



# How the Health Department Gets Their Messaging Out to the Public



## Health Department Main Phone Number – 315-253-1560

- Answered by a live person during normal business hours Monday – Friday.
- Answered by our answering service at night, weekends and holidays.
  - The answering service will direct calls to an appropriate staff member or will take a message and relay that when the office re-opens.

## Health Department Hotline Phone Number – 315-253-1157

- This is a recorded message that is updated to provide current information on a particular subject.
- The Health Department will encourage people who just want an update on a situation to call that line instead of our main phone number.

## Health Department Email Address – [cchealth@cayugacounty.us](mailto:cchealth@cayugacounty.us)

- We have set up a general email address which is posted on our website for the public to email questions, concerns and complaints to.
- This email is automatically forwarded to Health Department staff and a response is given within 1-3 business days.

## Health Department Facebook Page –

- Search Cayuga County Health Department on Facebook and like our page.
  - Only people that like our page will get our updates and posts.
  - The most current health information is posted on our Facebook page in addition to our website.

Health Department Website – [www.cayugacounty.us/health](http://www.cayugacounty.us/health)

- Press Releases can be found under NEWS on the homepage.
- Emergency information will be posted at the top of the page.

http://www.cayugacounty.us/Community/Health

Health Department

County Government Departments **Community**

Search...

**Cayuga County Health Department**

8 Dill Street  
Auburn, NY 13021

Main Phone: 315-253-1560  
Environmental Health: 315-253-1405  
WIC: 315-253-1406  
Fax: 315-253-1156

Email us with questions: [cchealth@cayugacounty.us](mailto:cchealth@cayugacounty.us)

**Helpful Links**

- Mothers & Children
- Clinics & Screenings
- Environmental
- Available Programs

**Emergency Preparedness**

**Cayuga County Health Department**

Mission Statement: We promote and protect the health and well-being of the individuals, families and the community we serve.

Vision Statement: Our team of caring, committed professionals will improve health, prevent disease and provide essential health services with the community as our partner.

**NEWS**

Upcoming Events

9:19 AM 3/13/2017

Press Releases –

- Emailed to all local media (Print, TV and Radio)
- Emailed to Cayuga County Employees, Legislators, Board of Health Members and Dr. Gioia
- Posted on our website ([www.cayugacounty.us/health](http://www.cayugacounty.us/health)) and our Facebook Page (Cayuga County Health Department)
- Depending on the situations we can email to City Officials, Town/Village Clerks, Schools, Hospitals and Healthcare Facilities and others depending on the topic.
- We also have the capability to Blast Fax to particular groups (doctors' offices, veterinarians, health care facilities, etc.)

Reverse 911 (Hyper - Reach) – <https://secure.hyper-reach.com/comsignup.jsp?id=12642>

- **In an emergency situation**, the Cayuga County Health Department would utilize the Reverse 911 System to communicate with members of the community.
- Mobile/Cellular phone numbers must be registered with the Reverse 911 system in order to receive the information. Landlines do not need to be registered. You can also register email addresses.