



## COVID-19 Service Impacts:

\*Aging & Long Term Care of Eastern Washington (ALTCEW) will keep you updated on the impacts COVID-19 is having on Eastern 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, however there are telephonic and virtual falls prevention classes being offered. SHIBA continues to help answer your Medicare questions over the phone. All in person counseling and enrollment events have been cancelled. Virtual opportunities are available to learn more about Medicare, becoming a Caregiver, and more.
  - <https://www.altcew.org/>
- **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.
  - <https://www.familyresourcehomecare.com/>
- **Frontier Behavioral Health (FBH)**
  - Onsite face-to-face services will resume on July 19, 2021.
  - Caregiver Support Services, including Family Caregiver Support Program (FCSP), Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA) case management services are being conducted via phone and/or telehealth (Zoom). The Family Caregiver Support Group currently meets via Zoom. Calls can be directed to the program's main line at 509-458-7450 Option 2.

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

WWW.ALTCEW.ORG

ADVOCACY. ACTION. ANSWERS.

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



- The Kinship Navigator and Kinship Caregiver Support Program staff 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.
- Community First Choice/COPEs case management services are being conducted via phone and/or telehealth (Zoom). Calls for this program can be directed to the COPEs operator at 509-536-8225.
- <https://fbhwa.org/>
- **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.
  - <https://gscmealsonwheels.org/>
- **Providence ElderPlace - Adult Day Health**
  - Providence Adult Day Health is open to participants but due to social distancing the number of daily attendees has been reduced. Currently serving no more than 20 participants a day in person.
  - <https://www.providence.org/locations/wa/elderplace-spokane>
- **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.
  - [www.snapwa.org](http://www.snapwa.org).



- **Gonzaga Law School – Clinical Legal Programs (GLS-CLP)**
  - GLS-CLP is able to work on current client cases and is accepting applications and new clients. Under the guidelines of GLS-CLP’s COVID Protocols in place, GLS-CLP is able to meet with client’s in-person or remotely and can continue work on legal matters.
  - <https://www.gonzaga.edu/school-of-law/clinic-centers/law-clinic>

## Tri-County:

---

- **Rural Resources Community Action (RRCA)**
  - RRCA’s central office lobby in Colville is open to walk-ins. All other offices are by appointment only. 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.
  - <https://ruralresources.org/>

## 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)**
  - Senior meals are now open for in-person dining, and continue to offer to-go as well. COAST is business as usual, other than still no shared rides (through the summer, at least).
  - <https://www.coacolfax.org/>
- **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.
  - <https://ruralresources.org/>