



## Contact us at HOPE PLACE

1099 Jay Street  
Building P  
Rochester, NY 14611

**3pm - 11pm**  
7 days per week

HopePlace@villaofhope.org

The Hope Place Psychiatric Diversion Program is a division of Villa of Hope. We are a peer-run **Living Room Program**, staffed by our own Certified Peer Support Specialists.



**Let us  
help you.**

Our Certified Peer Support team members are compassionate, flexible professionals who have self-identified as individuals who have first-hand experience with social, emotional, medical, developmental, substance use, and/or behavioral challenges. They are able to use their lived experience to assist in supporting adults experiencing difficulties with their resiliency, recovery and wellness.

**585-325-3599**

**1-877-584-HOPE**



# HOPE PLACE

PSYCHIATRIC DIVERSION PROGRAM



**585-325-3599**

WWW.VILLOFHOPE.ORG

877-584-HOPE (4673) | WWW.VILLOFHOPE.ORG

## Our compassionate staff makes Villa of Hope's HOPE PLACE unique.



Our Peer Support staff is ready to help you. They are experienced in:

- ♦ advocacy
- ♦ group development
- ♦ recognizing and embracing diverse teams
- ♦ facilitation of peer-to-peer groups and activities
- ♦ coordinating services, community resources and natural supports
- ♦ supporting and developing the strengths of each individual, youth, and family

## YOU are our GUEST at Hope Place.

And we mean that. Using the term **guest** is consistent with our **living room setting and culture**. We want you to feel at home. This is a place you can relax and renew; and we will not use language such as “client,” or “patient” to describe YOU, our Hope Place guest.

## Goals

When you stop in at Hope Place, our goal is to provide a safe environment for our guests to decompress and recuperate. We want to help you with decreasing your trauma symptoms, so you can achieve stabilization and self-sufficiency. Hope Place provides you with an alternative to visiting the ER, and a compassionate peer to talk to.

## Linkage to Supportive Services

Linking our guests to supportive services is an important step toward self-sufficiency.

Our staff will work with you on a Social Determinants of Health screening, which will help us pinpoint services most appropriate for you. Our staff will help you with all the necessary referrals. Villa of Hope provides valuable services for individuals and families in our communities, ranging from health care coordination, to employment assistance; and, additionally, referrals can be made for services through other organizations.



## The Sanctuary Model®

As a Certified Sanctuary Agency, Villa of Hope operates within the Sanctuary Model®, a model that promotes and supports positive change in guests, their families and the team. Our approach is trauma informed, trauma responsive, and person centered. We create a therapeutic community that provides safety for both guests and the staff who work with them.

We help build resources that support self-sufficiency and stabilization.

**We believe that all individuals and families have strengths, and services and/or supports build on and maximize those strengths.** We believe that the guest is the expert in defining their needs and must be involved in all phases of service planning and service delivery.

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