



Cortland County Area Agency on Aging

County Office Building

60 Central Avenue

Cortland, NY 13045-2746

Phone: (607) 753-5060 ● FAX: (607) 758-5528

E-mail: ccaaa@cortland-co.org

Website: www.cortland-co.org/434/Area-Agency-on-Aging

Elizabeth Haskins

Director

UPDATED 09/8/2020

Local Services Guide During Coronavirus Pandemic

Important Contacts/Websites/Telephone Numbers:

- **WHO** (World Health Organization) www.who.int
- **CDC** (Centers for Disease Control) www.cdc.gov
- **NY State Coronavirus Hotline:** 888-364-3065
- **Cortland County Health Department:** 607-753-5028/County Coronavirus Hotline 607-756-3415 (8:30am-4:00pm)
- **Upstate University Hospital Regional Triage Line:** 315-464-3979 (7am-11pm)
(This phone number is for individuals without a primary care physician)
- **Social Security:** 1- 800-772-1213 (TTY 800-325-0778) www.ssa.gov
- **Medicare:** 1-800Medicare / 1-800-633-4227 or www.medicare.gov

States & Territories on the Travel Advisory List

New Areas in Red

Alabama	Iowa	North Dakota
Alaska	Kansas	Ohio
Arkansas	Kentucky	Oklahoma
California	Louisiana	South Carolina
Delaware	Maryland	South Dakota
Florida	Minnesota	Tennessee
Georgia	Mississippi	Texas
Guam	Missouri	Utah
Hawaii	Montana	Virginia
Idaho	Nebraska	West Virginia
Illinois	Nevada	Wisconsin
Indiana	North Carolina	

Travelers coming to New York from these states must quarantine for 14 days.

Sept 8, 2020

Businesses Now Open

(Added 8/17/20)

- Dentist Offices
- Veterinarian Offices
- Hair Salons/Barber Shops/Nail Salons
- Real Estate
- Vehicle Sales, Leases and Rentals
- Retail Rental, Repair and Cleaning
- Commercial Building Management
- Restaurant Seating - 50% seating
- Places of Worship 25% capacity
- Tattoo piercing
- SPAs, Tanning Salons, Cosmetology, Waxing Services
- Bowling Alleys at 50% capacity

(Added 7/13/20)

- **Retail Stores**
- **Destiny NY Mall**

All must comply with COVID-19 safety precautions.

Where to locate masks? (Updated 7/1/20)

Should you have difficulty locating masks, please call the Area Agency on Aging at 607-753-5060 for further assistance.

Coronavirus Testing Sites:

- **Guthrie Cortland Medical Center/Cortland Co. Health Department**
(Updated 7/1/20)

Guthrie Cortland Medical Center and the Cortland County Department of Health have begun offering drive-through testing for COVID-19. The site will be open weekdays 9:00 am to 3:00 pm and Saturdays 8:00 am to 11:00 pm. The site is located at 143 Homer Avenue in a designated area at West Main and Homer Avenue. Individuals are encouraged to call 607-299-7676 to be screened and registered. Patients testing positive will need to self-quarantine for 14 days or until they receive a negative test result.

Cayuga Medical Center

Updated 7/1/20

- Cayuga Medical Center offers a drive-through testing center located at The Shops at Ithaca Mall in front of Bonton and Michael's. The Center is open Monday through Friday 8:30 am-4:00pm. Specific criteria needs to be met before testing. Pre-register at www.cayugahealth.org or call 607-319-5708. The Center is open to residents of Cortland County.

- **Rite Aid:** Updated 6/15/20

Drive thru Coronavirus testing now being offered. Must pre-register in advance on www.riteaid.com. Cannot be seen the same day as registering.

Pharmacies:

- **CVS:** Updated 5/28/20
 607-753-3230
 Coronavirus Hotline 1-888-300-4419.
 - Store hours are Monday-Friday 8:00am - 9:00pm, Saturday 8:00am - 9:00pm and Sunday from 9:00am to 7:00 pm.
 - Pharmacy hours are Monday through Friday 9:00am to 7:00pm, Saturday and Sunday from 10:00am to 5:00pm.
 - The store suggests to call ahead before going through the drive thru to reduce waiting time. Some store items can be added to the order for customer's convenience.
 - Wednesdays from 9:00am - 10:00am are designated to vulnerable customers. Delivery of medications is available through the US Postal Service. Some prescriptions don't apply to delivery

- **Kinney:** Updated 5/28/20
 - 14 Clinton Ave 753-1591, open Monday through Friday 8:30-8:30, Saturday 8:30-7:00pm, Sunday 9:00am-5:00 pm. Delivery services are available. Call for details. Cannot order delivery option on-line, must call store directly.

 - 3666 NY-281 607-753-9359 Pharmacy is open Monday through Saturday 9:00am-7:00pm. Sunday 9:00 am-5:00 pm.

- **Rite Aid:** Updated 6/15/20
 753-3029
 - Open 8am-9:00pm Monday through Saturday with the hour of 9:00am-10:00am reserved for seniors. Sunday store hours are from 9am-6:00pm.
 - Pharmacy closes at 5:00pm. Call ahead/Drive thru is available. Cortland store is unable to provide prescription delivery.
 - If you have been diagnosed with COVID-19 or exhibit symptoms, call ahead, then go to the drive thru so that you can be properly served and reduce the potential spread of the virus in the community.
 - Drive thru Coronavirus testing now being offered. Must pre-register in advance on www.rightaid.com. Cannot be seen the same day as registering.

- **Price Chopper:** Updated 5/6/20
607-756-0421
Open 8:00am-8:00 Monday through Friday, Saturday 9:00am-5:00, Sunday 9:00-3:00. Pharmacy is closed for lunch 1:30-2:00 each day. Instacart service available for groceries. Pharmacy curbside pick-up is available. Call in advance to schedule service.
- **Walgreens:** Updated 5/6/20
Both locations open 9:00am-9:00 pm Monday through Friday, Saturday 9:00am-6:00pm and Sunday 9:00am-5:00pm. Unable to provide delivery service at this time.
 - 1067 Port Watson, 607-756-7591
 - 3948 NY-281, 607-756-8489

Grocery Stores:

- **P&C Fresh:** (Updated 5/28/20)
607-753-8479
Hours 6:00am -9:00pm every day. Practicing social distancing. Grocery delivery through Rosie app. To contact Rosie dial: 855-767-4366.
- **Tops:** (Updated 5/28/20)
607-250-2500
Participates with Instacart 888-317-8968/Senior Shopping 6am-8:00 am every Tuesday and Thursday/ Regular Store Hours are from 6:00am to 10:00pm every day.
- **Price Chopper:** (Updated 5/28/20)
607-756-4994
Participates with Instacart (888-317-8968)/Open daily from 6:00am to 7:00pm for seniors and those with disabilities. Normal business hours are daily from 7:00am to 10:00pm. Store has truck delivery everyday with the exception of Tuesdays and Sundays.
- **Walmart:** Updated 5/28/20
607-756-1776

- To date there is no waiting to enter the store. Store occupancy is 900 customers at a time. Social Distancing and wearing of a facial covering is necessary.
 - Open from 7:00am to 8:30pm every day but Tuesday. Tuesday the store opens at 6:00am for seniors. Delivery and curbside pick-up is available with www.walmart.com. You can now pay for your groceries with your SNAP benefit card however there is a delivery fee which ranges from \$7.99-\$9.95 that cannot be paid through SNAP. 7/29/2020
 - Pharmacy Hours: 9:00 am to 7:00 pm Monday, Wednesday, Thursday, Friday, and Saturday. Tuesday 6:00am to 7:00pm. Sunday 10:00am-6:00pm. Pharmacy closes for lunch Monday through Friday from 1:30 pm to 2:00 pm. Saturday and Sunday from 1:25 pm to 2:00 pm. Vision Centers will also be open to help with emergency and essential needs.
- **Aldi:** (Updated 5/28/20)
855-955-2534
Participates with Instacart (888-317-8968)/ Hours 9:00am -8:00pm
Asks for one trolley, one shopper.
 - **Local Food Market** (Updated 5/28/20)
37 North Main
Cortland, NY 13045
662-4720
Open Monday – Saturday 7:30am-8:00pm. Saturdays 10:00am-6:00pm
Customers can email order through the website and delivery will be brought to your car.
 - **Dewitt's Produce:** (Updated 5/28/20)
Riverside Plaza
Cortland, NY 13045
607-753-1728
Open every day from 9:00am – 6:00pm
 - **Village Food Market/Homer IGA:** (Updated 5/28/20)
749-3311

Open 9:00am -9:00pm. Sunday 9:00am-8:00pm. First two hours are a great time for seniors to shop as there are fewer customers. Delivering Thursdays depending on availability of driver.

- **Cash n Carry:** (Updated 5/28/20)
753-6900
Open Monday- Saturday 9:00am- 6:00pm; Sunday 9:00am-4:00pm
- **Save A lot:** (Updated 5/28/20)
756-7866
Open Monday through Saturday 9:00am to 6:00pm, Sunday 9:00am to 5:00pm.
Unable to offer delivery.
- **Market McGraw :** (Updated 5/28/20)
836-4012
Open 7am - 9pm Daily
- **Bill Brother's:** (Updated 5/28/20)
753-9748
Open 7am – 9pm Daily
- **Trinity Valley (East Homer)** (Updated 5/28/20)
607-345-6772
Store hours are Tuesday to Saturday from 10:00am to 6pm. Online ordering services available at <https://trinityvalleydairy.com>; they would prefer a 24 hour window before pick up or delivery. Offering drive-thru service, curbside pickup. Delivery services have ended.
- **Cincinnatus Home Center** (Updated 5/28/20)
607-863-4175
www.cincyhc.com
Hardware: Open 7:30-5:00 Monday through Friday, Saturday 8:00am-4:00pm and Sunday 8:00am to 2:00pm
Grocery:
Open: Monday –Friday 7:30am-6:00pm, Saturday 8:00am-5:00pm and Sunday 8:00am-4:00pm

Pick up service is available. Five percent fee of total cost of purchase
Delivery Service is also available. Five percent fee of total cost of purchase
plus a \$10.00 charge.

- **Anderson's Farm Market** (Little York) (Updated 5/28/20)
607-749-5551 www.fruitandveggiespeople@yahoo.com
Monday –Saturday 8:00am - 7:00pm, Sunday 10:30am -5:00pm.
Offering curbside pick-up. Call in advance.
- **Dollar General** (Cortland) (Updated 5/28/20)
283-4770
First hour of operation is dedicated to senior customers. Hours: 8:00am to
8:00pm.
Medical personnel are given a 10% discount with ID.
- **Gregg's Market** (Marathon) (Updated 5/28/20)
849-3277
Hours of operation: Monday through Saturday 7am-9pm, Sunday 7am-
7pm. Delivery options are available if needed. Ask for John for further
assistance.
- **CNY Home Delivery** (Updated 5/28/20)
607-351-2045
cnyhomedelivery@gmail.com
Delivers to most local areas. Call or email for more details.
Minimum order is \$150.00 with a \$10.00 delivery fee. Pick up service is
available also.

Home Delivered Meal Programs:

- **Meals on Wheels:** (Updated 5/28/20)
753-5060
Have resumed hot lunch delivery Monday-Friday.
- **Mom's Meals:** www.momsmeals.com
(866-204-6111)

- **Schwan's Home Delivery:** www.schwans.com/ 888-724-9267
- **Misfits Market:** ([www.misfitsmarket](http://www.misfitsmarket.com)) Subscription box of misfit fruits and vegetables
- **Dinnerly:** (www.get.dinnerly.com)
- **Hello Fresh:** (www.hellofresh.com/646-846-3663) (added 4/20)
- **C & D Store to Door Delivery** -Shopping Service
Delivers to Cortland, Ithaca, Tully and surrounding areas. Personal shopper for all your grocery and household needs. You will always get store sale prices with no markups per item like the other guy. Can shop ANY store and even do multiple stops. Call (607) 423-0125 for more information.
<http://Shop.dumpling.us/Candaceg>

Instacart: (Added 7/1/20)

1-888-246-7822

Let's you shop from local grocery stores online, sends a "personal shopper" to fill and deliver your order the same day.

Participates with the following stores in Cortland:

Aldi	CVS	Rite Aid
Big Lots	Price Chopper	Tops

Cost:

Promos are available on-line.

Service Fee is 5% of total cost of grocery order

Delivery Fee is dependent on distance and quantity of groceries
(Usually between \$4-\$8 but possibly up to \$15)

Tipping is optional

Now offering an Express Service for orders over \$35.00

Cost is \$10.00 per month or \$100 a year

Service Fee is 1.9% of total cost of groceries.

Home Care Services:

- **StafKings:** Updated 5/28/20
 607-273-5335
www.stafkings.com
 Is accepting new referrals at this time. Aid service is dependent upon location and number of hours requested.
- **Guthrie Cortland Home Care:** Updated 7/29/20
 607-756-3646
 Not accepting new referrals as of 7/29/20 (this is only temporary). All patients and staff must be screened for COVID-19 (daily temperature checks).
- **Comfort Keepers:** Updated 5/28/20
 607-272-0444
 New referrals are being accepted at this time. Agency requires aides to change scrubs, gloves and masks between clients.
- **Caregiver's** Updated 7/29/20
 607-275-0238
 Ithaca location currently has no availability in the Cortland area. Elmira 607-733-4504. New referrals are on a case by case basis.
- **Elder Choice:** Updated 5/28/20
 607-543-4274
 1-800-HOMECARE
www.elderchoiceinc.com
 Call to check availability
- **Classen Home Health Associates:** Updated 7/29/20
 607-277-1342
www.classenhomehealth.com
 Currently has availability in Cortland.
- **St Joseph's Home Care:** Updated 5/28/20
 315-458-2800

315-458-4600 Intake

New referrals are being accepted at this time. COVID-19 questionnaires are being given to all clients. All employees are required to wear masks and gloves and have twice a day temperature checks.

- **HCR:** (Updated 5/28/20)
607-299-4593
1-800-270-4904
www.hcrhealth.com

Is accepting community referrals at this time. New referrals are being accepted at this time. COVID-19 questionnaires are being given to all clients. All employees are required to wear masks and gloves and have twice a day temperature checks.

- **Maxim Health Care Services:** (Updated 7/29/20)
315-476-0600
www.maximhealthcareservices.com

Is accepting new client referrals at this time. Cortland County is within their service area. Aide availability will depend on hours needed.

- **Home Instead:** 607-319-0075 (Updated 5/28/20)
Is accepting new client referrals at this time.

Nursing Facilities: Updated 7/13/20

To prevent the spread of the Coronavirus, nursing facilities are restricting all visitation except for certain compassionate care situations. Please call the facility for more information.

- **Guthrie Cortland Rehab and Nursing:** 607-756-3900
- **Cortland Park:** 607-756-9921
- **Crown Park:** 607-753-6060
- **Groton Nursing Facility:** 607-898-5876

NY State Long Term Care Ombudsman Program: 855-582-6769

Assisted Living/Adult Homes

- **Elizabeth Brewster House:** 607-749-2442
- **Cedarwood:** 607-749-7287
- **Walden Place:** 607-756-8101

Transportation:

- **Cortland Transit:** Updated 7/13/20
607-758-3383
Effective May 5th passengers can board routes 1-7 free of charge. For Dial – a-Ride service, Medicaid recipients must contact MAS (Medicaid Answering Services 855-733-9397) in advance. All passengers over the age of 2 are required to wear a facial covering (if medically able to tolerate) while traveling on public transit.

For more information contact Way 2 Go at www.way2gocortland.org or 211.

- **Taxi Service:**
 1. **College Town Cab:** 607-588-8888
 2. **Cortland Taxi/Silver Star:** 607-756-5460
 3. **American Taxi:** 607-753-3030
 4. **Chow Taxi:** 607-344-9184 www.info@chowtaxi.com updated 7/13/20
- **A & D Transport:** Updated 4/2/20
607-433-1726
Offering taxi and wheelchair transportation. Also offering prescription pick-up at no charge. Direct message at the A&D Facebook page.
- **Speedy Medical Transport**
315-463-7504
- **Medicaid Transportation Medical Answering Services (MAS)**
855-733-9397
- **Grey Hound/Trailways:** Updated 4/24/20

www.greyhound.com

Order tickets online

Drop Off/Pick Up at Cortland County Office Building.

- **Bus Tokens:** For individuals 60+ Contact Cortland County Area Agency on Aging/607-753-5060.

Food Pantries:

Please visit <https://www.211cortland.org/food-pantry-and-soup-kitchen-updates> as information can change between our updates.

Laundry Services:

- **Kleen Korner**
756-6838
Open 24 Hours a day
Attendant on Duty from 10:00am – 2:00pm weekdays and 10:00am-3:00pm weekends
Wash and Fold Service available for a fee
No pickup/delivery service
- **Colonial**
758-7830
Open 24 Hours a day
Wash/Fold service available. Call for details
No pick-up or delivery service
Allows only 10 customers in business at a time due to Coronavirus Crisis

Mental Health Resources:

Updated 5/11/20

- Cortland County Mental Health Department: 607-758-6100
- SAMHSA's Disaster Distress Hotline: 1-800-985-5990
Or Text "TALKWITHUS" to 66746
- Cortland County Crisis Line: 607-756-3771
- Liberty Resources Warm Peer Line: 855-778-1900

- National Suicide Prevention Hotline: 1-800-273-8255
- Crisis Text Line: Text "Connect" to 741741
- NY State Emotional Support Line 1-800-863-9314
- Friendship Line 1-800-971-0016

Local Agencies:

- **Area Agency on Aging:** Updated 7/7/20

607-753-5060

www.aging.cortland-co.org/434/Area-Agency-on-Aging

Email: ccaaa@cortland-co.org

Open for calls/email Monday-Friday 8:30-4:30. Home delivered meals operating on their regular schedule. Wellness Checks being offered. All County Senior Centers remain closed as well as any previously scheduled presentations. Case Management programs will continue to operate by phone or email. The NY Connects program continues to operate, call 607-756-3485. A local services guide is available on the Agency website at <https://www.cortland-co.org/434/Area-Agency-on-Aging>

The HEAP (Home Energy Assistance Program) application period has been extended until June 30, 2020 for regular and emergency benefits. Please call 607-753-5060 (ages 60 and older) or the Cortland County Department of Social Services at 607-428-4881 (ages under 60) for more information.

Assistance can also be provided with the Cooling Component of HEAP. This program provides an air conditioner or fan to eligible households with a family member who suffers from a medical condition that can be aggravated by extreme heat.

Farmer's Market Coupons are now being distributed. For more information please call the AAA office at 753-5060.

- **Access to Independence:**

607-283-4881

Agency is open but is not taking any walk-ins. Appointments are available by phone or email to the Executive Director, Aaron Baier at abaier@aticortland.org.

- **Aid to Victims of Violence:** Updated 3/29/20
Hotline number: 607-756-6363 or 800-336-9622
Please be prepared to be screened for COVID-19 if a face to face meeting is needed.
- **Cortland County Community Action Program, Inc. (CAPCO)** Updated 3/31/20
607-753-6781
www.info@capco.org Services
Will continue to offer assistance through phone and electronically service. Unable to accept new clients with Consumer Directed (CDPAP) program at this time. For current clients, health checks performed by the aide is the responsibility of the client.
- **Catholic Charities:** Updated 5/6/20
Is looking for volunteer drivers to help deliver food to people in need. Amount of time is usually around an hour per day.

Limiting access to buildings to prevent spread of virus. Food, shelter, prescriptions, and other urgent needs contact 756-5992 Ext 115. Care Coordination and Peer Services – 756-5992 Ext 110. If you wish to donate to help provide food, medicine, personal care items or cleaning supplies call to make arrangements.

- **Wishing Wellness:** 756-5992 Ext110 for phone peer services.
- **Loaves and Fishes:** Updated 4/2/20
607-756-6195
Take out foods available. Hours: Monday, Tuesday and Thursday 11:30am to 1:00pm, Wednesday and Friday 4:00pm to 7:00pm
- **Seven Valleys Health Coalition:**
756-4198/ 211
Available for information and assistance. See website for more details.
- **Cortland County Mental Health:** Updated 3/27/20

Is accepting NEW intakes. Is currently providing telehealth over the phone. Call for an appointment at 607-758-6100

- **Family and Children Counseling Services:**
607-753-0234
Providing telephone and telehealth services. Phone lines are open for information support and referrals, 9am-5pm
- **Cortland County Department of Social Services:** updated 5/7/20
607-753-5120
Access will be limited. Visitors will be screened for symptoms of Coronavirus. A drop box is available at the gymnasium door to drop off applications/documentation. Please see the Cortland County Website for department phone numbers. www.cortland-co.org
- **Salvation Army:** Updated 4/6/20
607-753-9363
Please call the agency to leave a message describing your need. Church services are available on-line via Facebook page. Call for prayer or pastoral concerns. Youth and adult programs and activities are cancelled until further notice. Food pantry times and food delivery times are listed <https://www.211cortland.org/food-pantry-and-soup-kitchen-updates>
- **Cortland County Department of Health:** Updated 5/7/20
756-5036
Coronavirus Information Hotline: 607- 756-3415
Is working with GCMC to provide COVID-19 testing.
- **Liberty Resources:**
607-218-6055
For support and reassurance call Warm Line at 855-778-1900
- **Cortland County Veterans Service** Added 4/24/20
607-753-5014
- **Alcoholics Anonymous:** Added 4/4/20
607-753-1344

AA is hosting online meetings

- **Alzheimer's Association:** Updated 5/7/20
CNY Chapter
24 Hour Hotline 800-272-3900
Alz.org/COVID19
Local support group is now available by telephone or internet. Bill Hopkins is the facilitator. Open to all caregivers. Call the chapter at 315-472-4201, Extension 228 to obtain call-in details.
- **Kinship Care:** 877-454-6463 Added 3/31/20
www.nysnavigator.org
navigator@nysnavigator.org
Kinship Care is a program designed to provide assistance to grandparents, relatives and family friends caring for children on a full time basis.
- **LGBT Resource Center** Added 4/27/20
607-756-8970
www.cortlandlgbtcenter.org

Cincinnatus Programs: Updated 4/2/20

- **New Ministries: (Cincinnatus)**
607-486-4092
607-310-8559
Assistance is being offered for various needs.
- **Cortland Chenango Inc. Rural Services (Cincinnatus)** 863-3828
Office is open Monday-Friday from 10:00pm to 2:00pm
Assistance and Food Pantry available by appointment.

Telemedicine Services:

- **Guthrie Cortland Medical Center:** Updated 3/29/20
Using eGuthrie, patients can see their provider from their own home. Telemedicine visits are covered by Medicare, Medicaid and most commercial insurance plans. GCMC will not collect copays at the time of

the visit. Depending on the specialty, providers are able to see patients for a variety of visits, including:

- Routine follow-ups
- Surgical follow-ups
- Sick visits

To schedule a telemedicine visit, call 866-488-4743

- Patricia Wood/Psychotherapy and Counseling: 607-756-0398
Offering Telehealth counseling sessions via secure, HIPAA compliant platforms that can be accessed on a PC, Android or IOS.

SCAMS: Added 4/6/20

Scams are on the rise. If you feel you have been a victim of a scam, you can report it by contacting:

- **NY State Attorney General's Office**
1-800-771-7755
- **Medicare**
Medicare.gov/fraud
- **AARP Fraud Watch Network**
877-908-3360
- **Better Business Bureau**
<https://www.bbb.org/consumer-complaints/fileacomplaint/getstarted>
- **Cortland County Area Agency on Aging**
607-753-5060
<https://www.cortland-co.org/434/Area-Agency-on-Aging>

Financial Institutions:

- **Key Bank:** Updated 7/1/20
Now open to customers. Are able to accommodate 23 customers at a time.
 - Main St. office 607-758-2200,

- Cortlandville Mall 607-2350.

CFCU: Updated 7/1/20

Route 281 Branch: 607-756-6959

Port Watson St Branch: 607-753-1840

Lobbies are now open Monday- Friday from 9:00am until 2:00 pm, Saturdays from 9:00am until 12:00 noon. Additional hours are available by appointment. Drive thru is open Monday through Friday 9:00am - 5:30pm, Saturday 8:30am -1:30pm.

All customers are to wear cloth masks and adhere to social distancing. Branch may limit access if social distancing cannot be maintained.

- **Summit Federal Credit Union:** Updated 7/1/20

1-800-836-7328

www.summitfcu.org

Lobby hours are open at select branches. Drive thru is open during normal hours. ATM's are open. Members can make appointments.

- **Tompkins Trust:** Updated 7/1/20

607-662-0376

www.tomkinstrust.com

Lobby is now open Monday through Friday 9:00 am until 5:00 pm and Saturday 9:00 am until 12:00 noon. Drive thru is open as is ATM. Banking by digital or phone is available. Annual shred day scheduled for April 25 was postponed. Event will now be at an undetermined date in the fall.

All customers are asked to wear masks. Lobby door is locked but employees will assist you in. Please knock if you are not seen right away. Bank will be closed on Saturday, July 4th. Exiting is through the rear door of the bank.

- **NBT:** Updated 7/1/20

1-800-628-2265 www.CustomerService@nbtbank.com

Lobby is now open Monday through Friday 9:00 am until 4:30 pm. NBT continues to offer steps to support business and individuals for financial

hardship due to the COVID 19 pandemic. For more information contact the Customer Relief Line at 1-888-235-2881.

- **Chemung Canal Trust:** (Updated 7/1/20)
607-753-1707
Lobby is now open to the public Monday through Thursday 9:00 am until 4:00 pm, Friday, 9:00 am until 5:00 pm.
- **AmeriCu:** (Updated 7/1/20)
1-800-388-2000
www.americu.com
Lobby is now open Monday through Thursday 9:00 am until 4:00 pm, Friday, 9:00 am until 5:00 pm. Drive thru and ATM's are open. Meetings are by appointment only.
- **1st National Bank of Dryden:** (Updated 7/1/20)
607-662-4179
Lobby open only by appointment at present time. Main St, Homer and Cortland branches are offering drive thru during the days and hours of Monday through Wednesday 8:00 am until 4:30 pm. Thursday and Friday open 8:00 am until 5:30 pm, Saturday from 8:00 am until 12:00 noon.

Communication:

- **Assurance Wireless:** (Added 4/13/20)
www.assurancewireless.com
1-888-321-5880
For qualifying low income households. Company is experiencing higher customer service requests due to the Coronavirus Outbreak. Private message instead of leaving comment or calling. Customer service hours are 7:00am to 6:00pm Central time.
- **SafeLink** (Added 4/13/20)
www.safelinkwireless.com
1-800-Safelink
For qualifying low income households.

- **Lifeline Phone:** www.fcc.gov Participates in federal program typically offering savings up to \$9.25 per month for eligible low-income subscribers.
- **Spectrum** www.spectrum.com 800-512-5241 Participates in federal program
- **Verizon** www.verizonwireless.com (800-417-3849) Participates in federal program
- **Frontier** (Added 4/13/20)
www.frontier.com/discountprograms.com
800-921-8101

Libraries:

- **Cortland Library** (Updated 6/18/20)
753-1042
ref@cortlandfreelibrary.org
Now offering Curbside Pickup by appointment Monday-Saturday.
Here's how it works:
 - 1) "Shop" our catalog and place a hold.
 - 2) When it's ready, we'll call you to schedule pickup.
 - 3) Come to the library wearing a face covering.
 - 4) Enter our Court St entrance.
 - 5) Show us your ID.
 - 6) Pick up your items.
 - 7) Happy reading/viewing/listening!
 - 8) Repeat.

Please call at (607) 753-1042 if you have any questions or need help. You may email at circ@cortlandfreelibrary.org

You may still borrow e-books and audiobooks by visiting flls.overdrive.com

- **Phillips Library (Homer)** (Updated 6/9/20)
749-4616 www.phillipsfreelibrary.org
Starting June 15th library will be open for curbside service

Monday, Wednesday, Friday

10:00 am - 6:00 pm

Call to place your order from 10:00 am – Noon and 2:00 pm – 5:30 pm

- **Lamont Library (McGraw)** (Updated 6/9/20)
(607) 836-6767

www.lamontlibrary.org

Curbside pick-up starting Monday, June 15

Monday, Tuesday, Thursday, Friday

3:00 – 6:00

Place Holds Online: <https://catalog.flls.org>

Email: director@lamontlibrary.org

Other:

- **The Cortland Beer Company is making and selling hand sanitizer.**
(Updated 7/1/20)
Making and selling hand sanitizer that is made in their Tap Room at 16 Court St. Cortland. You are welcome to stop by to purchase it or call ahead 607-662-4389. They are open Tues-Thurs 3-7 pm, Fri-Sat 12-8 pm and Sun 12-6 pm. If you are purchasing for a local business and you need a large quantity, please email info@cortlandbeer.com.
- Internal Revenue Service giving Americans 3-month break to file taxes. New deadline is July 15, 2020.
- Gyms, movie theaters, amusement parks are temporarily closed.
- **NY State Departments of Motor Vehicle Offices** Updated 6/15/20
607-753-5023
Fax: 607-758-5500
<https://dmv.ny.gov/dmv/questions-and-answers>
The DMV has reopened as of Monday, 6/15
The Cortland County DMV is now open for Cortland County Residents only by appointment. Monday, Wednesday and Friday. Certain transactions will be accepted for drop off. Payment is by check only. The services

include: dealer transactions, person-to person new registrations, registration renewals and license plate surrenders. Transactions that are dropped off will be available for pick up in one week. These transactions may also be mailed to: Cortland DMV, 112 River St., Cortland NY 13045. Transactions may also be dropped off at a blue DMV drop box outside of the Cortland County Courthouse employee entrance and at town halls in Cortlandville, Homer and Marathon's old town hall.

To request immediate assistance please call the Albany Call Center at 518-486-9786.

- **Blue Bags:** Contact Area Agency on Aging for small bags 607-753-5060
- **VITA Tax Services** (Updated 6/5/20)
Volunteers are available every other Saturday beginning at 10:00 am to receive drop off documents. Will be on-site 6/6. Due to the Coronavirus there are no in-person appointments. Please call 211 for more information or go to cortlandfreetaxes.org for more information.
- **NYSEG:** 888-315-1755 Monday- Friday 7am-7pm to speak with a representative about any concerns.
- **Cortland Standard:** 607-756-5665 www.cortlandstandard.net continues operation with daily delivery to homes and newsstands. Offices are closed to public for precautionary measures. Many staff are working remotely.
- **Cortland County Board of Elections** Updated 5/8/20
Robert Howe-Republican Commissioner- 753-5031
Thomas Brown – Democratic Commissioner- 753-5033
Transactions shall be completed by telephone, email or postal mail. If an appointment is necessary, a screening process must take place prior to interview. Voter registration and applications for absentee ballots are available on the website. Forms are also located outside the office entrance.

- **Cortland New York Covid19 Resource Page (Facebook Group)** (Added 5/6/20)
Site developed to help people find resources and ideas to cope with COVID-19.

It is the Area Agency on Aging/NY Connects intention to provide useful information to older adults and individuals with disabilities during this nationwide Coronavirus outbreak. Please note that this guide is subject to change on a daily basis. We are attempting to update as often as possible.

Should you need additional information or wish to provide information to this guide, please call NY Connects at 607-756-3485 or 607-753-5060.