



## **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**
  - Our office continues to be open but the lobby is closed with most staff working remotely. Services are available by phone, email, or by appointment only. 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)**
  - Frontier Behavioral Health (FBH) clinical services are being conducted via phone and/or telehealth (Zoom). Some limited sites are open for in-person services, and some groups are being held via telehealth, including The Evergreen Club. For information or to schedule an appointment, please call 509-838-4651. The case managers for Caregiver Support Services, including FCSP, MAC and TSOA are offering phone-based and/or telehealth options. The Family Caregiver Support Group currently meets via Zoom. Calls for this program can be directed to the program's main line at 509-458-7450 Option 2. The Navigator for the Kinship Navigator and Kinship Caregiver Support Programs is available for phone-based appointments. The Kinship Caregiver Support Group is not currently meeting. Calls for this program can be directed to the Kinship Navigator at 509-458-7450 Option 4.

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

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- **Greater Spokane County Meals on Wheels (GSCMOW)**
  - Congregate Meal sites are closed but Home Delivered Meals (HDM) are available. GSCMOW will continue to enroll new clients, any senior in need should continue to reach out. If you have specific concerns about a particular client on your route don't hesitate to mention, GSCMOW is calling clients daily and checking on their welfare.
- **Providence Adult Day Health**
  - Providence Adult Day Health continues to operate, but services are being provided telephonically as clients are no longer being served at their center. Masks, hand sanitizer, and other home-based supports are still being offered for clients and caregivers.
- **Spokane Neighborhood Action Partners (SNAP)**
  - The Long Term Care Ombudsman Program continues to operate, but most services are being provided telephonically due to visitor restrictions at LTC facilities. SNAP as a social service agency is considered essential and will remain open, but the Armory is closed to outside traffic as many employees are working from home and are not able to help walk-ins. They are processing all requests and working with clients via phone, secure email, or requests through their website. The Essential Home Repair crew (and contractors) are still working on repairs/requests of an emergent nature and taking steps to ensure social distancing, along with PPE usage. If a client doesn't want SNAP or contractors in their home, their wishes are being respected. Staff continue to monitor mail, email, phone, and voicemail. Clients are encouraged to call (509) 456-SNAP for assistance. Clients may also check out their website for updates at [www.snapwa.org](http://www.snapwa.org).
- **University Legal Assistance**
  - ULA's able to work on current client cases remotely with the exception of in-person signing of documents. ULA is accepting applications and taking on new clients. There may be a delay in signing of estate planning documents if a client is ill or vulnerable.

### **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 should be posted to their website and Facebook.

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### **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)**
  - The office is closed to the public but all services are fully operating. Intakes, screenings, assessments, and I/A/OC are being done over the phone whenever possible. Clients who wish to be seen in person must make an appointment.