

Domestic Violence (DV) services in Erie County are FULLY OPERATIONAL. Help is available to residents experiencing violence at home. DV advocates are receiving calls and continue to provide services including safety planning, medical assistance, court advocacy/support, assistance pressing criminal charges and obtaining an order of protection, and shelter assistance.

Assistance is available at hospital emergency rooms. Domestic and sexual violence advocates, as well as medical professionals with expertise in injuries associated with these crimes, continue to respond to hospitals to offer support and help.

While there is an increased risk of domestic violence during this time, advocates are working creatively with victims to help them stay safe and - if asked - to help them escape their homes/abuse safely.

The advocacy community is counting on the eyes and ears of the community to help. Hotlines are not only for victims. If you know someone - a family member or neighbor or friend - who is experiencing violence, please call to speak with a trained advocate about how to assist that person safely.

Haven House, Erie County's only licensed DV shelter, is open and continues to accept new clients in need of a safe place to go when fleeing their domestic violence situation. Significant precautions are being enacted to ensure that shelter residents are not only protected from the violence of abuse, but also from contracting COVID-19. Haven House is following guidelines provided by the CDC, NYS Department of Health, OCFS, and others regarding cleaning, disinfecting, and social distancing practices in shelter. The health and safety of current and future residents is Haven House's top priority.

All services remain confidential. If you are a victim or know someone who is, please call the following numbers for confidential support.

- New York State 24/7 DV Hotline – 1.800.942.6906
- Haven House 24/7 Hotline – 716.884.6000
- National DV Hotline (24/7 live chat feature) - [www.thehotline.org](http://www.thehotline.org)

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Executive Summary:

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assistance. Advocates and medical professionals with expertise in injuries associated with domestic violence continue to respond to hospitals to offer support and help.

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