

RESOURCE GUIDE

V I S I T
ROC
ROCHESTER, NY

As a frontline employee, you are the first point of contact with visitors. You also serve as a welcoming face for locals and you have a wonderful opportunity to spotlight Rochester as a welcoming and inclusive community for locals and visitors alike.

In addition to complimentary hospitality training available to you as a Visit Rochester member, the VIC IDEA committee has compiled the following resources to give you the knowledge and confidence to navigate scenarios related to inclusion, diversity, equity, and accessibility.

You're enhancing the tourism economy by providing visitors with a positive experience.



Improve Visitor
Engagement



Increase Visitor
Spending



Keep Visitors
Coming Back

Emergency Phone Numbers

- | | |
|-------------------|---|
| 911 | Emergency Assistance
<i>police, fire, ambulance</i> |
| 211 or 988 | Person In Crisis (PIC) team
<i>mental and behavioral health including domestic violence and suicide</i> |
| 311 | Non-Emergency Municipal Services
<i>citizen hotline to get information, request services, and report problems</i> |

Accessibility

Able Eyes

The mission of Able Eyes is to provide visual, state-of-the-art experiences/teaching tools for individuals with disabilities. Able Eyes provides a user-friendly platform to teach skills and explore environments from several different perspectives. Our ultimate goal is to increase the accessibility of businesses and public venues by offering visual walk-through tours, making them “Able Eyes Accessible.”

<https://ableeyes.org/>

ADA

Comprehensive information about the Americans with Disabilities Act.

ADA.gov

ASL Classes

Rochester School for the Deaf offers in-person ASL classes including Signs for All and Learn ASL.

rsdeaf.org

Employer Training by RIT National Technical Institute for the Deaf

Training for Deaf and Hearing People is offered free of charge to businesses either online or in person through the NTID Co-op and Career Center.

<https://www.rit.edu/ntid/nccc/employers>

Goodwill Vision Enterprises (formerly ABVI)

From learning the skills needed to apply for a job online to cooking for their family, Goodwill Vision Enterprises is here to help anyone who is blind or visually impaired live an independent and meaningful life.

<https://www.goodwillfingerlakes.org/>

Hands-In Entertainment

ASL interpreting services for special events.

<https://www.handsinentertainment.org/about-us>

Interpretek

Whether you need interpreting services in small town USA, a big city, or somewhere in between, we are here for you. We offer on-site and virtual services nationwide for multiple industries, events, and more!

<https://interpretek.com/>

Rochester Accessible Adventures

Mentored inclusion training to ensure your Diversity, Equity, and Inclusion efforts include disability equity across your administrative and program levels.

<https://rochesteraccessibleadventures.org/how-we-help/businesses-organizations/>

Culture, Race & Ethnicity

540WMain, Inc.

A virtual hub that brings people together. Engaging our community through antiracist, accessible and compelling digital and virtual content. Their educators and content provide the tools needed to dismantle racism at personal, institutional, and policy levels.

Across platforms and media types, 540WMain offers many ways for people to learn about the impact and legacy of structural racism and how to practice antiracism at individual, institutional and societal levels. Their educational content varies in scope, from blog posts to virtual classes and antiracism consulting and all learning is rooted in and taught from a social justice and antiracism framework.

540WMain offers:

- virtual classes
- DEAI consulting
- in-person events
- curated content

www.540westmain.org

IBERO

Ibero is a dual language multi-service agency that uplifts, empowers, and advocates for Latinos and the underserved to achieve equity and become fully valued community members.

<https://www.iberro.org/>

Levine Center to End Hate

To unite the greater Rochester community in overcoming hate through education, dialogue, and positive action

<https://www.endhateroc.org/programs>

Urban League of Rochester

The mission of the Urban League of Rochester is to enable African-Americans, Latinxs, the poor, and other disadvantaged to secure economic self-reliance, parity and power, and civil rights.

<https://www.urbanleagueroch.org/interruptracism#training>

Inclusion

Autism Up

Provide the very best in autism support programs and services in Greater Rochester and surrounding areas, and aims to support peak performance at every age and ability.

<https://autismup.org/>

Compeer Rochester

Compeer is a dynamic, 50-year-old, community-based program that uses the power of human connection to help those living with mental illness and behavioral health challenges reach their full potential. Caring volunteers and staff help individuals identify and develop strengths, reducing isolation and feelings of loneliness, and shattering the stigma around mental health.

<https://www.compeerrochester.org/>

Dress for Success

Empowers women to achieve economic independence by providing a network of support, professional attire, and the development tools to help women thrive in work and in life
<https://dressforsuccess.org/>

Heritage Christian Services

Heritage Christian Services is a thriving human services agency in Upstate New York that works to make sure everyone – including children, older adults, and people with intellectual and developmental disabilities - feels valued and respected.
<https://heritagechristianservices.org/>

Human Rights Campaign

The goal of the Human Rights Campaign is to ensure that every LGBTQ+ person is free to live their life openly, with their equal rights ensured. They know that goal requires that they keep educating, supporting, and inspiring themselves and each other. This includes independent materials and resources to self-educate and understand LGBTQ+ people further. The HRC Foundation provides many toolkits and creates impact through 11 programs and initiatives, working with individuals and organizations to make transformational change.

Independent Resources:

<https://www.hrc.org/resources>

Professional Resources:

<https://www.thehrcfoundation.org/professional-resources>

NAMI Rochester

Provide support, education, and advocacy to individuals and families of all cultural backgrounds who are living with mental illness
<https://www.namiroc.org/peer-to-peer>

Trillium Health

Committed to serving the LGBTQ+ community; open space training
<https://www.trilliumhealth.org/patient-and-community-services/lgbtq-learning-resources>

Shelter Services

Bethany House

Accepting women and their children, and transgender individuals. No referral is needed.
1111 Joseph Avenue, Rochester, NY 14621
585-454-4197
www.bethanyhouserocny.org

Department of Social Services Placement

Referral services are available 24/7, call 211.

Business hours placement before 3 p.m., call 585-753-6044

After-hours placement after 5 p.m., call 585-442-1742

Open Door Mission - Samaritan House Crisis Center

No referral is needed. Emergency bed sign-up is 4:00 p.m. - 6:30 p.m. daily.
210 West Main Street, Rochester, NY 14614
585-454-6696
www.opendoormission.com

Meal Services

Asbury United Methodist

Breakfast Wednesday - Friday, 7:00 - 9:00 a.m.
1010 East Avenue, Rochester, NY 14607
585-271-1050

Baber AME Community Church

Community meal each 2nd, 3rd, and 4th Saturday, 11:30 a.m.
550 Meigs Street, Rochester, NY 14607
585-461-1395

Blessed Sacrament Church

Monday - Friday, 5:30 - 6:30 p.m.
534 Oxford Street, Rochester, NY 14607
585-271-7240

Cameron Community Ministries

Monday - Friday, 12:00 - 1:30 p.m.
48 Cameron Street, Rochester, NY 14606
585-254-2697

Christ Church

Sunday 12:00 p.m. and Wednesday 11:30 a.m., possible bagged lunch
102 North Union Street, Rochester, NY 14605
585-454-3878

Dimitri House

Lunch Tuesday, Wednesday, and Thursday, 12:00 - 3:00 p.m.
102 North Union Street, Rochester, NY 14605
585-325-1796

House of Mercy

Three hot meals are served every day.
Breakfast 9:00 - 9:30 a.m., Lunch 12:00 - 1:00 p.m., Dinner 5:00 - 6:00 p.m.
285 Ormond Street, Rochester, NY 14605
585-546-2580

Loop Ministries

Incarnate World Lutheran Church

Hot meal last Saturday of the month, 5:00 - 6:00 p.m.
597 East Avenue, Rochester, NY 14607
585-738-2170

St. Joseph's House of Hospitality

Hot coffee 9:00 - 11:00 a.m., Bagged lunches 11:30 a.m. - 12:00 p.m.
402 South Avenue, Rochester, NY 14620
585-232-3262

St. Peter's Kitchen

Monday - Friday, 12:00 - 1:00 p.m.
681 Brown Street, Rochester, NY 14611
585-235-6511

Third Presbyterian Church

Hot meal every Saturday, eat in or to go. Dining Room Ministry in the rear of the church.
4 Meigs Street, Rochester, NY 14607
585-271-6513

	Breakfast	Lunch	Dinner
Saturday	House of Mercy and St. Joseph's	House of Mercy, St. Joseph's, Third Presbyterian	House of Mercy
Sunday	House of Mercy and St. Joseph's	Asbury, Christ Church, House of Mercy, and St. Joseph's	House of Mercy
Monday	House of Mercy and St. Joseph's	Cameron, House of Mercy, Saint Joseph's and Saint Peter's	Blessed Sacrament and House of Mercy
Tuesday	House of Mercy and St. Joseph's	Cameron, Dimitri, House of Mercy, St. Joseph's, and Saint Peter's	Blessed Sacrament and House of Mercy
Wednesday	Asbury, House of Mercy and St. Joseph's	Cameron, Christ Church, Dimitri, House of Mercy, St. Joseph's, and Saint Peter's	Blessed Sacrament and House of Mercy
Thursday	Asbury, House of Mercy and St. Joseph's	Cameron, Dimitri, House of Mercy, St. Joseph's, and Saint Peter's	Blessed Sacrament and House of Mercy
Friday	Asbury, House of Mercy and St. Joseph's	Cameron, House of Mercy, St. Joseph's, and Saint Peter's	Blessed Sacrament and House of Mercy