



## **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](mailto:ccaaa@cortland-co.org)

Website: [www.cortland-co.org/434/Area-Agency-on-Aging](http://www.cortland-co.org/434/Area-Agency-on-Aging)

**Elizabeth Haskins**

Director

UPDATED 1/27/2021

### **Local Services Guide During Coronavirus Pandemic**

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#### **Important Contacts/Websites/Telephone Numbers:**

- **WHO** (World Health Organization) [www.who.int](http://www.who.int)
- **CDC** (Centers for Disease Control) [www.cdc.gov](http://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](http://www.ssa.gov)
- **Medicare:** 1-800Medicare / 1-800-633-4227 or [www.medicare.gov](http://www.medicare.gov)

**Vaccine Information:**

Cortland County has dedicated a webpage for updated vaccination information. You can view the website here:

<https://www.cortland-co.org/1009/8274/COVID-19-Vaccine-Information?activeLiveTab=widgets#>

**NYS Vaccination information:**

<https://covid19vaccine.health.ny.gov/>

**Travel Advisory**

Governor Andrew M. Cuomo has announced new guidelines allowing travelers to New York to “test out” of the mandatory 10-day quarantine for asymptomatic individuals. Travelers from states that are contiguous with New York are exempt from the travel advisory; however covered travelers must continue to fill out the [Traveler Health Form](#).

For any traveler to New York State from a noncontiguous state, US territory or CDC level 2 and higher country, the new guidelines for travelers to test-out of the mandatory 10-day quarantine are below:

- For travelers who were out-of-state for more than 24 hours:
  - Travelers must obtain a test within three days of departure, prior to arrival in New York.
  - The traveler must, upon arrival in New York, quarantine for three days.
  - On day 4 of their quarantine, the traveler must obtain another COVID test. If both tests comes back negative, the traveler may exit quarantine early upon receipt of the second negative diagnostic test.
  
- For travelers who were out-of-state for less than 24 hours:
  - The traveler does not need a test prior to their departure from the other state, and does not need to quarantine upon arrival in New York State.
  - However, the traveler must fill out our traveler form upon entry into New York State, and take a COVID diagnostic test 4 days after their arrival in New York.

The local health department must make contact with the state the traveler came from, to ensure contact tracing proceeds there as well. All travelers must continue to fill out our traveler form upon arrival into New York State to contribute to New York State's robust contact tracing program.

The travel guidelines require all New Yorkers, as well as those visiting from out-of-state, to take personal responsibility for compliance in the best interest of public health and safety.

For general inquiries contact the call the Hotline: [1-888-364-3065](tel:1-888-364-3065) or [Ask a Question](#).

Information from:

<https://coronavirus.health.ny.gov/covid-19-travel-advisory>

### **Businesses Now Open With Restrictions**

- **Restaurant Seating - 50% seating**
- **Places of Worship 33% capacity**
- **Bowling Alleys at 50% capacity**
- **Casinos 25% capacity**
- **Gymnasiums 33% Capacity**
- **Skiing Facilities, 50% indoor capacity, wear a mask, 6 ft. distancing.**

Information from: <https://forward.ny.gov/>

**All must comply with COVID-19 safety precautions.**

### **Where to locate masks?**

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

### **Coronavirus Testing Sites**

Individuals who have questions regarding eligibility or access for testing should call the New York State COVID-19 Hotline at 1-888-364-3065 or visit the NYSDOH website <https://covid19screening.health.ny.gov>

### **COVID-19 Test (At-Home Kit)**

You can order COVID-19 diagnostic collection kits online. After completing an online screening, if testing is necessary, you will be able to place an order for a home test kit. The kit enables you to collect a nasal swab at home and send it to a certified lab for processing. You will receive secure digital results within days.

- **Pixel by Labcorp:** <https://www.pixel.labcorp.com/at-home-test-kits/covid-19-test-home-collection-kit>
- **Hims & Hers:** <https://www.forhims.com/covid-test>
- **Vault Health:** <https://www.vaulthealth.com/covid>

### **Guthrie Cortland Regional Medical Center**

134 Homer Ave, Cortland, NY 13045  
[\(607\) 428-5121](tel:6074285121)

- Drive-thru testing site
- Appointment Required
- Physician Order Required

Monday-Friday

9AM-5PM

Saturday-Sunday

8AM-2PM

Call 607-299-7676 to be screened and pre-register. You must have a doctor's order for the test

### **Cortland Convenient Care Center**

1129 Commons Ave, Cortland, NY 13045  
[\(607\) 756-7200](tel:6077567200)

- Urgent Care Clinic
- Appointment Required
- Screening Required

Monday-Sunday

7:30AM-7:30PM

### **Cayuga Medical Center - Sampling Site - New Two locations**

40 Catherwood Rd, Ithaca, NY 14850  
[\(607\) 319-5708](tel:6073195708)

- Drive-thru testing site
- Screening Required
- Appointment Required

Monday-Friday  
8:30AM-4PM  
Saturday  
8:30AM-12:30PM  
Sunday  
Closed

Gutchess Park in Cortlandville  
Monday – Friday  
9 a.m. - 1 p.m.

### **Smith Allergy & Asthma Specialists**

3767 Luker Road, Cortland, NY  
(607) 662-4059

- Screening Required
- Appointment Required

Tuesday & Thursday  
8:30am – 5pm

### **Rite Aide**

1067 State Route 222, Cortland, NY  
(607) 753- 3029

- Drive thru
- Prescreening and Registration required  
<https://www.riteaid.com/pharmacy/services/covid-19-testing>

Monday-Saturday  
8 AM - 9 PM  
Sunday  
9 AM - 6 PM

### **Pharmacies:**

- **CVS:**  
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:**
    - 14 Clinton Ave 753-1591, open Monday through Friday 8:30am-8:30pm, 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:**  
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.
    - 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](http://www.rightaid.com). Cannot be seen the same day as registering.
    - Delivery and mail order not available for the Cortland Rite Aid location.
  - **Price Chopper:**  
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 1-2:00 each day. Instacart service

available for groceries. Pharmacy curbside pick-up is available. Call in advance to schedule service. Does not participate in mail order delivery.

- **Walgreens:**

Both locations open 9:00am-9:00 pm Monday through Friday, Saturday 9:00am-6:00pm, and Sunday 9:00am-6:00pm. They close 1:30-2:00 daily for lunch. Both locations are offering free 2 day FedEx delivery of prescriptions. Both locations have drive thru.

- 1067 Port Watson, 607-756-7591
- 3948 NY-281, 607-756-8489

- **Walmart:**

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. Participates in prescription mail order and drive thru.

### **Grocery Stores:**

- **P&C Fresh:**

607-753-8479

Store hours are 6:00am -10:00pm daily. Grocery pickup service through Rosie app or DoorDash online food delivery service. To contact Rosie dial: 855-767-4366 or DoorDash at <https://www.doordash.com>

- **Tops:**

607-250-2500

Store hours are 6:00am-12:00am daily. The first Tuesday of every month the store offers a 6% Senior discount. Store participates with Instacart: 1-888-317-8968

- **Price Chopper:**

607-756-4994

Store hours are 7:00am-10:00pm daily. Senior hours are every day from 6:00am-7:00am. Store participates with Instacart: 1-888-317-8968

- **Walmart:**  
 607-756-1776  
 Store hours are 7:00am-11:00pm daily. Tuesdays the store opens at 6:00am for seniors. Delivery and curbside pick-up is available with [www.walmart.com](http://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.
- **Aldi:**  
 855-955-2534  
 Store hours are 9:00am -8:00pm daily. For all customers Tuesday and Thursday, Opens at 8:30 AM with the first hour to seniors and vulnerable customers during COVID.  
 Store participates with Instacart: 1-888-317-8968
- **Local Food Market**  
 37 North Main  
 Cortland, NY 13045  
 662-4720  
 Store hours are Monday through Saturday 7:30am-8:00pm, Sunday 10:00am-6:00pm. Curbside pickup is offered by ordering via [lfmorders123@gmail.com](mailto:lfmorders123@gmail.com) or by calling the store.
- **Dewitt's Produce:**  
 Riverside Plaza  
 Cortland, NY 13045  
 607-753-1728  
 Store hours are 9:00am – 6:00pm daily.
- **Village Food Market/Homer IGA:**  
 749-3311  
 Store hours are 8:00am-9:00pm Monday through Saturday, Sunday 8:00am-8:00pm. First two hours are a great time for seniors to shop as there are fewer customers.
- **Cortland Produce... Cash n Carry:**



753-6900

Store hours are Monday through Saturday 9:00am- 6:00pm, Sunday 9:00am-4:00pm.

Also offers delivery service through [www.cnyhomedelivery.com](http://www.cnyhomedelivery.com) –Minimum order applies and \$10 delivery charge. Use Code CONTACTFREE for \$10 discount.

- **Save A lot:**

756-7866

Store hours are Monday through Saturday 9:00am to 6:00pm, Sunday 9:00am to 5:00pm.

- **Market McGraw :**

836-4012

Store hours are 7:00am – 7:00pm daily. Seniors urged to come during the earlier hours of operation.

- **Bill Brother's:**

753-9748

Store hours are 7:00am – 7:00pm daily.

- **Trinity Valley (East Homer)**

(607) 753-0216

Store Closed for Season. Re-open in Late April or Early May

- **Cincinnati Home Center**

607-863-4175

[www.cincyhc.com](http://www.cincyhc.com)

Grocery store hours are Monday through Friday 7:30am-7:00pm, Saturday 8am-7:00pm, and Sunday 8:00am-6:00pm.

Pick up service is available at five percent fee of total cost of purchase.

Delivery Service is also available at five percent fee of total cost of purchase plus a \$10.00 charge.

- **Anderson's Farm Market (Little York)**

607-749-5551

[www.fruitandveggiespeople@yahoo.com](mailto:www.fruitandveggiespeople@yahoo.com)

Store hours are Monday through Saturday 8:00am - 6:00pm, Sunday 10:30am -4:00pm.  
Offering curbside pick-up. Call in advance.

- **Dollar General** (Cortland)  
283-4770

Store hours are 8:00am-9:00pm daily. The first hour of operation is dedicated to senior customers. Medical personnel are given a 10% discount with ID.

- **Gregg's Market** (Marathon)  
849-3277

Store hours are Monday through Saturday 7:00am-9:00pm, Sunday 7:00am-7:00pm.

- **CNY Home Delivery**  
607-351-2045

[www.cnyhomedelivery.com](http://www.cnyhomedelivery.com)

Cortland Produce is offering a local delivery option. Minimum order is \$150.00 with a \$10.00 delivery fee. Pick up service is available also. Orders must be placed online.

#### Home Delivered Meal Programs:

- **Meals on Wheels:**  
753-5060

Have resumed hot lunch delivery Monday-Friday.

- **Mom's Meals:** [www.momsmeals.com](http://www.momsmeals.com)  
(866-204-6111)

- **Schwan's Home Delivery:** [www.schwans.com/](http://www.schwans.com/) 888-724-9267

- **Misfits Market:** ([www.misfitsmarket](http://www.misfitsmarket)) Subscription box of misfit fruits and vegetables

- **Dinnerly:** ([www.get.dinnerly.com](http://www.get.dinnerly.com))

- **Hello Fresh:** ([www.hellofresh.com/646-846-3663](http://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:**

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.

New in December 2020-EBT/SNA Instacart will waive delivery and/or pick up to the first three EBT SNAP orders for each customer.

**Home Care Services:**

**StafKings:**

607-273-5335

[www.stafkings.com](http://www.stafkings.com)

- Accepting new referrals
  - \*Limited staffing at this time
- Private pay aide rate is \$34 hr

**Guthrie Cortland Home Care:**

607-756-3646

- Accepting new referrals
  - \*Limited staffing at this time
- Private pay aide service not available

**Caregiver's**

607-275-0238

- No availability in the Cortland County

**ElderChoice**

1-800-HOMECARE

[www.elderchoiceinc.com](http://www.elderchoiceinc.com)

- Accepting new referrals
  - \*Limited staffing at this time

**Classen Home Health Associates**

607-277-1342

- Accepting new referrals
  - \*Limited staffing at this time
- Private pay aide rate is \$28 for more than 24 hrs of weekly care-\$30 for less than 24 hrs of weekly care

**St Joseph's Home Care**

315-458-2800

- Accepting new referrals  
\*Limited staffing at this time
- Agency will do their best to provide ACTIVE patients all services needed
- No private paid aides available

### **HCR**

607-299-4593

1-800-270-4904

[www.hcrhealth.com](http://www.hcrhealth.com)

- Accepting new referrals  
\*Limited staffing at this time
- No private paid aides available

### **Maxim Health Care Services**

315-476-0600

[www.maximhealthcareservices.com](http://www.maximhealthcareservices.com)

- Accepting new referrals  
\*Limited staffing at this time
- No private paid aides available

### **Home Instead**

607-319-0075

- Accepting new referrals
- Private pay aide rate is \$28 weekday-\$30 weekend

### **Nursing Facilities:**

Please call the facility for visitor 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:**

607-758-3383

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](http://www.way2gocortland.org) or 211.

**Taxi Service:**

**College Town Cab:** 607-588-8888

**Cortland Taxi/Silver Star:** 607-756-5460

**American Taxi:** 607-753-3030

**Chow Taxi:** 607-344-9184 [www.info@chowtaxi.com](http://www.info@chowtaxi.com)

**A & D Transport**

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**

www.greyhound.com

Order tickets online

Drop Off/Pick Up at Cortland County Office Building.

**Bus Tokens Program**

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

**Food Pantries:**

Please visit <https://www.211cortland.org/food-pantry> 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:**

- 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:**  
607-753-5060  
[www.aging.cortland-co.org/434/Area-Agency-on-Aging](http://www.aging.cortland-co.org/434/Area-Agency-on-Aging)  
Email: [ccaaa@cortland-co.org](mailto: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. Case Management programs continue to operate. 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 is open 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.

- **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](mailto:abaier@aticortland.org).
- **Aid to Victims of Violence:** 1/13/21



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)**  
607-753-6781  
www.info@capco.org Services  
Will continue to offer assistance through phone and electronically service. Family Essentials hosts outside events twice a week. Emergency situations will be dealt with a case by case basis, mask wearing and social distancing. Accepting 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:**  
Access to our building is limited; please call ahead to 756-5992 ext. 110 if you are looking for assistance with food, shelter or other urgent needs. We are providing food delivery for our clients- you can call 756-5992 ext. 115 to get on the delivery list or go to the following link <https://forms.gle/tJJTLuypCP%URu6S6> to sign up. If you wish to donate, please call ahead to 756-5992 ext. 110 if you have an appointment.
- **Wishing Wellness:** 756-5992 Ext 110 for phone peer services. Clients seen by appointment only.
- **Loaves and Fishes: 1/13/21**  
607-756-6195  
Take out foods available. Hours: Monday, Tuesday and Thursday 11:00 am to 12:30 pm, Wednesday and Friday 4:00 pm to 5:30 pm. Saturday 11:30-12:00
- **Seven Valleys Health Coalition:**  
756-4198/ 211  
Available for information and assistance. See website for more details.
- **Cortland County Mental Health:**

Is accepting NEW intakes. Is currently providing telehealth over the phone and limited in person visits. Starting October 4<sup>th</sup>, Phone calls for telehealth will be provided with video conferencing or in person visits only. 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:**

607-753-5120

Access is still 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](http://www.cortland-co.org)

- **Salvation Army:**

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:**

756-5036

Coronavirus Information Hotline: 607- 756-3415

Is working with GCMC to provide COVID-19 testing as well as partnering w with Guthrie and SUNY Cortland in providing COVID-19 vaccinations at the Ice Area on the SUNY campus.

- **Liberty Resources:**

607-218-6055

For support and reassurance call Warm Line at 855-778-1900

- **Cortland County Veterans Service**

607-753-5014

- **Alcoholics Anonymous:**  
607-753-1344  
AA is hosting online meetings, with some face to face social distancing meetings. Call for more details.
- **Alzheimer's Association:**  
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  
[www.nysnavigator.org](http://www.nysnavigator.org)  
[navigator@nysnavigator.org](mailto: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**  
607-756-8970  
[www.cortlandlgbtcenter.org](http://www.cortlandlgbtcenter.org)

#### **Cincinnatus Programs:**

- **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 visitsTo schedule a telemedicine visit, call 866-488-4743

### **SCAMS:**

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
- **AARP Fraud Watch Network**  
877-908-3360
- **Better Business Bureau**  
<https://www.bbb.org/consumer-complaints/fileacomplaint/getstarted>
- **U.S. Department of Health and Human Services, Office of the Inspector General (Healthcare Fraud)**  
Phone: (800) HHS-TIPS
- **Federal Trade Commission (Consumer Fraud and Identity Fraud)**  
Phone: (877) FTC-HELP
- **Cortland County Area Agency on Aging**  
607-753-5060  
<https://www.cortland-co.org/434/Area-Agency-on-Aging>

## Financial Institutions:

- **Key Bank:**

Main St. office 607-758-2200,  
Cortlandville Mall 607-758-2350  
Homer Branch 607-749-7201

Bank hours:

Monday through Wednesday: 9:00am-4:00pm

Thursday and Friday: 9:00am-5:00pm

\*Cortland North Main St branch is open Saturday 9:00am-12:00pm

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

- **CFCU:**

Route 281 Branch: 607-756-6959

Port Watson St Branch: 607-753-1840

Lobbies hours:

Monday through Friday from 9:00am-2:00 pm

Saturday from 9:00am-12:00

\*Additional hours are available by appointment.

Drive thru hours:

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:**

**1-800-836-7328**

[www.summitfcu.org](http://www.summitfcu.org)

Lobby hours:

Monday through Wednesday from 9:00am-4:00 pm

Thursday from 9:00am-5:00pm

Friday from 9:00am-6:00pm

Saturday from 9:00am-1:00pm

Drive thru hours:

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.

- **Tompkins Trust:**

[www.tomkinstrust.com](http://www.tomkinstrust.com)

Bank hours:

Monday through Friday 9:00 am- 5:00 pm

Saturday 9:00 am until 12:00pm

\*Lobby doors are locked. Customers are asked to knock, bank employee will come to the door to verify identity before entering the bank.

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

- **NBT:**

1-800-628-2265

[www.CustomerService@nbtbank.com](mailto:www.CustomerService@nbtbank.com)

Bank hours:

Monday through Friday 9:00 am-4:30pm

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

- **Chemung Canal Trust:**

607-753-1707

Bank hours:

Monday through Friday 9:00 am-4:30 pm

Saturday 9:00-12:00

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

- **AmeriCu:**

1-800-388-2000

[www.americu.com](http://www.americu.com)

Bank hours:

Monday through Thursday 9:00 am- 4:00 pm

Friday 9:00 am-5:00 pm

Saturday 9:00 am-12:00pm

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

- **1<sup>st</sup> National Bank of Dryden:**

Main phone number 607-844-8141

Lobby hours (**Homer and Cortland branches**):

Monday through Wednesday 8:00 am-4:30 pm

Thursday and Friday 8:00-5:30 pm

Saturday from 8:00am-12:00pm

Drive thru hours (**Homer and Cortland branches**):

Monday through Wednesday 8:30am-4:00pm

Thursday and Friday 8:30-5:30

Saturday 8:30am-12:00pm.

Lobby hours (**West Main St. location in Dryden**):

Monday through Wednesday 9:00 am-3:00 pm

Thursday and Friday 9:00-5:30 pm

Saturday from 9:00 am until 12:00 noon.

**Drive thru hours (West Main St. location in Dryden):**

Monday through Wednesday 8:00am-4:30pm

Thursday and Friday 8:00-5:30

Saturday 8:00am-12:00pm.

**Lobby hours (North St. location in Dryden):**

Monday through Wednesday 9:00 am-3:00 pm

Thursday and Friday 9:00-5:30 pm

**Drive thru hours (North St. location in Dryden):**

Monday through Wednesday 8:00am-4:30pm

Thursday and Friday 8:00-5:30

**Communication:**

- **Assurance Wireless:**

[www.assurancewireless.com](http://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**

[www.safelinkwireless.com](http://www.safelinkwireless.com)

1-800-Safelink

For qualifying low income households.

- **Lifeline Phone:** [www.fcc.gov](http://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](http://www.spectrum.com) 800-512-5241 Participates in federal program



- **Verizon** [www.verizonwireless.com](http://www.verizonwireless.com) (800-417-3849) Participates in federal program
- **Frontier**  
[www.frontier.com/discountprograms.com](http://www.frontier.com/discountprograms.com)  
800-921-8101

### **Libraries:**

- **Cortland Library**  
**32 Church St Cortland**  
([ref@cortlandfreelibrary.org](mailto:ref@cortlandfreelibrary.org))  
The Library is currently open for curbside pickup only from 9:30-5:30  
Monday through Friday; 9:30 am - 1:30 Saturday  
Offering Seniors the “Mail it Program”. Call for details.  
Please call at (607) 753-1042 if you have any questions or need help. You  
may email at [circ@cortlandfreelibrary.org](mailto:circ@cortlandfreelibrary.org)
- **Phillips Library**  
**37 South Main Street Homer**  
749-4616 [www.phillipsfreelibrary.org](http://www.phillipsfreelibrary.org)  
Hours: Monday and Tuesday 12:00 pm – 7:00 pm; Wednesday, Thursday  
and Friday 12:00 pm – 6:00 pm; Saturday 10:00 am – 1:00 pm; closed on  
Sunday. Curbside service only. Place book orders online or call to place an  
order by phone during regular hours. You will receive your regular  
automated email or automated phone call when your materials are ready.  
Please call when you arrive at the library. When you pick up your books,  
wear a mask. The books will be on a table just inside the side door. Pick up  
will not require an appointment. Call the library to check the latest status.
- **Lamont Library**  
**6 Main St. McGraw**  
**(607) 836-6767**  
[www.lamontlibrary.org](http://www.lamontlibrary.org)  
Now offering limited access.

Open Monday, Tuesday and Thursday 2-6. Friday 10-12 and 2-5, Saturday 10-1. Closed Wednesday, Sunday and Federal Holidays  
Place Holds Online: <https://catalog.flls.org>  
Email: [director@lamontlibrary.org](mailto:director@lamontlibrary.org)

**Other:**

- **NY State Departments of Motor Vehicle Offices**

607-753-5023

Fax: 607-758-5500

<https://dmv.ny.gov/dmv/questions-and-answers>

The Cortland County DMV is now open for Cortland County Residents only by appointment. Monday through Friday. Certain transactions will be accepted for drop off. Payment is by cash and check. 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 the City Clerk's Office.
- **NYSEG:** 888-315-1755 Monday- Friday 7am-7pm to speak with a representative about any concerns.
- **Cortland Standard:** 607-756-5665 [www.cortlandstandard.net](http://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**  
Robert Howe-Republican Commissioner- 753-5031

Thomas Brown – Democratic Commissioner- 753-5033  
Offices open to the public M-F 8am-4pm. One person allowed in at a time.  
Mask required.

- **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.**