

## **Onondaga County Health Department**

Effective Tuesday, March 17th at 8:30am the Office of Vital Statistics will be closed for walk-in services. Our staff will continue to process funeral home orders via mail, fax, and online.

Death certificate orders will be processed within 1 - 2 business days during this closure and certificates will be returned to you via mail.

If you need to file a death certificate, get a holding permit signed, drop off an order for death certificates, or a correction please do the following:

Knock on the side door and slide your paperwork under the door. Allow a few minutes for a staff person to come over to the door and acknowledge your drop off.

Call the Vital Statistics Office line at 315.435.3241 to alert staff that you are outside the door or you are welcome to call beforehand and alert us that you will be coming by. We have staff scheduled to be answering phone calls and returning voicemail messages.

For filing a death certificate or getting a holding permit signed, we will take care of that while you wait outside the door and slide it back under the door when we are through.

If you are dropping off an order for death certificates or a correction, we will process it within 1-2 business days and return to you via mail. If you are swapping copies, please be prepared to drop them off with your order or mail into our office with the correction form.

We appreciate your flexibility and understanding as we manage these changes in our workflow due to the Coronavirus. If you have any questions or concerns, please call me directly at 315.435.3597 or email me at [emilyyoung@ongov.net](mailto:emilyyoung@ongov.net).

Thank you!

Administration/Office of Vital Statistics  
Onondaga County Health Department