



STARTING TOGETHER PARENT HANDBOOK

My Home Visitor

Name: _____

Office Address: _____

Phone Number: _____

Toll Free Number _____

E-mail address: _____

Other Info: _____

STARTING TOGETHER/Healthy Families
PARENT HANDBOOK
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RESOURCE DIRECTORY

STARTING TOGETHER PARENT HANDBOOK



WELCOME AND INTRODUCTION

Welcome to the Starting Together Program! We first would like to thank you for choosing to enroll in our program. Starting Together is dedicated to providing quality home visiting services and support to prenatal families and families with infants and toddlers throughout Madison County. This handbook is intended to share information about Starting Together with you. It is meant as a quick reference to outline some basic guidelines and to answer some questions parents often ask about the program. Your home visitor is also a source of information for any questions you might have.

Starting Together is a voluntary home visiting program to help support families with young children. Our program is free thanks to funding from New York State and the federal government. New York State funds our “Healthy Families” enrolled families and the federal government funds our “Early Head Start” families. Each funder has different rules for eligibility. Once enrolled in Starting Together, the activities and support offered to families are the same. Except where noted “Starting Together” refers to all enrolled families.

PARENTS ARE THE KEY!

Your involvement in the program is the key to being able to offer quality services and support. Your involvement, input and feedback throughout the time you are in the program is important!

Parent Committee

As a Starting Together family you are already a member of the Parent Committee. The Parent Committee meets monthly except during the summer. Our Parent Committee helps to:

- ✓ Plan programming for our special events
- ✓ Elects members to the Policy Council
- ✓ Advises staff on ideas to improve our program



Policy Council ◆◆◆◆

One of the requirements for Starting Together/Early Head Start is a Policy Council. The Policy Council is made up of Starting Together parents and people in the community who have an interest in or work in early childhood.

Members of the Policy Council review and approve key parts of the Starting Together program. It is a wonderful opportunity to expand your skills and to make a difference in our program. Policy Council members learn how to read financial statements and how to take a lead in an organization. They also take part in interviewing candidates for Early Head Start staff positions.

Here are a few points to consider:

- ✓ Terms are for 1 year
- ✓ Elections are held every year
- ✓ No one can be on the Council for more than three years
- ✓ Over half (51%) of the Policy Council must be parents of Starting Together/Early Head Start

Policy Council members are reimbursed for childcare and mileage. The Policy Council meets 10 times a year. Meeting times are determined by the members and what works best for them.

Would you like to be considered for the Policy Council?

How's it Going? ◆◆◆

We are dedicated to offering you a program that makes a positive difference in you and your children's lives. During the year we ask for feedback from all of our enrolled families. At least twice a year all families receive a survey that we urge you to complete. Each January we survey all families about the support and services you have received. In July we survey families about our special events and group offerings. Over the years we have further developed and improved our program based on the results of the surveys. In addition to the surveys you will periodically receive phone calls from your Family Support Workers Supervisor to see how it's going.

Complaints and Concerns ◆◆◆

Parents are always welcome to discuss concerns they have with their Family Support Worker or the worker's Supervisor. Beyond that there is a procedure for filing complaints about the program. They are outlined in the complaint procedure in the attachments.

INFORMATION AND POLICIES



Home Visits ●●●●

Your Family Support Worker will begin visiting with you every week for the first six months after your baby is born or you join our program. After the first 6 months your visits will vary based on the needs of your family. At any time the visits change your Family Support Worker will discuss this with you. It is important to be home when your worker arrives. If you cannot be there for the visit, please call your worker to cancel the visit.

The home visit is for parents/guardians and your child (unless you are pregnant). We encourage both parents to participate in the visits when possible. If a babysitter is the only one home with your child we will reschedule at a time convenient for you.

We do have a toll free number you can call, if it's long distance for you to call your worker- just ask!

There are some times when a home visit should be cancelled:

- ✓ If your worker is sick: (the worker or their Supervisor will call you.)
- ✓ When someone in your family is ill with something that can be passed on
- ✓ When weather conditions or other county emergency makes travel unsafe.

For illnesses, please refer to "When a Child or Adult is Too Sick ..."

It is important that our Family Support Workers not pass along illness to other children, parents and prenatal women.



Weather Related Conditions:

In general if the school in your district is closed or the school in the district where your home visitor lives is closed, there will be no home visit that day. Your Family Support Worker will discuss this in more detail with you.

If your school is closed for other reasons (school breaks, mechanical problems at school, etc.) the visit will take place as scheduled.

Playgroups @@

All families are encouraged to attend our play groups. The purpose of our play groups is to support child development and parenting by strengthening the parent-child relationship.

Our play groups offer you a chance to:

- ✓ Play with your child along with other parents and children
- ✓ Share fun activities and a healthy snack with your child
- ✓ Meet other parents

Play groups are open to all families enrolled in the Starting Together program. Sisters and brothers under the age of 4 are also welcome to attend.



Safety in Childcare and Transportation

There are times when your Family Support Worker may take you to a doctor's appointment or Starting Together event. Your Family Support Worker must have permission from their Supervisor before they can do this.

You will be asked to provide the car seat for your child and to buckle him/her into the seat and car.

Parents and guardians are always responsible for the safety and care of their children. The only exception to this is when a parent is at a doctor's visit or other public place and the Family Support Worker cares for the child in the waiting room.

We offer a variety of program events throughout the year that are open to all enrolled families. For these events childcare is not provided. Parents are responsible for the safety and care of their children.

On occasion we do offer special events with childcare provided. An example of this would be a Parent Workshop where our Family Support Workers provide childcare while parents are in the workshop. If childcare is going to be offered for an event, the flyer will let you know. There will also be a registration form to be completed asking for the ages of your children to ensure that we have enough childcare for all of the children.

Program Events and Activities ❖❖❖

In addition to home visits and play groups your Family Support Worker will let you know about our special events and activities held throughout the year. Some of our annual events include: our family picnic in June; the Fall Festival held in September and our Holiday Health Open House in December. We also offer a variety of groups such as our Nursing Mom's Support Group; Mom's Night out; and Dads Group.

"Baby Bucks" Program 🌟🌟🌟

Starting Together offers an incentive plan to help parents involved in program activities outside of your home visits. Every enrolled parent can participate in our "Baby Bucks" program. Each time you attend a play group, Parent Committee or Policy Council meeting, or other program event you will earn "Baby Bucks". You can then use these to "shop" for items such as toys, clothes, home furnishings, etc. Our incentive store is usually open twice a year: in December at our Holiday Health Open House and in June at our Annual picnic.

Questions?

Do you have other questions about the Starting Together Program? Just ask your Family Support Worker.

Our staff wants to offer you the best program possible. Please consider becoming an active parent in the program. Your ideas and comments are always welcome!

Attachments:

- ✓ When a Child or Adult is Too Sick...
- ✓ Complaint Policy
- ✓ Earn Your Baby Bucks!!

Starting Together

“When a Child or Adult Is Too Sick...”

Our staff looks forward to seeing their families on home visits and attending our many program activities such as play groups and special events. However, in order to prevent the spread of disease or illness to others, there are times when we ask that you cancel home visits or stay home from program events. We ask our staff to do the same. The following are guidelines to help you make the decision of whether to attend or cancel. Whenever you have concerns about your or your child's health, it is best to contact your medical provider.

A child is too sick to come to a playgroup or event if:

- ❖ Your child does not feel well enough to join comfortably in the program's activities.
- ❖ Your child has any of the following symptoms, unless their health provider determines that your child is well enough to attend and that the illness is not contagious:
 - *Fever* (above 100F axillary or above 101F orally) accompanied by behavior change and other signs or symptoms of illness (i.e. the child looks and acts sick)
 - *Signs or symptoms of possibly severe illness* (e.g. persistent crying, irritability, uncontrolled coughing, difficulty breathing, wheezing, lethargy)
 - *Diarrhea*: Changes from the child's usual stool pattern—increased frequency of stools, looser/watery stools, stool runs out of the diaper, or child can't get to the bathroom in time.
 - *Vomiting* more than once in the previous 24 hours.
 - *Mouth sores* with drooling
 - *Rash* with a fever or behavior change



Adults who have cold, flu, contagious rash or other symptoms that could be an illness that can be passed on to other adults or children at the playgroup or event should not attend.

(Over please >)

You should cancel a home visit and not attend playgroups or events if your health provider has said that **you, your child, or someone else in your home** has any of the following (until treated and/or no longer contagious):

- *Infections conjunctivitis/pink-eye* (with eye discharge)—until 24 hours after treatment started
- *Scabies, head lice, or other infestation*—until 24 hours after treatment and free of nits
- *Impetigo*—until 24 hours after treatment started
- *Strep throat, scarlet fever, or other strep infection*—until 24 hours after treatment started and the child is free of fever
- *Pertussis (whooping cough)*—until five days after treatment started
- *Tuberculosis (TB)*—until a health care provider determines that the disease is not contagious
- *Chicken pox*—until six days after the start of rash or all sores have crusted over
- *Mumps*—until nine days after start of symptoms (swelling of “cheeks”)
- *Hepatitis A*—until seven days after the start of symptoms (e.g. jaundice)
- *Measles or Rubella (German measles)*—until six days after start of rash
- *Oral herpes* (if child is drooling or lesions cannot be covered)—until lesions heal
- *Shingles* (if lesions cannot be covered)—until the lesions are dry
- *Flu or other short term illness that involves vomiting, diarrhea, body aches, etc.*



Whenever you have concerns about your or your child's health, it is best to contact your medical provider.

COMPLAINT PROCEDURES FOR PARENT AND COMMUNITY CONCERNS

Parent Involvement

The Starting Together program encourages parents and community residents to bring to their attention any concerns or complaints regarding the program.

Procedure

First Step: Contact the home visitor with the complaint or concern. The home visitor will take the appropriate steps to address the concern. If the complaint or concern is not resolved, the parent or community resident may take the next step.

Second Step: Contact the home visitor's supervisor regarding the complaint or concern. The supervisor will respond within five (5) working days. If the complaint/concern is not resolved, the next step may be taken.

Third Step: A written complaint or concern must be sent to the Early Childhood Division Director or (for families enrolled in Starting Together/Early Head Start) the Starting Together/Early Head Start Program Manager. Director or Manager will respond to the complaint or concern within five (5) working days. If the complaint or concern is not resolved, the parent or community resident may take the next step.

Fourth Step: For families enrolled in Starting Together/Early Head Start, a written complaint or concern is sent to the Starting Together/Early Head Start Policy Council. The Policy Council must respond in writing to the complaint or concern within 30 working days. Families enrolled in Starting Together/Healthy Families should go on to the Fifth Step.

Fifth Step: The written complaint or concern is sent to the Executive Director for discussion with the Community Action Partnership Board of Directors. A written response to the complaint is sent to the parent or community resident within 45 working days.

Exception to Procedure

The steps above may be altered when the person designated to handle the complaint or concern is directly involved in the complaint or concern. In this case, the complaint or concern is addressed to the person noted in the next step and the remaining steps are followed in the order set forth above.

BABY BUCKS FOR YOUR PARTICIPATION

HOW DO YOU EARN THEM?

- 1) **10 Baby Bucks** for participating in the **Playgroups** with children and other parents. This gives time for children to socialize and better their social skills.
- 2) **10 Baby Bucks** for attending and/or volunteering for any of the **Special Events** like picnics and gatherings or training seminars that are offered.
- 3) **15 Baby Bucks** for participating in each **Parent Committee** meeting. This committee gives the parents a chance to gather together to discuss and plan program events, policies, etc.
- 4) **20 Baby Bucks** for every **Policy Council** meeting you attend. Joining this Council gives you the ability to voice your input and opinions. This group also assists directly with the Board of Directors in decision making for the program.

Come to the June picnic and the December Holiday Health Open House to trade in your baby bucks for toys, household goods, etc.

Interested in joining or learning more about the Policy Council and/ or the Parent Committee? Please contact your home visitor or Jean Martin at 684-7862 x11 for more information. Food and childcare are provided.

We look forward to new faces, ideas, opinions.

Emergency Services & Hotline Numbers

Emergency Ambulance & Fire Services – Dial 911

Fire Control – Wampsville – For general information

Phone: 315- 366-2588

Madison County Law Enforcement Agencies

Madison County Sheriff

PO Box 16

Wampsville, NY 13163

Phone: 315-366-2318

Phone: 315-697-2240

Village Police - Chittenango

Chittenango, NY 13037

Phone: 315-687-3930

New York State Police, Troop D Headquarters

PO Box 30

Oneida, NY 13421

Phone: 315-366-6000

Oneida City Police

109 N. Main Street

Oneida, NY 13421

Phone: 315-363-9111

New York State Police - Morrisville Area

Route 20

Morrisville, NY 13408

Phone: 315-684-9550

New York State Police - Oneida

Oneida, NY 13421

Phone: 315-366-4400

New York State Police - New Woodstock

New Woodstock, NY 13421

Phone: 315-662-3111

Village Police - Cazenovia

Cazenovia, NY 13035

Phone: 315-655-3276

Village Police - Canastota

205 S. Peterboro Street

Canastota, NY 13032

Village Police - Hamilton

Hamilton, NY 13346

Phone: 315-824-3311

Hot Line Numbers

Addiction & Substance Abuse	1-800-222-0828
AIDS Community Resources.....	1-800-342-2437
CNY Poison Control.....	1-800-222-1222
Child Abuse	1-800-342-3720
Madison County DSS, Adult Protective	315-366-2211
Madison County Mental Health.....	315-366-2215
National AIDS Spanish.....	1-800-344-7432
National 24 HR Runaway & Homeless	1-800-621-4000
National Suicide Prevention Lifeline.....	1-800-273-TALK (8255)
National Youth Crisis Hotline	1-800-448-4663
New York State Domestic Violence	1-800-942-6906
New York State Growing Up Healthily.....	1-800-522-5006
Victims of Violence Hotline – Oneida.....	315-366-5500

Health & County Services

Health Care Insurance Providers

Blue Cross & Blue Shield of Central New York (Western Madison)

344 S. Warren Street
Syracuse, NY 13202
Phone: 1-800-282 0068
Mon. - Fri. 8:30 - 4:30

Blue Cross & Blue Shield of Utica/Watertown (Eastern Madison)

12 Rhoades Dr.
Utica, NY 13502
Phone: 1-800-756-3656
Mon. - Fri. 8:30 - 4:30

Child Health Plus

Mohawk Valley Perinatal Network, Inc
Child & Family Health Plus Dept.
209 Elizabeth St., 2nd Floor
Paul Building
Utica, NY 13501
Phone: 315-732-4657
Toll Free: 1-877-267-6193 (Madison County)
Fax: 315-732-5640
www.newfamily.org

Family Health Plus

Mohawk Valley Perinatal Network, Inc
Child & Family Health Plus Dept.
209 Elizabeth St., 2nd Floor
Paul Building
Utica, NY 13501
Phone: 315-732-4657
Toll Free: 1-877-267-6193 (Madison County)
Fax: 315-732-5640
www.newfamily.org

United Healthcare

5015 Campuswood Drive, Suite 107
East Syracuse, NY 13057
Phone: 1-800-339-5380

Dental Health Care Providers

Small Smiles Dental Clinic

224 S. Geddes Street
Syracuse, NY 13204
Phone: 315-471-0550

Bassett Health Care

Broad Street
Hamilton, NY 13346
Phone: 315-825-3100
Fax: 315-825-3017

Great Lakes Dental

107 East Chestnut Street
Rome, NY 13440
Phone: 315-336-0494

Morrisville Family Health Center

3460 South Street
Morrisville, NY 13408
Phone: 315-684-7840

SITRIN Dental

221 Broad Street
Oneida, NY 13421
Phone: 363-6432
Toll Free: 1-866-274-8746, Ext. 460 or 619
Fax: 315-361-9150

Mukesh Patel

107 West Hinds Ave
Sherrill, NY 13461
Phone: 315-363-2733

Health Care Providers

Family Health Center of Community Memorial Hospital - Cazenovia

2753 Rte. 20 East
Cazenovia, NY 13035
Phone: 315-655-8696
Fax: 315-655-4408

Georgetown Health Center

1006 Rte. 26
Georgetown, NY 13072
Phone: 315-837-4717
Fax: 315-837-4969

Bassett Health Care Center – Hamilton

160 Broad Street
Hamilton, NY 13346
Phone: 315-824-3111

Family Health Center of Community Memorial Hospital - Munnsville

5180 South Main St., Route 46
Munnsville, NY 13409
Phone: 315-495-2690
Fax: 315-495-3915

Family Health Center of Community Memorial Hospital - Hamilton

10 Eaton Street, Suite 202
Hamilton, NY 13346
Phone: 315-824-4600

Family Health Center of Community Memorial Hospital - Morrisville

3460 South Street, PO Box 39
Morrisville, NY 13408
Phone: 315-684-3117
Fax: 315-684-9848

DeRuyter Health Center

5729 State Rte. 13
DeRuyter, NY 13052
Phone: 315-852-3318

Bassett Health Care Center - Sherburne

20 Chapel Street
Sherburne, NY 13460
Phone: 607-674-2445

Family Health Center of Community Memorial Hospital - Waterville

117 West Main Street, PO Box 1012
Waterville, NY 13480
Phone: 315-841-4184
Phone: 315-841-4566

Canastota Lenox Group

115 Center Street
Canastota, NY 13032
Phone: 315-697-5272

Hamilton Obstetrics & Gynecology

10 Eaton Street, Suite 201
Hamilton, NY 13346
Phone: 315-824-2651

Hutchings Psychiatric Center

620 Madison Street
Syracuse, NY 13210
Phone: 315-473-4980

Gruppe Hearing & Speech Dept

Faxton - Children's Hospital
1676 Sunset Ave.
Utica, NY 13502
Phone: 315-738-6455

Mohawk Valley Psychiatric Center

1213 Court Street
Utica, NY 13502
Phone: 315-797-6800

Oneida Pediatric Group

421 Main Street
Oneida, NY 13421
Phone: 315-363-4850

Tri – Valley Family Practice

7137 Mt. Pleasant Road
Canastota, NY 13032
Phone: 315-697-2033

Child Health Associates of Madison Co.

1145 Glenwood Ave
Oneida, NY 13421
Phone: 315-363-4070

Oneida OB/GYN Group

139 Fields Dr.
Oneida, NY 13421
Phone: 315-363-9995 or
1-888-735-0900

Women's Health Associates (WHA)

221 Broad Street, Suite 201
Oneida, NY 13421
Phone: 315-363-9380

**Women's Place the
Northeast Medical Center**

4117 Medical Center Drive
Fayetteville, NY 13066
Phone: 315-329-4968

Heritage Family Medicine

4117 Medical Center Drive
Fayetteville, NY 13066
Phone:

Chittenango Medical & Wellness

304 Genesee Street
Chittenango, NY 13037
Phone: 315-687-6467
Hours: 8:00 am – 8:00 pm, Open Saturdays

Eastside Family Health Care

4104 Medical Center Drive
Fayetteville, NY 13066
Phone: 315-329-7015

Hospitals

Cortland Memorial Hospital

134 Homer Avenue
Cortland, NY 13035
Phone: (607) 756-7525

Community Memorial Hospital

150 Broad Street
Hamilton, NY 13346
Phone: 315-824-1100

Chenango Memorial Hospital

179 North Broad Street
Norwich, NY 13815
Phone: 607-337-4111

Crouse Hospital

736 Irving Ave
Syracuse, NY 13210
Phone: 315-470-7111

SUNY Health Science Center

750 East Adams Street
Syracuse, NY 13210
Phone: 315-464-5540

Oneida City Hospital

321 Genesee Street
Oneida, NY 13421
Phone: 315-363-8000

Community General Hospital

4900 Broad Road
Syracuse, NY 13215
Phone: 315-492-5011

St. Joseph's Hospital

301 Prospect Ave.
Syracuse, NY 13203
Phone: 315-448-5111

**Syracuse Veteran's Administration
Medical Center**

800 Irving Ave.
Syracuse, NY 13210
Phone: 315-476-7461

Faxton St.-Lukes Healthcare

Faxton Campus
1676 Sunset Ave Utica, NY 13502
Phone: 315-624-5455

St. Elizabeth's Hospital

2209 Genesee Street
Utica, NY 13501
Phone: 315-798-8100

Care Net Pregnancy Center of CNY

151 Madison Street
Oneida, NY 13421
Phone: 315-366-9902

La Leche League

Support : 1-877-2798192 or 1-800-LA LECHE **Website:** <http://www.LLL.org>

Madison County Mental Health Department

Veterans Memorial Building
PO Box 608
Wampsville, NY 13163
Phone: 315-366-2327, Toll Free 800-721-2327
Fax: 366-2599
Mon. - Thurs. 8:00 - 8:00, Fri. 8:00 – 5:00

Madison County Public Health Department

County Office Building
PO Box 605
Wampsville, NY 13163
Phone: 315-366-2361
Fax: 315-366-2566
www.madisoncounty.org

Planned Parenthood Association

603 Seneca Street, Suite 5
Oneida, NY 13421
Phone: 315-363-3950
Fax: 315-363-3951
Mon. 12:00 – 8:00 (closed 4:00-5:00 pm), Tues. – Fri. 8:30 – 4:30 (closed 4:00-5:00)

Prenatal Care Assistance Program (PCAP)

PO Box 605
Wampsville, NY 13163
Phone: 315-366-2361

Women, Infants, Children (WIC)

603 Seneca Street, Suite #4
Oneida, NY 13421
Phone: 315-363-3210
Fax: 315-363-1764

Madison County Social Services

Social Services Bldg.

PO Box 637

Wampsville, NY 13163

Mon. - Fri., 9:00 – 11:00 & 1:00 – 5:00

General Information

Phone: 315-366-2211

Fax: 315-366-2720

Food Stamps

Phone: 315-366-2479

Medicaid

Phone: 315-366-2479

Administration

Phone: 315-366-2248

Child & Family Services

Phone: 315-366-2548

Child Support

Phone: 1-888-208-4485

Fraud Investigations

Phone: 315-366-2206

Public Assistance

Phone: 315-366-2276

H.E.A.P.

(Home Energy Assistance Program)

Phone: 315-366-2276

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Emergency Assistance

Phone: 315-366-2211

Adult Services

Phone: 315-366-2211

Child Protective Services

Phone: 315-366-2548

Employment

Phone: 315-366-2276

Legal

Phone: 315-366-2569

**Housing
Food & Clothing
Employment
Services**

Community Action Partnership for Madison County

Morrisville

3 East Main St., PO Box 249
Morrisville, NY 13408
Phone: 315-684-3144
Fax: 315-684-9650

Mon. - Fri. 8:30 - 4:30

Canastota

112 Center St., PO Box 384
Canastota, NY 13032
Phone: 315-697-3588
Fax: 315-697-3690

Mon. - Fri. 8:30 - 4:30

Housing & Urban Development

Madison Business Development Corporation

47 E. Main St., PO Box 220
Morrisville, NY 13408
Phone: 315-684-3222
Fax: 315-684-7011

Mon. - Fri. 8:00 – 3:00
By Appointment Only

Canastota Housing Authority

400 Lamb Ave.
Canastota, NY 13032
Phone: 315-697-2847
Fax: 315-697-9097

Mon. - Fri., 8:00 – 4:00
By Appointment Only

City of Oneida Housing Authority

226 Farrier Ave
Oneida, NY 13421
Phone: 315-363-8450

Mon. - Fri., 8:00 – 4:30

Rural Development

9025 State Route 49, Room 205
Marcy, NY 13403
Phone: 315-736-3316, Ext. 4
Fax: 315-736-5782

Mon. - Fri. 8:00 - 4:30

Stoneleigh Housing

120 East Center Street
Canastota, NY 13032
Phone: 315-697-3737

Mon-Thurs 9-4 Fri 9-2

Clothing Closets

Opportunity Shop

128 East Center Street
Canastota, NY 13032
Phone: 315-697-3140
Mon.-Thurs. 9:00-3:30

Caz Cares

101 Nelson Street (Rt 20)
Cazenovia, NY 13035
Phone: 315-655-3174
Tues. & Thurs. 9:30-12:30 Sat. 9:30-12:00

The Key

Mill Street
Cazenovia, NY 13035
Phone: 315-655-3956
Tues.-Sat 10:00 – 4:00

Salvation Army Shop

205 Tuscarora Road
Chittenango, NY 13037
Phone: 315-687-3533
Mon.-Wed. 8:30-5:00 ,
Thurs. & Fri. 8:30-7:30

New 2 U Clothing Consignment Shop

803 Utica Street
DeRuyter, NY 13052
Phone: 315-439-3272
Thurs. & Fri 11:00-6:00, Sat & Sun 11 - 4

Mustard Seed

Route 80
Georgetown, NY 13072
Phone: 315-837-4303
Tues. & Weds. 9:00-12:00, 6:00-8:00 pm

Worn Again

Lebanon Street
Hamilton, NY 13346
Phone: 315-824-2164
Tues, Thurs, Sat 10:00-3:00

Clothes Basket

Morrisville Community Church
First Presbyterian Church
Morrisville, NY 13408
Phone: 315-684-3314
Wed, Sat 10-2

2nd Hand Rose Consignment Shop

Broad & Stone Streets
Oneida, NY 13421
Phone: 315-366-9900
Summer: Wed - Sat 10:00-1:00
Fall: Wed - Sat 10:00- 4:00

Madison County Food Cupboards

Brookfield Food Cupboard

Brookfield Baptist Fellowship Hall
Brookfield, NY 13485
Phone: 315-899-3348 or 315-899-3343
By Appointment

DeRuyter Food Cupboard

Town Hall, Rt. 13
DeRuyter, NY 13052
Phone: 315-852-9994
Tue, Thurs 9:00 - 11:00

Canastota - The Opportunity Shop

128 E. Center Street, PO Box 43
Canastota, NY 13032
Phone: 315-697-3140
Mon - Fri 9:00 - 11:30

Earlville Food Cupboard

Old School
Earlville, NY 13332
Wed 1:00 - 5:00
Last Thurs. of the Month 5:00 - 6:30

Canastota - Loaves & Fishes (Soup Kitchen)

Hospitality Center
144 Center Street
Canastota, NY 13032
Phone: 315-697-9222
Last full week of each month - 11:30 to 12:30

Georgetown - The Mustard Seed

Route 80
Georgetown, NY 13072
Phone: 315-655-3441
Tues, Wed 9:00 - 12:00, 6:00 -8:00 pm

Canastota – Believer’s Chapel

Route 5
Canastota, NY 13032
Phone 315-697-2866 for instructions to sign up.
Last Saturday of each month - 10:00 to 12:00

Hamilton - The Cupboard

1 Mill Street
Hamilton, NY 13346
Phone: 315-824-2832
Tue, Thurs 1:00-6:00

Cazenovia - CazCares

101 Nelson Street (Rt 20)
Cazenovia, NY 13035
Phone: 315-655-3174
Mon, Tue, Thurs 9:30 - 12:00

Hamilton – Friendship Inn (Soup Kitchen)

St. Thomas Episcopal Church
Madison Street
Hamilton, NY 13346
Phone: 315-824-1745
Each Monday at 5:00 pm

Chittenango - Sullivan Food Cupboard

216 Genesee Street
Chittenango, NY 13037
Phone: 315-687-3290
Mon - Sat 10:00 - 1:00

Morrisville - Community Action Program

3 East Main Street
Morrisville, NY 13408
Phone: 315-684-3144
Mon, Wed, Thurs & Fri. 9am - 12pm
www.capmadco.org

Munnsville – Congregational Church
Williams Road
Munnsville, NY 13409
Phone: 315-495-3304 or 315-495-3926

Oneida - Karing Kitchen (Soup Kitchen)
Salvation Army
123 Farrier Avenue
Oneida, NY 13421
Phone: 315-363-7560
Last five (5) business days of the month 11:30 -
1:00

Oneida - Salvation Army
123 Farrier Ave
Oneida, NY 13421
Phone: 315-363-7560
Mon. – Fri. 9:00 - 1:00

NYS Department of Labor
1-800-547-3276

Working Solutions

1006 Oneida Plaza Drive
Oneida, NY 13421
Phone: 315-363-2400
Fax: 315-363-4545
Mon. - Fri. 9:00 - 5:00

Oneida – St. Joseph’s Church
Phone: 315-363-3280

Oneida – St. Patrick’s Church
347 Main Street
Oneida, NY 13421
Phone: 315-363-7570
Mon. Wed., Fri. 4:00 – 5:00 or by Appointment

**Child Care
Literacy &
General Agency
Information**

Child Care Programs-Madison County

Celebration Children's Center

206 Wilson Ave
Canastota, NY 13032
Phone: 315--697-8680
Fax: 315--697-9357

Cazenovia Community Pre-School

PO Box 25
Cazenovia, NY 13035
Phone: 315--655-9195

The Children's House/ My School (H)(L)

2757 US Rt. 20 East
Cazenovia, NY 13035
Phone: 315-655-3825

Over the Rainbow Chittenango Christian Preschool

118 Arch Street
Chittenango, NY 13037
Phone: 315-687-7355

Chenango Nursery School (L)

59 West Kendrick Ave
Hamilton, NY 13346
Phone: 315-824-1810

Children's Center (L)

Bailey Hall, Morrisville State College
Morrisville, NY 13408
Phone: 315-684-6400

Oneida Area Day Care Center (H)

116 West Grove Street
Oneida, NY
13421
Phone: 315--363-0080

Madison County Head Start

110 N. Main
Street
Canastota, NY 13032
Phone: 315-697-9833

Cazenovia College Laboratory Nursery School

Seminary Street
Cazenovia, NY 13035
Phone: 315-655-7234

Madison County Head Start

2605 School Street
New Woodstock, NY
13122
Phone: 315-662-7990

Wee Bears Preschool (Sept-June)

205 Falls Blvd.
Chittenango, NY 13037
Phone: 315-687-5714

Montessori Children's House

58 Utica Street
Hamilton, NY 13346
Phone: 315-824-3059

Madison County Head Start (H)

PO Box
1209
Morrisville, NY
13408
Phone: 315-684-3001

WEE Care Before/ After School

607 Seneca Street
Oneida, NY 13421
Phone: 315-361-2010

Mid-York Child Care Coordinating Council

143 W. Dominick Street
Rome, NY 13440
Phone: 315-339-8450; Madison County: 315-361-1890

Board of Cooperative Educational Services

Madison-Oneida BOCES

4937 Spring Rd. PO Box 168
Verona, NY 13478-0168
Phone: 315-361-5500
Fax: 315-361-5595
www.moboces.org

Onondaga-Cortland-Madison BOCES

Thompson Road, PO Box 4754
Syracuse, NY 13321
Phone: 315-433-2600
www.ocmboces.org

CAP – Starting Together / Early Head Start

Morrisville

6 Cambridge Ave., PO Box 249
Morrisville, NY 13408
Phone: 315-684-7862
Fax: 315-684-9940

Mon. - Fri. 8:30 - 4:30

Canastota

112 Center St., PO Box 384
Canastota, NY 13032
Phone: 315-697-3588
Fax: 315-697-3690

Mon. - Fri. 8:30 - 4:30

Cornell Cooperative Extension

100 Eaton Street
PO Box 1209
Morrisville, NY 13408
684-3001 684-9290
www.cce.cornell.edu/madison

Mon. - Fri. 8:30 - 4:30

Early Learning Center

110 North Main St.
Oneida, NY 13421
Phone: 315-363-3397

Madison County Head Start

Morrisville

Eaton St, PO Box 1209
Morrisville, NY 13408
Phone: 315-684-3001; or 315-655-2075
Fax: 315-684-9004
Mon. - Fri. 8:00 - 3:30

Canastota

Canal Side -110 North Main Street
Canastota, NY 13032
Phone: 315-697-9833
Fax: 315-697-9031
Mon. - Fri. 8:00 - 3:30

Madison County Children's Camp

Madison County Children's Camp

PO Box 7
53 Oneida, NY 13421
Phone: 315-684-9129 Summer Only.

Libraries

Canastota

102 West Center St.
Canastota, NY 13032
Phone: 315-697-7030

Cazenovia Public Library

100 Albany St.
Cazenovia, NY 13035
Phone: 315-655-9322

Sullivan Free Library

519 McDonnell
Chittenango, NY 13037
Phone: 315-687-6331

Earlville Free Library

6-8 N. Main St., PO Box 120
Earlville, NY 13332
Phone: 315-691-5931

Hamilton Public Library

13 Broad St.
Hamilton, NY 13346
Phone: 315-824-3060

Morrisville Public Library

87 E Main St., PO Box 37
Morrisville, NY 13408
Phone: 315-684-9130

New Woodstock Free Library

Main St.
New Woodstock, NY 13122
Phone: 315-662-3134

Oneida Public Library

220 Broad St.
Oneida, NY 13421
Phone: 315-363-3050

1:00 – 5:00 PM

Literacy Volunteers

Serving Madison County

508 Second Street
Utica, NY 13501
Phone: 315-733-4529

LVA State Office

777 Maryvale Drive
Buffalo, NY 14225
Phone: 716-631-5282

Syracuse

2111 S. Salina St
Syracuse, NY 13205
Phone: 315-471-1300

Madison County Reads Ahead 1-866-705-READ (7323)

Consumer Credit Counseling Service of Central New York

Syracuse

500 South Salina St
Suite 600
Syracuse, NY 13202
Phone: 1-800-479-6026
<http://www.cccscny.org>
Mon. - Fri. 8:30 – 5:00

Utica

289 Genesee St
Utica, NY 13501
Phone: 315-797-5366
Mon. - Fri. 8:30 – 5:00

Consumer Services of Madison County, Inc.

1019 N. Main Street
Oneida, NY 13421
Phone: 315-361-9131

**Drugs & Alcohol
Support Groups
Legal
Information**

Alcohol & Drug Abuse Prevention and Treatment

Veterans Memorial Bldg.
2nd Floor PO Box 608
Wampsville, NY 13163
Phone: 1-800-721-2327
Fax: 315--366-2599
www.Madisoncounty.org

Mon.-Thurs. 8:00-8:00 Fri. 8:00-5:00

Alcoholics Anonymous

100 East Manlius St.
East Syracuse, NY 13057
Phone: 366-5454
Phone: 463-5011 - Serves Cazenovia, Nelson

24-Hour Answering Service

BRiDGES

Canastota

Route 5, Birchwood Office Building
3059 Seneca Turnpike
Canastota, NY 13032
Phone: 315--697-3947 1-866-4HELP44
Fax: 315--697-2708
www.bridges-mccasa.org

Mon. – Fri. 8:00 - 5:00

Employee Assistance Program

Route 5 Birchwood Office Building
3059 Seneca Turnpike
Canastota, NY 13032
Phone: 315-697-3949; 1-800-834-3947
Fax: 315--697-2708
www.bridges-mccasa.org

Mon. – Fri. 8:00 - 5:00, Tue. 8:00 - 7:00

Catholic Charities

119 East Walnut Street
Oneida, NY 13421
Phone: 315-363-5274 (If no answer, leave message)
Phone: 315-724-2158 (Utica)

Mon. - Fri. 8:00 – 4:00 Counseling Program: 315-363-5274: Hours: By Appointment

Liberty Resources

Administrative Office

1065 James Street
Syracuse, NY 13203
Phone: 315-425-1004
Fax: 315-479-7884

Mon. - Fri. 8:30 - 4:30

Program Office - Oneida

218 Liberty Street
Oneida, NY 13421
Phone: 315-363-0048
Fax: 315-363-0052

Mon. - Fri. 8:30 - 4:30

Program Office - Canastota

110 N. Main Street
Canastota, NY 13032
Phone: 315-697-5200
Fax: 315-697-7400

Victims of Violence

218 Liberty St.
Oneida, NY 13421
Phone: 315-363-0052
HOTLINE: 315-366-5000 (24-hour)

Gambling Information and Counseling

1411 Genesee Street
Utica, NY 13501
Phone: 315-732-3920

Legal Aid Society of Mid-New York Inc.

255 Genesee Street 2nd Floor
Utica, NY 13501
Phone: 315-732-2131

Appointments for Madison County residents are scheduled by calling: 1-877-203-1062.

**Special Needs
Transportation
Miscellaneous**

Alternatives Resources Choices (ARC)

639 Lenox Avenue
Oneida, NY 13421-1523
Phone: 315-363-3389
Fax: 315-363-42186
www.madisoncortlandarc.org

Arise Child and Family Service

Madison Extension Site
1286 Upper Lennox Avenue
Oneida, NY 13421
Phone: 315-

ARISE at the Farm
1972 New Boston Road
Chittenango, NY 13037
Phone: 315-687-6727

Heritage Farm

Heritage Farm
3599 State Rt. 46
Box 143
Bouckville, NY 13310
Phone: 315-893-1889
Fax: 315-893-7945
Mon-Fri 8:00 - 5:00

Harmony House at Heritage Farm
3599 State Route 46
Box 143 Bouckville, NY 13310
Phone: 315-893-1889
Fax: 315-893-7945
Respite available: Fri 4:00 pm to Noon Sat.
or 4:00 pm Sat to Noon Sun.

Amtrak

Syracuse

Regional Transportation Center
131 P&C Parkway
Syracuse, NY
Phone: 1-800-872-7245
<http://www.amtrak.com>

Utica

Union
Station
Utica, NY
Phone: 1-800-872-
7245
<http://www.amtrak.com>

Birnie Bus Service

248 Otis Street
Rome, NY 13441
Phone: 315-336-3950, 1-800-734-3950
www.birniebus.com

Chenango Valley Bus Lines

105 Chenango Street
Binghamton, NY 13901
Phone: 607-724-1000 or 607-723-9408
www.coachusa.com

Chenango County Public Transit

First Transit (Serves Madison County)

126 Leilanis Way
Norwich, NY 13835
Phone: 1-607-334-7433 or 1-800-943-7433

Medicaid Cab

Dial-A-Ride with Chenango County
First Transit
126 Leilanis Way
Norwich, NY 13835
Phone: 1-800-943-7433 Fax: 1-607-336-2259

Madison County Offices

Motor Vehicle

Phone: 315-366-2251

Car Seat Program

Phone: 315-366-2361