

Erie County Opioid Resources

Hotlines

Hotlines for support, direction, information, and referrals to treatment options for individuals and families, 24 hours a day/seven days a week.

24/7 Erie County substance abuse disorder: 716-831-7007

24/7 Buffalo MATTERS: 716-249-7088

24/7 Western New York Addiction Treatment Hotline: 716-463-6222

These hotlines link people to substance misuse services by delivering immediate engagement, assessment, and referral services for people suffering with SUD.

Detoxification Programs

Erie County Medical Center (ECMC)

ECMC provides emergency, detox, stabilization, inpatient, and outpatient treatment services.

<https://www.ecmc.edu/health-services-and-doctors/behavioral-health/outpatient-substance-use-treatment-services/>

(716) 898-3471

Horizon Health Services Terrace House: detox and stabilization (residential) services.

<https://www.horizon-health.org/services/detox-and-stabilization/>

(716) 831-1800

SUD Treatment

The following organizations provide outpatient services. Some provide inpatient and residential services.

Beacon Center: facilities in Buffalo and Amherst

<https://www.beaconcenter.net/locations/buffalo/>

(716) 853-0243

BestSelf: multiple locations throughout Erie County

<https://www.bestselfwny.org/programs-and-services/substance-use-disorders/>

(716) 884-0888

Endeavor Health Services: two Buffalo locations, and one in Cheektowaga

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

(716) 895-6701

Evergreen Health Services: downtown Buffalo

<https://www.evergreenhs.org/behavioral-health-services/substance-use-services/>

(716) 847-2441

Hopewell Center (opening in 2023):

<https://www.hopewellcenter.care/> (716) 834-3131

Horizon Health Services: multiple locations throughout Erie County

<https://www.horizon-health.org/> (716) 831-1800

Spectrum Health and Human Services: multiple locations throughout Erie County

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

(716) 710-5172

Veterans (VA Treatment): Buffalo Veterans Affairs Medical Center

<https://www.va.gov/western-new-york-health-care/locations/buffalo-va-medical-center/>

(716) 862-8565

Full list of treatment services in Erie County

<https://webapps.oasas.ny.gov/providerDirectory/>

SAMSHA: Substance Abuse and Mental Health Services Administration

<https://www.samhsa.gov/find-help/national-helpline>

(800) 662-4357

Other Resources

Narcan/Naloxone and fentanyl test strips at no cost, no questions asked:

Erie County DOH

Text 716-225-5473 or call 716-858-7695 for Narcan and/or fentanyl test strips.

There are also several community centers that distribute Naloxone/Narcan. To see that list

go to <https://www3.erie.gov/health/naloxone-access-sites>

Erie County Opiate Taskforce:

<https://www3.erie.gov/health/opiate-epidemic-task-force>

Phone: (716) 858-7695