348-WISE** for immediate support and access to our Immigration Legal Services. We have 24-hour access to translators and can arrange a phone call or an in-person meeting so you can connect with an advocate through a translator. We can help by talking with you about the dynamics of abuse, brainstorming options and supporting you in whatever way makes sense for you. All WISE support is free and confidential.

**If you are in immediate danger, consider calling the police at: 9-1-1**

### **WISE**

Program Center  
38 Bank St, Lebanon, NH  
24-hour crisis line: 866-348-WISE  
[www.wiseuv.org](http://www.wiseuv.org)

### **WISE Co-locations**

Windsor Connection Resource Center  
1 Railroad Ave, Windsor, VT

Good Neighbor Health Clinic  
70 North Main St, White River Junction, VT

Upper Valley Haven  
713 Hartford Ave, White River Junction, VT  
Hixon House

The Junction Youth Center  
42 Maple St, White River Junction, VT

Dartmouth College Campus  
37 Dewey Field Rd, Hanover, NH

*New Hampshire: Canaan, Enfield, Grafton, Hanover, Etna,  
Lebanon, Lyme, Orange, Orford  
Vermont: Barnard, Bridgewater, Fairlee, Hartford, Hartland,  
Norwich, Pomfret, Quechee, Reading, Thetford, Weathersfield,  
West Windsor, White River Junction, Windsor, Woodstock*

**Vermont Statewide Domestic Violence**

24-Hour Crisis Line 800-228-7395

**Vermont Statewide Sexual Violence**

24-Hour Crisis Line 800-489-7273

**New Hampshire Statewide Domestic Violence**

24-Hour Crisis Line 866-644-3574

**New Hampshire Statewide Sexual Assault**

24-Hour Crisis Line 800-277-5570

**National Domestic Violence**

24-Hour Crisis Line

800-799-SAFE(7233) or TTY 800-787-3224

## My Resources



*To exercise your constitutional rights, cut out the card above and keep it with you to use if Immigration and Customs Enforcement (ICE) or police come to your house or question you.*

**Use these statements to exercise your constitutional rights with ICE or the police:**

- 1.** I do not wish to speak with you or answer your questions. I am exercising my constitutional right under the 5th Amendment of the United States Constitution to remain silent.
- 2.** I want to speak to a lawyer before answering any of your questions.
- 3.** I do not give you permission to enter my home without a warrant issued by a judge.
- 4.** I do not consent to being searched without a warrant issued by a judge.



Welcoming All  
Nationalities Network  
of the Upper Valley • NH/VT

a program of

end violence  
*wise*  
share hope • change lives

every hour, every day 866-348-WISE

Program Center  
38 Bank Street • Lebanon NH 03766  
tel: 603-448-5922 • fax: 603-448-2799  
[wiseuv.org](http://wiseuv.org)

