

**Lives are saved.**  
Hope is found.



*Horizon's first annual Wellness Walk, 2014*

**2014 ANNUAL REPORT**



## C O N T E N T S

Lives are saved	<b>2</b>
The courage to say, “Yes.”	<b>4</b>
Growing to meet unprecedented demand	<b>6</b>
Working hard to be the best place to work	<b>8</b>
Community support for our mission	<b>10</b>

## FROM THE PRESIDENT AND CEO



In 2014, we made tremendous progress towards achieving our mission to increase access to clinical treatment and to support individuals and their families as they strive to recover from substance abuse and mental health disorders.

Among those accomplishments were the successful opening of Terrace House, the expansion of our outpatient mental health services, and our outreach to families and other community stakeholders to provide lifesaving Narcan kits and training.

In this time of tremendous change, service expansion and growth, we have continued our emphasis on enhancing our culture of customer service, respect and compassion. Our people and our culture are what differentiate Horizon as a trusted resource in the community. Our intent is to maintain a trusting and working partnership with the people we serve for as long as it takes to sustain a quality recovery.

We have been fortunate to recruit and retain a team of committed, dynamic, talented and intelligent individuals throughout the organization. These people go above and beyond each day to meet our goals and, most importantly, to provide respectful, caring services utilizing a combination of innovative and proven best practices. They truly make the difference for so many people each day.

Our challenge is to continue to thrive as the healthcare system continues to undergo rapid and unprecedented change. We look forward to helping more people as we integrate our services with our medical healthcare partners to offer comprehensive, accessible and life-changing treatment.

I am grateful to all of our supporters and friends, and especially to our staff and team of leaders who live our mission and do the most important work each day to serve our community.

*Anne Constantino*

Anne D. Constantino, President and CEO

**“Purpose is the reason you journey.  
Passion is the fire that lights your way.  
Start at the beginning. One step at a time.  
What saves a man is to take a step. Then another step.”**

- C.S. LEWIS



In 2014, Horizon trained thousands of community members in Narcan administration.

# Lives are saved.

Drug overdoses are now our country's leading cause of accidental death among adults ages 25-64 according to the Centers for Disease Control and Prevention. In 2012, New York State recorded 1,503 fatal drug overdoses – 90% were from heroin and other opioids. This is despite the fact that death by overdose is preventable in the majority of cases. The potential to save more lives has inspired us to intensify our community outreach and increase our focus on reducing fatal opioid overdoses.

# Hope is found.

“Call 911! He’s overdosed – he’s unconscious!”

## Read the words of a grateful grandmother of a Horizon client.

*Were Narcan not available to us, our 24-year-old grandson would be dead today. Of this I am sure. While we’ve been at his side for seven years as he has waged war against addiction, nothing prepared us to witness his death.*

*That night, I was startled to hear my husband scream from upstairs: “Call 911! He’s overdosed – he’s unconscious!”*

*I ran upstairs to find him trying to rouse our grandson, who was lying on the floor, syringe in hand, not breathing. I dialed 911 and ran to get the Narcan. Shaking, I recited a prayer with no words and gave him the injection. I checked for a pulse, felt the slightest movement beneath my fingers, and started mouth-to-mouth resuscitation. His color improved, but as soon as I paused it would drain away again. My husband kept screaming his name.*

*When the police arrived, we updated them as I frantically tried to breathe life into him. The paramedics arrived and asked me to stop so they could take over. Reluctant but exhausted, I watched as they injected more Narcan and*

*did CPR. One policeman looked to the other and said, “He’s gone.”*

*By the grace of God, my story does not end there. After the final dose of Narcan, our grandson sat up. I looked into our crowded bathroom and saw him – alive. Yes, really alive, though sweating and confused. He struggled down the stairs to the ambulance. At the hospital, he received oxygen and was monitored through the night. The next morning, he was transferred to the detox unit in stable condition.*

**One policeman looked to the other and said, “He’s gone.” By the grace of God, my story does not end there. After the final dose of Narcan, our grandson sat up.**

*Today my grandson is in a long-term treatment facility run by Horizon – which, as you know, gave us the tools to save his life. I pray with all of my heart that, under your care, he will receive the divine intervention he needs to sustain his recovery – that he digs in and finds the strength to fight this disease with every fiber of his being – the way we fought for him that night, and the way we will continue to fight together with him for the rest of his life.*

*There simply are no words to express the gratitude my family has for this drug, for the training provided to us to administer it, to Horizon for offering it to us, and for all the advocacy that preceded this lifesaving achievement.*

## Free lifesaving training

Horizon remains one of the region’s only resources for free training in the timely, appropriate and safe administration of the lifesaving medication Narcan. In addition to our own staff, clients and families, thousands in our community have received instruction. Our team has conducted training sessions for law enforcement and fire safety professionals, businesses, high school teachers, college students and faculty, and the general public. As a result, we’ve confirmed that more than 17 lives have been saved thus far.



Average  
daily calls  
to our  
admissions  
team:  
**158**



# The courage to say, "Yes."

**From:** Erie County & NYS Office of Alcohol and Substance Abuse Services

**Sent:** December 26, 2013 9:23am

**To:** Horizon Corporations

Horizon will you assume immediate emergency operations of Terrace House?

**From:** Horizon Corporations

**Sent:** December 26, 2013 10:15am

**To:** Erie County & NYS Office of Alcohol and Substance Abuse Services

Yes!

January 1, 2014

Admitted first client to detox.

## Horizon answers the call for Terrace House

Terrace House at 291 Elm Street in Buffalo is an inpatient substance abuse detoxification and rehabilitation facility for adult men and women. On January 1, at the request of the New York State Office of Alcoholism and Substance Abuse Services (OASAS) and the Erie County Department of Mental Health (ECDMH), Horizon assumed



responsibility for these critical services that had been suddenly lost to the community. In just ten days we re-opened the 28-bed drug withdrawal unit, and within 100 days we treated 509 clients. The 31-bed rehabilitation unit was re-opened on April 1.

This rapid and successful transition ranks among Horizon's most important 2014 achievements.

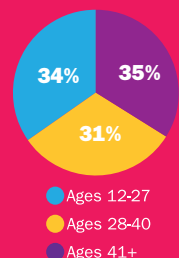
We hired, trained and retrained staff; introduced new programming; built productive relationships with third-party payors, referral sources and community stakeholders; instituted policies and procedures to satisfy OASAS regulations and our high quality standards of care; addressed facility safety and sanitation issues; and established systems to collect and report key metrics.

Over all, we imbued Terrace House with Horizon's culture of professionalism, accountability and excellence, while restoring a critically needed treatment resource for Western New York.



Individuals served in all programs in 2014: **13,310**

2014 Substance Abuse and Mental Health Clients Served





## Growing to meet unprecedented demand

When an individual decides to commit to recovery, our goal is to be there. To that end, in 2014 we intensified our focus on improving access to quality care by adding more locations and services to address our community's needs.



## New and innovative private practice model for more customized care

Given their public roles and responsibilities, professionals and first responders who seek our services often feel uncomfortable in a clinic setting, or have work demands or circumstances making treatment attendance difficult. Our private practice model ensures confidentiality and flexibility, allowing clients to obtain consultation and support in person or via phone, text messages, email or video-conferencing in response to these unique needs.

## Expanding care when and where needed

Horizon received 40,049 calls for service in 2014 – 43% more than in 2013. We made significant improvements in 2014 to continue to meet the growing demand for our services:

- **Added 236 new staff members.**
- **Lengthened our Admissions Department hours** to cover evenings and weekends.
- **Extended weekday and weekend hours** at several clinics.
- **Assured round-the-clock access** to appropriate services through direct linkage to 211.
- **Relocated our Lockport and Orchard Park clinics** to larger facilities.
- **Added mental health counseling** at our Tonawanda clinic.
- **Added chemical dependency services** at our outpatient Sanborn clinic.



Freedom Village, our intensive residential substance abuse treatment center for vets, celebrated its grand opening in May of 2014. More than 100 community members and friends came to show their support for this incredible facility that had been in development since 2008. Horizon is honored to offer this special program in WNY and it is our vision that our veterans and their families will find peace and healing at Freedom Village.





Employees gathered at Horizon Village for an all-day carnival event to show our appreciation for their tremendous commitment and high quality work.

# Working hard to be the best place to work

For the **seventh consecutive year**, Horizon was named as one of the “Best Companies to Work For” and ranked as the #1 not-for-profit organization in New York State by the NYS Council of the Society for Human Resource Management. *The Buffalo News* also ranked Horizon among the “Top Workplaces” in 2014.

Committing to our staff's continuing education to better serve our clients.

### Expanding Horizon University

With an ever-growing curriculum and new training methods, we are expanding our capabilities in clinical and non-clinical instruction of our staff. Horizon University has received important academic certifications:



- **Certification by the NYS Office of Alcoholism and Substance Abuse Services (OASAS) as an Education and Training Provider**
- **Certification by the NYS Department of Education as a Training Provider**

### Building skills, building careers

Staff members appreciate the extraordinary amount of time and resources that Horizon expends encouraging their professional development. Ongoing training emphasizes our person-centered treatment philosophy and our commitment to evidence-based clinical practices, and helps employees improve their skills and advance in their careers.

- **In 2014, we provided 1,371 clinical training hours**, including more than 400 hours of classroom instruction and 971 hours devoted to new employees.
- **Clinical staff logged more than 840 supervision hours**, including more than 223 hours of LMSW/LCSW clinical supervision.
- **Weekly personal supervision and coaching sessions provide mentorship** and guidance so that every employee can ask questions, both clinical and non-clinical, and every department can grow professionally.



Our new Healthy Pays smoking cessation program encourages a healthy lifestyle. Non-smoking staff members receive a larger contribution from Horizon toward their health insurance premiums.



Our new internal "HU-Tube" training videos efficiently help new employees learn routine technical, administrative, and clinical documentation requirements, and serve as a resource for all staff.

Horizon is a Destination Employer!

In 2014, **3,597** unique candidates applied for positions at Horizon.

**236** were hired.



**THANK YOU  
FOR YOUR  
SUPPORT!**

A WALK TOWARDS  
a new HORIZON



**Horizon**  
CORPORATIONS

## Community support for our mission

Our major achievement in 2014 – the transition of Terrace House to Horizon – could not have happened without the commitment and generosity of the Western New York community. We are exceptionally grateful for the grants and donations that made this success possible.

## Rallying behind Terrace House

The following grants supported our critical work to accomplish the transition and stabilization of services at Terrace House in downtown Buffalo:

Vital Access Provider Grant	\$500,000
The John R. Oishei Foundation	\$300,000
The Peter and Elizabeth C. Tower Foundation	\$150,000
Erie County	\$150,000
Reverie (equipment)	\$ 30,000
The First Niagara Foundation	\$ 10,000



A \$10,000 grant from The First Niagara Foundation enabled us to construct a comfortable new waiting area for clients receiving drug withdrawal services at Terrace House.



**New family spaces at Horizon Village**  
Mending family relationships is a key element of successful recovery. Thanks to a \$100,000 grant from the Community Foundation for Greater Buffalo, Horizon Village now has a beautiful playground where children can play, plus a welcoming pavilion where families can enjoy fresh air and time together.



Reverie, a leading manufacturer of adjustable bed bases and sleep systems, provided 12 complete systems to equip a new wing for veterans at Terrace House. The donation was made possible through a referral by WNY Heroes, Inc., whose mission is to assist injured local veterans and their families.

# Events for fun and fundraising



## GMR Golf Outing

The Grocery Manufacturers' Representatives donated \$7,500 in proceeds from a successful golf outing to Horizon Health Services.

## Walk Toward a New Horizon

Horizon gathered the community for our first annual Wellness Walk at the Ring Road in Delaware Park. Our guest speaker was Randy Grimes, a former player for the NFL Tampa Bay Buccaneers who is now a recovery coach for Behavioral Health of the Palm Beaches in Florida. In addition to raising awareness, the walk raised \$9,000 toward our intensive drug residential treatment center for young adults at Horizon Village to open in 2016.



# 2014 Grants and Donors

## OUR MISSION

Recovery.  
Changing lives.  
Saving lives.

## OUR VISION

Best in class.  
Progressive.  
Proven.  
Preferred.

### Grants

Community Foundation for Greater Buffalo  
National Council for Behavioral Health  
The John R. Oishei Foundation  
The Peter & Elizabeth C. Tower Foundation  
The Partners of Lawley Insurance  
United Way of Buffalo and Erie County  
First Niagara Foundation  
Robert J. & Martha B. Fierle Foundation

### In Kind

Reverie:  
12 beds to Terrace House  
Pepsi  
Wegmans:  
\$500 gift card  
Captain Dan Maloney:  
\$200 flight lesson for raffle

### Donors Corporate and Individual

Al Anon	Paula Boslow-Byczynski	Phil and JoAnn Catanese	Amy DeMont
Alden Medical Group	Lindsay Bozek	Katherine Chambers	Shirley DeNisco
Christene Amabile	Tim Bozek	Chiacchia & Fleming, LLP	Michael and Norma Devin
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Jennifer Anstett	Cynthia Breeze	Lisa Ciancio	Joe Direito
Lisa Arnet	Briarwood Manor	Marie Ciavetta	Steven Dombrowski
Suzanne Atkinson	Matthew Bridge	Ashley Coe	Susan Donahue
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Phyllis Bakota	James Bruno	Siobhan Comeau	Michael Donovan
Paul Baldo	Karen Buntich	Community Foundation	Theresa Donovan
Phyllis Baldo	Amy Byczynski	George and Anne Constantino	Andrew Dorn
Emily E Ballok	Barb Byers	Dr. Paul Creighton	Deborah Dow
Charity Barnum	MaryBeth Caccard	Crowley, Webb & Associates	John Doyle
Lyra Bennett	Krishnama Caitanya	Michelle Curto	Vladimir and Dolores Drobot
Robert Bennett	Floyd Caldwell	Custom Ink	Elizabeth Dumitru
The Bjorkman Family	Chad Comeau	Kathleen Damon	Judith Dumitru
William and Diane Bly	Mary Canfield-Collins	Joel Daniels	Laura Dumitru
Robert Bohnstadt	Canisius High School	Madison Davis	Maggie Dunnigan
Marie Linda Bolt	Sal and Jana Capaccio	Tina Davis	Mary Dunnigan
Christopher Bopst	Maureen Cardin	Renee DeFlavio-Faulise	Brian Durfee
Glory Bopst	Alice Cash	Francine Delmonte	Kathleen Durfee
Jennie Borgese	Peter Castro	Marylee Delo	Clement Eckert
Darrell Borowiak	Lisa Catanese		

## 2014 Grants and Donors, continued

Kevin Edward	Horace Gioia	Ann M. Johnson	Lindsey Lund
Theresa Edward	Meghan Glavin	Sarah Johnson	Phil and Ruth Luzio
Elizabeth Eisensmith	GMR of WNY	Dr. Michael Jordan and Jennifer Jordan	Deborah Machinski
Embrace The Difference	Anthony Goldia	Judges Memorial Golf Tournament	Kristy Maldonado
Episcopal Diocese of WNY	Susan Goldia	June Just	Briarwood Manor
Tracey Ernest	Megan Gorski	Kelly Just	Augustine Mascolo
John and Julie Fago	Cynthia Goss	Ken Just	Sergio Massolin
Mary Kathleen Fairbanks	Daniel Goupil	Sarah Just	Mary Materise
William and Bonnie Ferguson	Nicole Grieco	Michael Kadish	Maurice Materise
Linda Ferri	Pete Grum	Sanford Kadish	Paul Maute
Robert Fierle	Joseph Guerra	Kathryn Kaiser	Michael Maxwell
Mary Filippi	Avon Guess	William Kaiser	Kathryn May
Anthony Fillippi	Jacob Haacker	Michael Keating	Mary Lou Maybach
Chris Fiorentino	Tineke Hall	Janet Keller	Cindy McCulty
Kathleen Fitch	Cheryl Hammer	Sean Kelley	Azizah McEntire
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Thomas Fitch	Linda Hardie	Maureen Kindel	Lindsay Meagher
Kelly Fitzgerald	Suzanne Hartl	Mary Kinkle	Barbara Mercier
Mark Fitzgerald	Diana Healy	Candice Kirkpatric	Carolyn Messana-Morrow
Julie Fonzi	Jennifer Hebrank	Richard Klein	Gail Michaels
Food Bank of WNY	Rosemary Heidenfeldt	Gulsum Koksai	Alexandra Miliottio
Diane Forsberg	Bill Hillicker	Kathryn Konrad	Anna Millant-Nold
Robert Forsberg	Tina Hinckley	Jessica Kroll	Suzanne Miller
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Franco's	Linda Hirtzel	Lancaster PBA	Kristen Morris
Marcia Frankel	Jeremy Hitt	Joseph Lapi	Maria Morris
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Geneseo Student Association	Vickie Hunter	Samantha Ley	Network for Good
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Donna Gerwitz	Imperial Concrete	James Licata	Martin Norwicki
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Donna Gilbert	Avi and Julie Israel	Line by Line Design	Donna Nowicki
	Michelle Jacob	Emily Long	Sharon Oehler
	JM Management Services		Olmsted Center for Sight
	Brenda K. John-Banach		John Osborn Sr.



## 2014 Grants and Donors, continued

Tamara Owen	Khristen Rodgers	Timothy Smith	Tim Treadwell
David Pajak	Ashley Rodrigues	Sandy Smith	Maureen Turchiarelli
Carrie Palmeter	Lynn Rohrbacher	Kevin Smosna	Mark Uba
Jill Palmeter	Renae Rokicki	Wendy Smosna	Unitarian Universalist Church of Buffalo
Wayne Palmeter	Walter Rooth	Cathy Sokal	Kelly Urtel
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Carrie Rich	Stan Simpson	Christine Thomas	Michael Zawodzinski
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MaryEllen Rich	Kathy Slawiak	Kari Timmel	Sarah Zimmermann
Randall Rich	Sandra Smaith	Nicole Tobey	
Rachel Rizzo	Laura Smith	Catherine Toms	
The Robinson Family	Luz Smith	Julie Toms-Fago	
John Richardson	Stephanie Smith		

We make every effort to maintain accurate, up-to-date records, and apologize for any errors or omissions. Please advise us of any oversight so that we may acknowledge you in our next publication.



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**Administrative Office**

716-831-2700

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[www.horizon-health.org](http://www.horizon-health.org)

**OUTPATIENT CLINICS**

**Bailey LaSalle Recovery Center**

3297 Bailey Ave  
Buffalo, NY 14215

**Batavia Recovery Center**

314 Ellicott St  
Batavia, NY 14020

**Boulevard Recovery Center**

1370 Niagara Falls Blvd  
Tonawanda, NY 14150

**City Market Recovery Center**

1750 Pine Ave  
Niagara Falls, NY 14301

**Health Home Care  
Coordination Program**

1700 Pine Ave  
Niagara Falls, NY 14301

**Hertel Elmwood Recovery Center**

699 Hertel Ave, Ste 350  
Buffalo, NY 14207

**Lockport Recovery Center**

637 Davison Rd  
Lockport, NY 14094

**Main Amherst Recovery Center**

60 East Amherst St  
Buffalo, NY 14214

**Niagara Falls Recovery Center**

6520 Niagara Falls Blvd  
Niagara Falls, NY 14304

**Orchard Park Family  
Recovery Center**

3345 Southwestern Boulevard, Suite 100  
Orchard Park, NY 14127

**Sanborn Recovery Center**

6321 Inducon Dr East  
Sanborn, NY 14132

**Sisters Hospital Horizon  
Counseling Center**

Seton Professional Bldg, Ste 100  
2157 Main St, Buffalo, NY 14214

**Summer Street Recovery Center**

11 Summer St  
Buffalo, NY 14209

**Tonawanda Recovery Center**

37 Niagara St  
Tonawanda, NY 14150

**Transit Family Recovery Center**

6495 Transit Rd, Ste 800  
East Amherst, NY 14051

**Union Losson Recovery Center**

Union Losson Plaza  
2563 Union Rd, Ste 800  
Cheektowaga, NY 14227



**INTENSIVE RESIDENTIAL**

**Horizon Village**

6301 Inducon Drive East Sanborn, NY 14132

**Freedom Village**

6331 Inducon Drive East Sanborn, NY 14132

**INPATIENT**

**Terrace House**

291 Elm Street Buffalo, NY 14203

**WITHDRAWAL/DETOX SERVICES**

**Terrace House**

291 Elm Street Buffalo, NY 14203

