



WESTERN NEW YORK

OACES

Location: 30 Hart St 2nd floor, Rochester, NY 14605

Parking: There is a large parking lot across from the main doors. It is free to park in this area and walk in. After you park, walk in under the “OACES” awning.

How to Check in: When you first go in, everyone (including you) will have to go through their security, which includes taking off coats, emptying pockets, putting stuff through the conveyor belt scanner, and walking through a metal detector (it’s really overkill, but don’t be worried about it).

If prompted, share that you have a meeting with Quyen Luu on the Second floor to register new refugee adults. The front desk might want you to sign in the little book, but sometimes they skip that. Sometimes they also ask to see your license to make you a picture ID to wear.

How to get to the Second Floor: After security, take the elevators to the second floor. Walk straight out, take a right, and then another right down long hallways (follow the signs for ESL registration), until you find the main office with big glass windows – you’ll be looking for Quyen Luu’s office (pronounced Quinn Lou – she is a short, middle-aged Asian woman). Quyen is awesome and very familiar with us, she will be doing the whole intake. You can let Quyen know you are there, you might have to sit in the chairs in her office waiting room for a minute.