

Handbook

Community Resources • Upper Valley VT/NH

Emergencies

Family

Food

Health

Heating

Housing

Legal

English

Stores

Transportation

Rights





We're listening. We believe.
every hour, every day 866-348-WISE



WISE leads the Upper Valley to end gender-based violence through survivor-centered advocacy, prevention, education and mobilization for social change.

WISE is the sole provider of crisis advocacy and support for victims of gender-based violence within 21 communities of the Upper Connecticut River Valley of New Hampshire and Vermont. WISE is a non-profit organization dedicated to supporting people and communities impacted by domestic violence, sexual violence and stalking.

WISE offers a confidential and free 24-hour crisis line, peer support groups and workshops, emergency shelter, safety planning and in-person advocacy at hospitals, police stations, court houses and other social service agencies. WISE provides essential immigration legal services and works with youth, professionals, and the community to develop culturally relevant community education and comprehensive prevention strategies. WISE is committed to engaging everyone in learning to recognize and eliminate the root causes of violence.

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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 human-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.

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 things that can fall on you like 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:

The U.S. Department of Health and Human Services offers fact sheets, guides, family tools, and activities for young children that can help families prepare, respond to, and recover from disasters.

www.acf.hhs.gov/ohsepr/children-and-families#preparednes

The website includes instructions on how to make an Emergency Kit for your home and how to 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

A free program that sends trained volunteers to support any family with a new baby. Volunteers visit homes and offer help.

The Family Place

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

Olcott House: 52 Olcott House, Wilder, VT 05055

802-649-3268

www.familyplacevt.org

Works to help families with parenting. Offers home visits, parenting classes and groups, early intervention, counseling, and family support.

Waypoint

Upper Valley Office

63 Hanover Street, West Lebanon, NH 03756

603-298- 8237

www.waypointnh.org

An independent nonprofit agency dedicated to advancing the well-being of children by providing an array of social services to strengthen family life.

Windsor Connections Resource Center

1 Railroad Avenue, Windsor, VT 05089

802-674-2900

Offers on-site social services, food bank, and clothing for the Windsor community.

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

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

Children's Recreation Programs

Listen Community Services, Summer Camp Scholarships

60 Hanover Street, Lebanon, NH 03766

603-448-4553

www.listencommunityservices.org/summer-camp-scholarships

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

Hartford Parks and Recreation

802-295-5036 • www.hartfordvt.myrec.com

Lebanon Recreation

603-448-5121 • www.lebanonnh.gov/246/Recreation-Parks

Lyme Recreation Programs

603-795-4639 • www.lymenh.gov/recreation-commission/pages/recreation-programs

Mascoma Valley Parks and Recreation

www.mvpr.recdesk.com

Norwich Recreation

802-649-1419 • www.norwich.vt.us/recreation

Thetford Recreation

802-785-2922 • www.thetfordrec.com

Windsor Recreation

802-674-6783 • www.windsorvt.myrec.com

Food Assistance

We recommend that you call first to make sure the hours have not changed.

New Hampshire

First Baptist Church Food Pantry

11 School Street, Lebanon, NH 03766

603-448-5618

www.lebfirstbaptist.com

Hours:

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

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

Friends Feeding Friends (Friends of Mascoma Foundation)

9 Mechanic Street, Canaan, NH 03741

802-276-0189

www.friendsofmascoma.org/friends-feeding-friends

Hours: 2:30-6:30pm Wednesdays

Enfield Town Office, 23 Main Street, Enfield, NH 03748

Hours: 3-5:30pm Thursdays

For residents of Canaan, Enfield, Dorchester, Grafton, and

Orange only. Must show ID.

Listen Community Services Food Pantry

60 Hanover Street, Lebanon, NH 03766

603-448-4553

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

Willing Hands

198 Church Street, Norwich VT 05055

802-698-0265

www.willinghands.org

Every week, year around, and free of charge, Willing Hands delivers food to 50+local organizations. Visit the website or call for Upper Valley locations to pickup produce.

Vermont

Bradford Churches Food Shelf

172 Main Street, Bradford, VT 05033

802-222-5108

Hours: 3-4pm Mondays and Tuesdays, 11am-12pm Fridays

Hartland Food Shelf

First Universalist Society

8 Brownsville Road, Hartland, VT 05048

802-436-2592

Hours: 8-10am Fridays

Randolph Area Food Shelf

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

802-431-0144

www.randolphareafoodshelf.org

Hours:

3-5pm Mondays, Wednesdays, Fridays

1-5pm Tuesdays

5-7pm Thursdays

Serves Randolph, Braintree, Brookfield, and East Granville

Reading-West Windsor Food Shelf

3456 Tyson Road, West Windsor, VT 05149

802-484-5097

www.rwwfoodshelf.org

Hours: 2-4pm Mondays, 4-6pm Thursdays

Serves Reading, West Windsor, and Plymouth

SEVCA

Brattleboro: 15 Grove Street, 802-254-2795

Springfield: 107 Park Street, Suite 2, 802-885-6153

Westminster: 91 Buck Drive, 802-722-4575

White River Junction: 226 Holiday Drive, Suite 24, 802-295-5215

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

Hours: 4:30-6:30pm Tuesdays and Thursdays

Springfield Family Center

365 Summer Street, Springfield, VT 05156
 802-885-3646
springfieldmed.org/springfield-family-center
 Hours: 9am-3pm Mondays-Fridays, 10:30am-12pm Saturdays

Thetford Food Shelf

3910 VT Route 113, Thetford Center, VT 05075
 802-785-2922
 Hours: 10am-12pm Tuesdays and Thursdays

Tunbridge Church Community Food Shelf

273 Vermont Route 110, Tunbridge VT 05077
 802-889-9828
www.tunbridgechurch.org/community-service/#foodshelf
 Hours: 4-6pm Fridays

Upper Valley Haven Food Shelf

713 Hartford Avenue, White River Junction, VT 05001
 802-295-6500
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 Mondays-Thursdays, 8:30am-4pm Fridays

Valley Bible Church Food Pantry

851 Fairview Terrace, White River Junction, VT 05001
 802-295-5000
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

West Fairlee Community Food Shelf

Town Offices, 870 VT Route 113, West Fairlee, VT 05083
 802-333-4857
 Hours: 3-6pm Wednesdays

Woodstock Community Food Shelf

217 Maxham Meadow Way, Woodstock, VT 05091
 802-457-1185
www.woodstockfoodshelf.org
 Hours:
 4-6pm Mondays, 1-3pm Wednesdays, 10am-12pm Saturdays

Health Care Services**New Hampshire****Alice Peck Day Memorial Hospital**

10 Alice Peck Day Drive, Lebanon, NH 03766
 603-448-3121
www.alicepeckday.org

ClearChoiceMD Urgent Care

410 Miracle Mile, Lebanon, NH 03766
 603-276-3261
www.ccmdcenters.com/locations/lebanon-nh
 Hours: 8am-8pm every day

Dartmouth-Hitchcock Medical Center

1 Medical Center Drive, Lebanon, NH 03766
 603-650-5000
www.dartmouth-hitchcock.org
 Interpreter services available at no cost for the patient.
 To request an interpreter, inform the scheduling secretary.
 Call: 603-650-5792 or email: interpreter.services@hitchcock.org

CHAD • Children's Hospital at Dartmouth

1 Medical Center Drive, Lebanon, NH 03766
 603-653-3211
www.chadkids.org

Good Neighbor Health Clinic / Red Logan Dental Clinic

For medical appointments:
 802-295-1868 or medical@goodnhc.org
 For dental appointments:
 802-295-7573 or dental@goodnhc.org
www.goodneighborhealthclinic.org
 Provides free primary medical and dental care to uninsured, underinsured, and low income New Hampshire residents. By appointment only.
Serves residents of Canaan, Claremont, Cornish, Croydon, Dorchester, Enfield, Grafton, Grantham, Hanover, Lebanon, Lyme, Newport, Orange, Orford, Plainfield and Springfield.

HIV/HCV Resource Center

2 Blacksmith Street, Lebanon, NH 03766
 800-816-2220
www.h2rc.org
 Support and empower people affected by HIV/AIDS and Hepatitis C to live fully and with dignity and to stop the spread of diseases through education, information and understanding.

Mascoma Community Health Center

18 Roberts Road, Canaan, NH 03741
 603-523-4343
www.mascomacommunityhealthcare.org
 Medical Hours: 8am-5pm Mondays-Fridays
 Dental Hours: 8am-5pm Mondays, Wednesdays, Thursdays
 8am-7pm Tuesdays

Springfield Medical Care Systems, Inc.

Charlestown, NH 03603
 603-826-5711
www.springfieldmed.org

Vermont**Gifford Health Care**

44 South Main Street, Randolph, VT 05060
 802-728-7000
www.giffordmed.org
Bethel, Berlin, Chelsea, Rochester, Randolph, Sharon, White River Junction, Wilder

Good Neighbor Health Clinic / Red Logan Dental Clinic

For medical appointments:
 802-295-1868 or medical@goodnhc.org
 For dental appointments:
 802-295-7573 or dental@goodnhc.org
www.goodneighborhealthclinic.org
 Provides free primary medical and dental care to uninsured, underinsured, and low income Vermont residents. By appointment only.
Serves residents of Barnard, Bradford, Bridgewater, Corinth, Fairlee, Hartford, Hartland, Newbury, Norwich, Pomfret, Reading, Royalton, Sharon, Strafford, Thetford, Topsham, Tunbridge, Vershire, West Fairlee, West Windsor, Windsor, Woodstock.

Ottauquechee Health Center

32 Pleasant Street, Woodstock, VT 05091
 802-457-3030
 Outpatient primary and specialty care in Woodstock, VT

Planned Parenthood

79 South Main Street, White River Junction, VT 05001
 802-281-6056
www.plannedparenthood.org

Springfield Medical Care Systems, Inc.

Bellows Falls, Chester, Ludlow, Springfield, VT
 802-885-2151
www.springfieldmed.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

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

Vermont Diversity Health Project

802-860-7812
www.pridecentervt.org/programs/health/vdhp
 Help for patients to find safe, affirming, supportive and effective healthcare providers for the LGBTQ+ community.

Mental Health • Addiction

New Hampshire

2-1-1 NH

Within New Hampshire, dial 2-1-1
Outside New Hampshire, dial 866-444-4211
www.211nh.org
Connects callers at no cost to information about critical health and human services available in their community.
Interpretation services available.

Headrest

14 Church Street, Lebanon, NH 03766
Crisis Line 603-448-4400
www.headrest.org
24-hour crisis line service for individuals living in NH and VT. Trained crisis intervention counselors provide information and referral services to at risk populations. Through active listening, counselors assist with suicide lethality assessments, intervention, substance use assessments and other issues.

NAMI NH

85 North State Street, Concord, NH 03301
800-242-6264
www.naminh.org
A comprehensive, community based approach to suicide prevention, intervention and postvention.

The National Suicide Lifeline

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

NH Catholic Charities

215 Myrtle Street, Manchester, NH 03104
603-669-3030
800-562-5292
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
603-271-5000
800-852-3345
www.dhhs.state.nh.us/dcbcs/bbh/index.htm
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
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.

West Central Behavioral Health

Intake line: 603-542-5128
www.wcbh.org
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.

Vermont

Brattleboro Retreat

1 Anna Marsh Lane, Brattleboro, VT 05302
802-257-7785
www.brattlebororetreat.org
A private nonprofit mental health and addictions hospital that provides comprehensive inpatient, partial hospitalization, and outpatient treatment services for children, adolescents, adults.

Clara Martin Center

11 North Main Street, Randolph, VT 05060

802-728-4466

Emergency line: 800-639-6360

www.claramartin.org

Provides a comprehensive array of mental health and substance abuse services to the greater Upper Valley area including Orange County.

Health Care and Rehabilitation Services

390 River Street, Springfield, VT 05060

802-886-4500

Emergency Line: 800-622-4235

Brattleboro Area: 855-220-9428

Hartford Area: 855-220-9430

Springfield Area: 855-220-9429

Windsor Area: 802-674-2539

www.hcrs.org

Provides mental health and substance abuse services to Vermont's Windsor and Windham counties.

Valley Vista

23 Upper Plain, Bradford, VT 05033

802-222-5201

www.vvista.net

An addiction treatment center.

Population Specific Resources**LGBTQ****Fenway Health's Violence Recovery Program**

Boston office: 1340 Boylston Street, Boston, MA 02215

617-927-6250

www.fenwayhealth.org

Provides free counseling and advocacy for survivors of domestic violence, sexual assault, and anti-LGBTQ hate violence. Staff have specialized training and experience working with LGBTQ survivors.

Outright Vermont

241 North Winooski Avenue, Burlington, VT 05401

802-865-9677

www.outrightvt.org

Builds safe, healthy, and supportive environments for gay, lesbian, bisexual, transgender, queer and questioning youth ages 13-22.

Pride Center of Vermont

255 South Champlain Street, Suite 12, Burlington, VT 05401

802-860-7812

www.pridecentervt.org

A Comprehensive community center dedicated to advancing community and the health and safety of LGBTQ Vermonters.

Translifeline

877-565-8860

www.translifeline.org

A trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.

Immigrants and Refugees

American Friends Service Committee

603-224-2407

www.afsc.org/office/concord-nh

Priorities are economic justice, the rights and well-being of immigrants and refugees, and the excessive political influence of corporations that profit from war and militarism.

Community Asylum Seekers Project

802-463-9927

www.casptvt.org

Provides basic needs and a supportive community for those in the process of seeking asylum in the U.S.

NH Alliance of Immigrants and Refugees

www.welcomingnh.org

Works to bring the foreign born and native born together to achieve a positive integration of immigrants and refugees into the social fabric of their receiving communities.

Organization for Refugee and Immigrant Success

603-296-0443

www.refugeesuccess.org

Aid in the resettlement of refugee and immigrants in New Hampshire by providing assistance, training, resources, and opportunities that promote self-sufficiency.

United Valley Interfaith Project

603-469-3190

www.unitedvalleyinterfaithproject.org

An immigrant support network. Organized local clusters of faith communities, which, working together can provide support in many forms for immigrant families at risk, up to and including physical sanctuary. Support includes financial assistance, food, childcare, family support, legal assistance, and more.

Seniors

Dartmouth-Hitchcock Aging Resource Center

46 Centerra Parkway, Lebanon, NH 03766

603-653-3460

www.dartmouth-hitchcock.org/aging_resource_center.html

Provides older adults, families, and community members with information, education, and support to help them live healthier and more informed lives.

Grafton County Senior Citizens Council

10 Campbell Street, Lebanon, NH 03766

603-448-4213

1166 US Route 4, Canaan, NH 03741

603-523-4333

www.gcsc.org

Supporting aging in community. Programs include Meals on Wheels, Medicare navigation, transportation, activities and volunteer opportunities.

Scotland House

8826 Woodstock Road, Quechee, VT 05059

802-280-6080

www.scotlandhousevt.org

Community-based day program for adults 60+ with physical and/or cognitive impairments. Supporting people to remain living at home and active in their community for as long as possible.

Senior Solutions

38 Pleasant Street, Springfield, VT 05156

802-885-2669

www.seniorsolutionsvt.org

Works with adults 60 and over as well as their caregivers to promote the dignity and well-being of older adults.

Thompson Senior Center

99 Senior Lane, Woodstock, VT

802-457-3277

www.thompsonseneiorcenter.org

Supporting seniors to age well with programs to foster the physical, intellectual, and social well-being, and enhance dignity, self-worth and independence.

Special Needs

New Hampshire ServiceLink Community Resource

866-634-9412

www.servicelink.nh.gov

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 closest to you by visiting their website.

Pathways

654 Main Street, Claremont, NH 03743

603-448-2077

www.pathwaysnh.org

A non-profit that serves people with disabilities in their home communities of Sullivan and Lower Grafton counties. Pathways works with children, adults, and their families to provide ongoing support, and with local agencies to provide individuals with meaningful work, recreation and community life.

Special Needs Support Center (SNSC)

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

603-448-6311

www.sns-cv.org

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

Heating Assistance

New Hampshire

Listen Heating Helpers

60 Hanover Street, Lebanon, NH 03766

603-448-4553

www.listencommunityservices.org/heating-helpers

Provides emergency delivery of fuel, assistance to prevent an electric disconnect, and refers to other programs and resources.

Tri-County CAP

57 Mechanic Street, Lebanon, NH 03766

603-443-6100

www.tccap.org

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

Vermont

Cover Weatherization Program (serves some NH residents)

158 South Main Street, White River Junction, VT 05001

802-296-7241, Ext 105

www.coverhomerepair.org/weatherization

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

SEVCA

Brattleboro: 15 Grove Street, 802-254-2795

Springfield: 107 Park Street, Suite 2, 802-885-6153

Westminster: 91 Buck Drive, 802-722-4575

White River Junction: 226 Holiday Drive, Suite 24, 802-295-5215

www.sevca.org

Coordinates support services to solve complex problems.

Vermont Weatherization Assistance Program

280 State Drive, Waterbury, VT 05671

802-241-0935

www.dcf.vermont.gov/partners/weatherization

Reduces energy costs for low-income families, particularly for the elderly, people with disabilities, and children. To qualify, you must be a resident of the state of Vermont and your annual income must meet established guidelines.

Housing

New Hampshire

Lebanon Housing Authority

31 Romano Circle, West Lebanon, NH 03784
603-298-5753
www.lebanonhousing.org

Tri-County CAP Homeless Program

20 West Park Street, Suite 100, Lebanon, NH 03766
603-443-6150
www.tccap.org/services/health/homelessness

Vermont

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

Upper Valley Haven

713 Hartford Avenue, White River Junction, VT 05001
802-295-6500
Email: info@uppervalleyhaven.org
www.uppervalleyhaven.org

Vermont State Housing Authority

95 Templeton Avenue, White River Junction, VT 05001
802-295-8883
www.vsha.org

Windsor County Youth Services

6 Mill Street, Ludlow, VT 05149
802-228-6880
www.wcysvt.org/services
Emergency shelter, transitional living for minors.

Homeshare Vermont

412 Farrell Street, Suite 300, South Burlington, Vermont 05403
802-863-5625
www.homesharevermont.org
Matches people with homes in exchange for rent and/or help.

Legal Services

General

Have Justice Will Travel

9580 VT Route 113, Vershire, VT 05079
877-496-8100
www.havejusticewilltravel.org
Provides legal and supportive services for battered, low-income women and their children.

Vermont Legal Aid

56 Main Street, Springfield, VT 05156
800-889-2047
www.vtlegalaid.org
Strives to advance fairness and justice in the civil legal system, addressing the social and economic interest of clients, and confront the underlying causes of poverty, discrimination and inequality.

Immigration

Association of Africans Living in Vermont

20 Allen Street, 3rd Floor, Burlington, VT 05401
802-985-3106
www.aalv-vt.org
Provides pro bono legal assistance in immigration matters.
Available to Vermont residents immigrating from any country of origin.

NH Catholic Charities

24 Hanover Street, #8, Lebanon, NH 03766
603-448-5151
www.cc-nh.org
Provides referrals in immigration legal cases.

New Hampshire Legal Assistance

24 Opera House Square, Suite 206, Claremont, NH 03743
800-562-3994
www.nhla.org
Provides referrals in immigration legal cases.

South Royalton Legal Clinic

190 Chelsea Street, South Royalton, VT 05068

802-831-1500

www.vermontlaw.edu/academics/clinics-and-externships/south-royalton-legal-clinic

Provides immigration consultations, referrals, and representation.

UNH School of Law Immigration Law Clinic

Concord, NH

603-889-9431

Provides immigration consultations, referrals, and representation.

WISE

38 Bank Street, Lebanon, NH 03766

603-448-5922

www.wiseuv.org

Provides immigration consultations, referrals, and representation.

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

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.

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 Mondays

To register, email talkingbridge@leblibrary.com

Vermont Adult Learning For Vermont Residents Only

225 Maple Street, White River Junction, VT 05001

802-281-4251

Email: jgaine@vtadulthoodlearning.org

www.vtadulthoodlearning.org

Other Basic Needs

ReCOVER Store

158 South Main Street, White River Junction, VT 05001
802-296-7241
www.coverhomerepair.org/recover-store
Store Hours: 10am-5pm Tuesdays-Saturdays
Second-hand appliances and furniture.

LISTEN Thrift Stores

www.listencommunityservices.org/thrift-stores

LISTEN Thrift Store and Donation Center

387 Miracle Mile
Lebanon, NH 03766
603-448-2510
Store Hours: 9am-6pm Mondays-Sundays

White River Junction Thrift Store

42 Maple Street, White River Junction, VT 05001
802-295-9217
Store Hours: 10am-5pm Mondays-Saturdays, 12-5pm Sundays

White River Junction Furniture Store

608 North Main Street, White River Junction, VT 05001
Store Hours: 10am-5pm Fridays and Saturdays

Canaan Thrift and Furniture Store

236 US Route 4, Canaan, NH 03741
603-632-5331
Store Hours: 10am-5pm Mondays-Saturdays, 12-5pm Sundays

SEVCA

www.sevca@sevca.org

Canal House, 45 Rockingham Street, Bellows Falls, VT 05101

802-463-9084
Store Hours: 10am-4pm Mondays-Saturdays

23 Main Street, Springfield, VT 05150

802-885-7074
Store Hours: 10am-4pm Mondays-Saturdays

676 Hartford Avenue, White River Junction, VT 05001

802-359-4183
Store Hours: 10am-4pm Mondays-Saturdays

Transportation

Advance Transit

802-295-1824
www.advancetransit.com
Free bus service for the Upper Valley

Stagecoach Transportation Services

802-728-3773
www.stagecoach-rides.org
Commuter bus service to Hanover and DHMC from Wells River/Bradford and Randolph/Bethel

Sullivan County Transportation

603-542-9609
www.scshehelps.org/transportation.htm
Low cost public bus service in Charleston, Claremont, and Newport. Dial-A-Ride in Claremont, NH

The Current

888-869-6287
802-460-1004
www.crtransit.org
Public bus service for southeast VT. Provides services between Springfield/Ascutney and White River Junction/Hanover

Four Aces Taxi

603-558-3116
Claremont, NH

GMac Taxi

802-738-9952
Windsor, VT

P&P Twin State Taxi

802-295-7878
White River Junction, VT

North Country Auto & Shuttle

603-448-0538
www.northcountryautonh.com

Know Your Rights

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.”
- In NH, law enforcement must have a reasonable suspicion that you are committing a crime in order to require that you provide your name. If you give your name, you do not have to answer other questions. If you are driving and are pulled over, the officer can require you to show your driver's license, vehicle registration and proof of insurance, but you do not have to answer questions about your immigration status.
- You do not have to answer questions about where you were born, whether you are a U.S. citizen, or how you entered the country. *Separate rules apply at international borders and airports, and for individuals on certain nonimmigration visas, including tourists and business travelers.*
- 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...” Police may pat you down if they suspect a weapon.
- 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

VT ACLU: 802-223-6304, www.acluvt.org

For more information about your rights as an immigrant, visit: www.aclu.org/issues/immigrants-rights

2. What to 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, carry 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 to 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
- 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 New Hampshire is within this 100-mile area, and a good portion of Vermont. 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?"
- If they ask prolonged questions, you can say: "Do you have a reasonable suspicion that I am violating a federal law or am I free to go?"
- CBP and ICE 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."
- CBP and ICE 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.

Can roving CBP Patrols racially profile?

- To justify a stop, the Supreme Court said Roving Patrols (as opposed to fixed checkpoints) need several reasons to pull over a car near the border, such as observing a heavily loaded van or a car with an unusual number of passengers. That could also include "the characteristic appearance of persons who live in Mexico, relying on such factors as the mode of dress and haircut." In other words, race can be part of the equation.
- If they do pull you over, an agent's questions should be limited to the suspicion they had for pulling you over and the agents should not prolong the stop for questions unrelated to the purpose of the stop. Any arrest or prolonged stop requires probable cause. You may ask the agent their basis for probable cause, and they should tell you. In this situation, both the driver and any passengers have the right to remain silent and not answer questions about their immigration status.

5. What to do if you are arrested or detained

- Say you wish to remain silent and ask for a lawyer immediately. Do not give any explanations or excuses. Do not say anything, sign anything, or make any decisions without a lawyer.
- If you have been arrested by police, you have the right to make a local phone call. The police cannot listen if you call your lawyer.
- If you have been detained by ICE, you have the right to contact your consulate or have an officer inform you of your detention.
- Remember your immigration number ("A" number) and give it to your family. It will help family members locate you.
- Keep a copy of your immigration documents with someone you trust.
- If you are a non-citizen, ask your lawyer about the effect of a

criminal conviction or plea on your immigration status. Do not discuss status with anyone but your lawyer. While you are in jail, an immigration agent may visit you. Do not answer questions or sign anything before talking to a lawyer. Read all papers fully. If you do not understand and cannot read the papers, tell the officer you need an interpreter.

If you believe your rights were violated:

- Write down everything you remember, including officers' badges and patrol car numbers, which agency the officers were from, and any other details. Get contact information for witnesses.
- If you are injured, seek medical attention immediately and take photographs of your injuries.
- File a written complaint with the agency's internal affairs division or civilian complaint board. In most cases, you can file a complaint anonymously if you wish.

6. 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
 U.S. Department of Labor Guide to OSH Act
 800-321-6742
www.dol.gov/compliance/guide/osh.html

NH Department of Labor

603-271-3176
www.nh.gov/labor

VT Department of Labor

802-828-4000
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.

7. Your Rights and Responsibilities in Schools

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 for advice about the appropriate actions taken by public schools.

McKinney-Vento Act

The McKinney-Vento Act is a federal law that ensures children and youth who have lost their housing can attend school. It covers children and youth who are living in domestic violence shelters, transitional living programs, staying temporarily with friends or relatives due to lack of adequate accommodations and staying in motels, campgrounds, cars, or other temporary or inadequate housing.

Children who have lost their housing can:

- attend school, no matter where they live or how long they have lived there.
- continue in the school they went to before losing their housing or in the school they were enrolled last (called *school of origin*), even if they moved out of the school district, if that is feasible.
- go to the local school in the area where they are living. The school must immediately let students enroll, attend classes, and participate fully in school activities, even if students do not have a parent or guardian with them or documents such as proof of residency, immunization records, or other medical records, or school records.
- receive transportation to their school of origin, provided or arranged by the school district.
- access all the school services they need, including preschool.
- go to school with children who are not in temporary housing and be free from harassment. Students cannot be separated from the regular school program because of their housing.
- have disagreements with the school district settled quickly and go to the school they choose while disagreements are settled.
- contact the school district homeless education liaison, whose job is to help children in homeless situations enroll and succeed in school.

8. Your Rights and Responsibilities Related to Child Protection

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

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.

Domestic and Sexual Violence

Immigrants and Refugees

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 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 U.S. 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 Street, Lebanon, NH
24-hour crisis line: 866-348-WISE (9473)
www.wiseuv.org

*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*

**WISE advocates are conveniently located throughout the
Upper Valley. We can meet you at one of our many
co-locations. Call 866-348-9473 to schedule an appointment.**

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



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

@WISEuv