



Capital of the Adirondacks™

**Village of Saranac Lake** 39 Main Street, 2nd Floor Suite 9 • Saranac Lake, NY 12983-2294 • Phone: (518) 891-4150 • [www.saranaclakeny.gov](http://www.saranaclakeny.gov)

To whom it may concern,

You are receiving this message to assist the Village of Saranac Lake during this time of crisis. We need to make sure our most vulnerable populations receive the care and attention they need. One step in accomplishing that goal is to make sure individuals know who to contact for important services, and how they can contact them. We are directing you to share these fliers with your professional, volunteer, and personal networks. Information is power and we must make sure folks who are in need know who they can contact for help. Please email, call, text, or hand deliver this informational flyer to your contact lists.

We also advise that you request individuals sign up for the reverse 911, emergency alert system available through Essex County or Franklin County.

For Essex County sign-up using these steps:

- visit <https://www.co.essex.ny.us/>
- select 'Public Safety/Road Closures' under the 'County' tab
- select 'Essex County emergency email notifications' on the left side
- follow instructions provided to complete sign up

For Franklin County sign-up using these steps:

- visit <http://www.frcoemergencyservices.org/>
- select the tab 'Hyper-Reach Sign-Up' on the left side
- select the highlighted link 'Community Sign-Up'
- follow instructions provided to complete sign up

#### Adirondack Health Information

If you have any questions or concerns or are looking for additional information, please call the hotline set up by the New York State Department of Health: 1-888-364-3065. If you simply have questions, it's essential that you use this number rather than contacting the hospital, which will need all of its resources to treat sick patients. If you think you may be sick with COVID-19, the best thing to do is to stay home and recover there. There is currently no treatment specific to COVID-19 - the only course of action is to treat the symptoms associated with it. If you need medical assistance, please call our COVID-19 screening and triage clinic at 518-897-2462.

#### Food Resources

Saranac Lake Interfaith Food Pantry - Will continue food deliveries. Pick up can happen Saturdays from 10-12pm.  
Methodist Church Grocery Delivery - Men from the First United Methodist Church in Saranac Lake are offering a grocery delivery service for seniors and those who are most vulnerable. They will take orders by phone on Mondays and deliver every Tuesday from Tops Friendly Market in Saranac Lake between 8 a.m. and 5 p.m. To register, call 518-891-3473.  
First United Methodist Church of Saranac Lake's Community Supper - Reopening April 1, for delivery only. Dinner is served every Wednesday between 4 and 6 p.m. Call 518-891-3473 before 4 p.m., leave a name and how many meals they need. Delivery to your door.  
Community Lunchbox at St. Luke's Episcopal Church in Saranac Lake - Take-out meals only. Food is served between 11 a.m. and 12 p.m. on Mondays and Thursdays at the church's Parish Hall on Main Street.



Sr. Communications Specialist  
Sandi Nichols

Communications Specialists  
Keith Shackett  
Tony Leduc

# FRANKLIN COUNTY

## Office of Emergency Services

### E-911 OFFICE

### Bureau of Fire

Director & Fire Coordinator  
Ricky Provost

Deputy Director & Fire Coordinator  
Robbie Demarse



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## COVID-19 INFORMATION

The COVID-19 virus is a respiratory illness that is highly contagious. It produces flu like symptoms including cough, fever and shortness of breath. This virus can be fatal to individuals with pre-existing conditions. Everyone is encouraged to help fight the spread of COVID-19 by reducing contact with other people. Self-isolation is recommended until this pandemic is under control. Services are available for anyone that may need additional help while being isolated at home.

- Information regarding COVID-19, request general services or to volunteer please contact the Franklin County Emergency Services COVID-19 Hotline – 518-481-1111 or email [eocallcenter@franklincony.org](mailto:eocallcenter@franklincony.org) To sign up for emergency notifications go to [franklincony.org](http://franklincony.org), [frcoemergencyservices.org](http://frcoemergencyservices.org) or the Franklin County Emergency Services Facebook page and click on the HYPER-REACH link
- The Alice Hyde Medical Center has established a Hotline for medical questions about COVID-19 518-481-2700
- The Adirondack Medical Center has established a Hotline for medical question about COVID-19 518-897-2462
- Franklin County Office for the Aging is delivering meals, free of charge to any Franklin County resident 60 years of age or older. Please contact OFA at 518-481-1526
- Franklin County Department of Social Services is operational. Anyone needing Temporary Assistance, financial aid or has an unmet need (food, fuel, repairs,etc.) is asked to call 518-481-1894 or 518-481-1806 to speak with a case worker.
- Behavioral health services are available please contact 518-521-5818. Individuals in crisis should contact 518-891-5535 or 518-483-3261
- Franklin County is strongly recommending that any traveler who is coming to the North Country self-quarantine/isolate for 14 days. Per the Executive order, **STAY AT HOME**.

Everyone is encouraged to follow the CDC and Public Health guidelines to avoid exposure to COVID-19. Anyone that is feeling ill should contact their medical providers for further instruction. You may be required to isolate at home. Hospital beds are being reserved for the most severe cases. Please limit your exposure to others and **STAY HOME**. Information is available and volunteers are standing by to provide assistance. Please contact the telephone numbers listed for any concerns you may have. **You are not alone.**

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55 Bare Hill Road \* Malone, New York 12953

Telephone: (518) 483-2580 \* Fax Number: (518) 481-6395 \* E911 Telephone: (518) 483-8584