



COVID-19 Service Impacts:

Aging & Long Term Care of Eastern Washington (ALTCEW) will keep you updated on the impacts COVID-19 is having on Washington aging and disability services. Please continue to check this page for regular updates or call 509-458-2509 for questions.

Spokane County:

- **Aging & Long Term Care of Eastern WA**
 - Office continues to be open, but most staff is working remotely. Clients and caregivers are encouraged to call (509) 458-2509 for assistance prior to coming into the office. Our Community Living Connections department continues to assist people over the phone at (509) 960-7281. Staff is available and able to help telephonically with benefit applications, locating community resources, and connection to services and support. A Matter of Balance falls prevention classes have been suspended temporarily in Spokane County. SHIBA continues to help answer your Medicare questions over the phone. All in person counseling and enrollment events have been cancelled.
- **Family Resource Home Care**
 - All offices remain open and operating. Assessments will be conducted via telephone. For new clients, Jen Pederson is still doing a home visit, however, this can be done via telephone if needed. Clients will continue to receive services from their usual bath aides. All bath aides are properly trained and will follow all recommended precautions.
- **Frontier Behavioral Health (FBH)**
 - This office is closed and Case Managers are working remotely, messages can be left at (509) 536-8225 (option 2). Voicemail is being checked every hour and messages forwarded to case managers and caregiver specialists. Screenings, Assessments and Care Plans will be conducted via telephone. All Family and Kinship Caregiver related support groups and trainings have been cancelled until further notice.
- **Greater Spokane County Meals on Wheels (GSCMOW)**
 - Congregate Meal sites are closed but Home Delivered Meals (HDM) are available. Participants please opt for HDM's as GSCMOW is offering them to anyone age 60+. More volunteer drivers are needed!
- **Providence Adult Day Health**
 - The facility is limited to 10 clients total. Staff is staying in contact via telephone with regular clients.

1222 N. Post St. | Spokane, WA 99201 | TEL 509-458-2509 | FAX 509-458-2003

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SERVING: Northern Ferry, Pend Oreille, Spokane, Stevens & Whitman counties



- **Spokane Neighborhood Action Partners (SNAP)**
 - The Long Term Care Ombudsman Program's continues to operate, but most services are being provided telephonically due to visitor restrictions at LTC facilities. SNAP continues to offer home repairs, and are able to do most intake and paperwork over the phone to reduce face to face visits. Clients are encouraged to call (509) 456-SNAP for assistance.
- **University Legal Assistance**
 - Senior Legal Assistance is temporarily closed for new client meetings, but is processing new client applications and existing client cases.

Tri-County:

- **Rural Resources Community Action (RRCA)**
 - Office locations are closed. Services are available by phone, email, or by appointment only as there is limited staffing on site, with most staff working remotely. Signs notifying the public of this change are posted on the exterior doors including the various ways RRCA may be contacted. Information will soon be posted to their website and Facebook.

Whitman County:

- **Circles of Caring**
 - This facility is closed indefinitely. All clients' needs are being assessed to ensure they can receive services through other community resources. Clients will likely be set up with nurse delegation, hospital therapy, or their doctor's office.
- **Council on Aging & Human Services (COA)**
 - All Senior Nutrition meals will be offered as to-go or pick-up, take extra for your senior friend who needs the food. Home delivered meals continue to be available. COA Transportation is suspending 'shared' rides but otherwise continues on as usual.
- **Rural Resources Community Action (RRCA)**
 - Office locations are closed. Services are available by phone, email, or by appointment only.