

# AARP Tax-Aide for Seniors



The AARP Tax-Aide program is finalizing its plans for the coming tax season. Unfortunately, with COVID restrictions still in place, the sites will not be able to offer the same kind of in-person service taxpayers have come to expect. So, we have developed alternative methods for accomplishing the same task of delivering a quality product, the tax return, under new protocols designed with primary concerns for the health and safety of both the taxpayer and the tax preparer, while at the same time still maintaining the security of taxpayer information.

Westchester's sites will operate a **no-contact**, electronic service, which involves the transmittal of instructions, forms, permissions, and scans of tax documents through email. People can scan their documents themselves, have them scanned commercially, or ask a friend or relatives for help. It is expected that some sites will also operate a **low-contact** model, whereby taxpayers request an appointment at the site to have their documents scanned and permissions signed.

Tax return preparation will be by appointment, only. Walk-ins cannot be accommodated. A dedicated voicemail telephone number, (914) 810-3384, is available for the taxpaying patrons of the Ossining Public Library and other folks from the surrounding area to call for information and to make appointments. The answering system will ask the caller to give his/her name and then a recorded message from one of the tax return preparers will ask the caller to leave his/her full name, phone number, and the best time to reach him/her. Within a day or two, maybe sooner, someone will call the caller back to explain the new procedures and make an appointment. Appointments will not be made before February 12, 2021, which is the first day this year that the IRS will be ready to accept and process returns.