



# How the Cayuga County Health Department Distributes Messaging to the Public



## **Call the Cayuga County Health Department at 315-253-1560.**

- During normal business hours, Monday–Friday, calls are answered by Health Department staff.
- After hours (nights, weekends, holidays), calls are answered by an answering service who will direct calls to an appropriate staff member or take a message to be returned on the next business day.

## **Email the Cayuga County Health Department at [cchealth@cayugacounty.us](mailto:cchealth@cayugacounty.us).**

- This is a general email address for the public to send questions, concerns, and complaints.
- Emails are forwarded to the appropriate Health Department staff member. A response is typically given within 1–3 business days.

## **Visit the Cayuga County Health Department’s website at [www.cayugacounty.us/health](http://www.cayugacounty.us/health).**

- Detailed information is listed on Health Department programs and services.
- Press releases and emergency news alerts are available by scrolling down to the bottom of the home page and clicking “View All News.”
- For more information on how to sign up for automatic Health Department notifications, go to page 3 of this document.

## **Check out the Cayuga County Health Department’s social media pages.**

- Follow/subscribe to the Health Department’s pages and accounts for health education, informational videos, and upcoming events.
  - **Facebook:** @CayugaCountyHealthDepartment
  - **Instagram:** @CayugaCountyHealthDept
  - **YouTube:** [www.youtube.com/user/CayugaCountyHealth](http://www.youtube.com/user/CayugaCountyHealth)

## **The Cayuga County Health Department encourages the public to sign up for the following notification platforms:**

- Hyper-Reach Emergency Alert Notifications (page 2): Cayuga County E-911 Emergency Communications Department utilizes the Hyper-Reach system as a way of notifying the community of emergency situations. When necessary, the Cayuga County Health Department uses Hyper-Reach to directly communicate with members of the community, such as when a Boil Water Order is issued.
- Health Department Notify Me Press Releases and Alerts (pages 3–4): Notify Me is a Cayuga County system that allows the users to select which alerts, news, meetings, agendas, and other notifications they would like to receive. The Health Department utilizes this platform to distribute press releases and other alerts.

## Sign up for Hyper-Reach Emergency Alert Notifications.

Mobile/Cellular phone numbers and email addresses must be registered with the Hyper-Reach notification system to receive the information. Landlines are already registered with Hyper-Reach.

- To register, scan the QR code on the flyer or click the following link: [www.hyper-reach.com/cayugasignup.html](http://www.hyper-reach.com/cayugasignup.html).
- Follow the steps to register.
- For a step-by step video on how to sign up, visit: <https://youtu.be/PH3rXTDBYmQ>.



The flyer features a red background. On the left, the words "HYPER REACH" are written in large, bold, white capital letters. In the center, there is an illustration of a hand holding a smartphone, with a red speech bubble containing a white exclamation mark above it. On the right side, a white vertical banner contains the text "REGISTER TODAY!" in red. Below the main graphic, the text "Be prepared when disaster strikes with community alerts on your cell phone or email." is written in a light red font. To the right of this text is a QR code. Below the QR code and the introductory text are three bullet points in red: "• Visit the link below or scan the QR code.", "• Register your cell phone and email.", and "• You will be notified for local emergencies and community alerts." At the bottom, the URL "www.hyper-reach.com/cayugasignup.html" is displayed in red, underlined. In the bottom right corner, there is a logo for the Cayuga County Health Department, which includes a green circular emblem with a stylized figure and the text "Cayuga County Health Department" in green and brown.

Be prepared when disaster strikes with community alerts on your cell phone or email.

- Visit the link below or scan the QR code.
- Register your cell phone and email.
- You will be notified for local emergencies and community alerts.

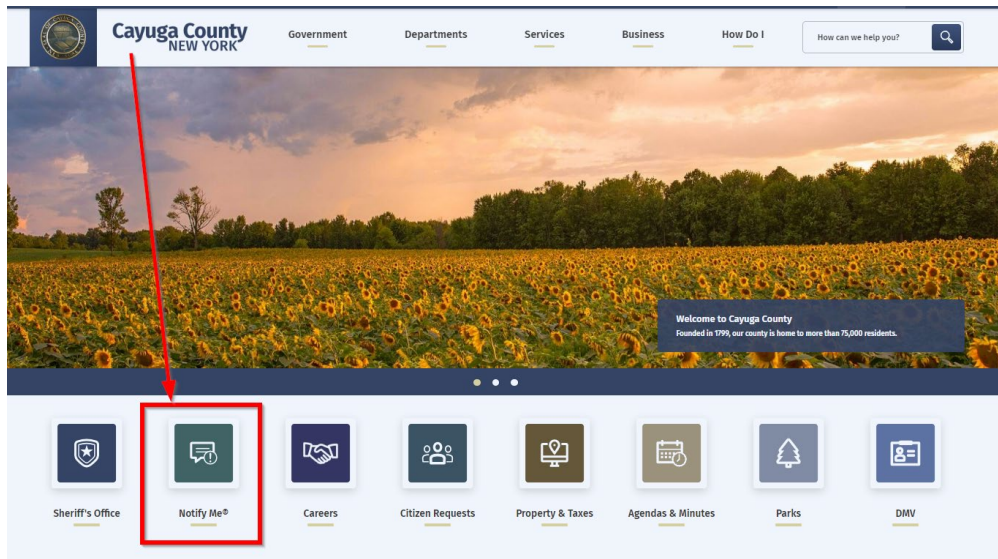
[www.hyper-reach.com/cayugasignup.html](http://www.hyper-reach.com/cayugasignup.html)

Cayuga County  
Health Department

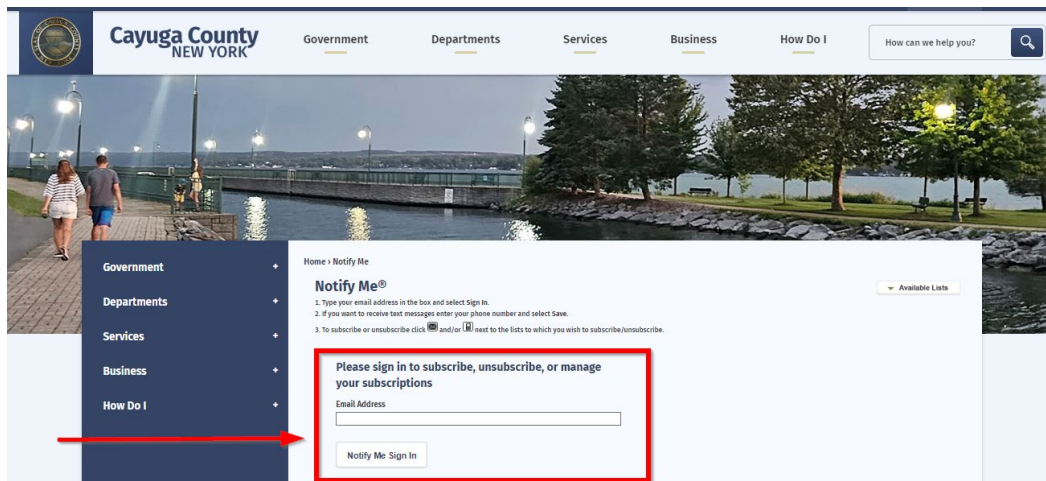
## Sign up to receive automatic Health Department Notify Me Press Releases and Alerts.

Follow the steps below to sign up or view the step-by-step video at: <https://youtu.be/OXsamaxwr4k>.

1. Go to [www.cayugacounty.us](http://www.cayugacounty.us).
2. Click the “Notify Me” button on the county’s website to sign up for notifications from certain departments.



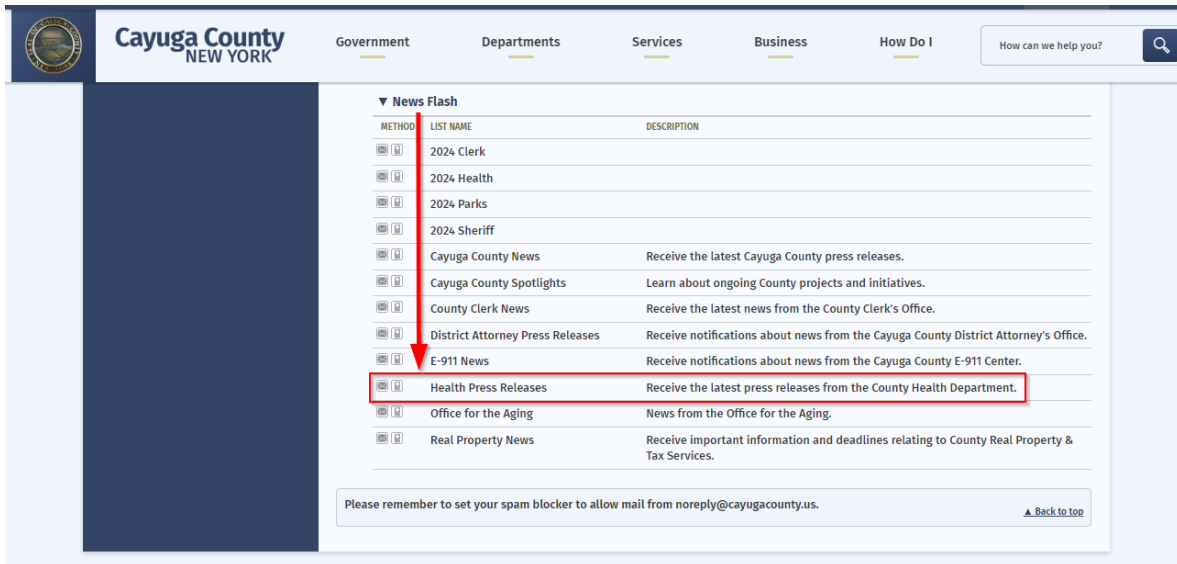
3. Enter your email address, click “Notify Me Sign In,” and follow the prompts.



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T Drive: Community Health Services – HABs - 2025 Education and Outreach – Public Communication Documents

4. Scroll down to the “News Flash” section and sign-up to receive “Health Press Releases” via email and/or text.



The screenshot shows the Cayuga County New York website's "News Flash" section. It features a table with columns for "METHOD", "LIST NAME", and "DESCRIPTION". A red arrow points to the "Health Press Releases" row, which is also highlighted with a red box. Below the table, there is a reminder to set a spam blocker and a "Back to top" link.

METHOD	LIST NAME	DESCRIPTION
<input type="checkbox"/> <input type="checkbox"/>	2024 Clerk	
<input type="checkbox"/> <input type="checkbox"/>	2024 Health	
<input type="checkbox"/> <input type="checkbox"/>	2024 Parks	
<input type="checkbox"/> <input type="checkbox"/>	2024 Sheriff	
<input type="checkbox"/> <input type="checkbox"/>	Cayuga County News	Receive the latest Cayuga County press releases.
<input type="checkbox"/> <input type="checkbox"/>	Cayuga County Spotlights	Learn about ongoing County projects and initiatives.
<input type="checkbox"/> <input type="checkbox"/>	County Clerk News	Receive the latest news from the County Clerk's Office.
<input type="checkbox"/> <input type="checkbox"/>	District Attorney Press Releases	Receive notifications about news from the Cayuga County District Attorney's Office.
<input type="checkbox"/> <input type="checkbox"/>	E-911 News	Receive notifications about news from the Cayuga County E-911 Center.
<input type="checkbox"/> <input type="checkbox"/>	Health Press Releases	Receive the latest press releases from the County Health Department.
<input type="checkbox"/> <input type="checkbox"/>	Office for the Aging	News from the Office for the Aging.
<input type="checkbox"/> <input type="checkbox"/>	Real Property News	Receive important information and deadlines relating to County Real Property & Tax Services.

Please remember to set your spam blocker to allow mail from [noreply@cayugacounty.us](mailto:noreply@cayugacounty.us). [▲ Back to top](#)

Notes regarding Cayuga County Health Department Press Releases:

- Press releases are distributed via email to the following:
  1. Local Media (e.g., Print, TV, Radio)
  2. Cayuga County Employees and Legislators
  3. Cayuga County Board of Health members and the Health Department Medical Director
- Press releases are posted on the [Cayuga County Health Department website](#), Facebook, and Instagram social media pages.
- Depending on the topic of the press release, it may be distributed to city officials, town/village officials, schools, hospitals and healthcare facilities and other organizations.
- If you do not receive press releases automatically, you must register for Notify Me on the Cayuga County website. Follow the steps on pages 3–4 of this document to do so.