



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 are being offered virtually in Spokane County, along with other telephonic falls prevention programs. SHIBA continues to help answer your Medicare questions over the phone, and virtual opportunities are available to learn 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 resumed 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.



- 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 usually open, and Home Delivered Meals (HDM) are available with a “no contact” emphasis. 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. Providence is no longer providing remote services to clients who cannot attend physically.
 - <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 locked, but open to outside traffic as necessary via a doorbell inquiry. They are processing all requests and working with clients via phone, secure email, requests through their website, or on an appointment basis for in-person delivery of documents. 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.



- **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 clients in-person or remotely and can continue work on legal matters. Clients must wear a mask when meeting in person with law students, faculty and staff.
 - <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**
 - Circles of Caring is open Monday - Friday from 8:00 AM – 4:00 PM. They are additionally offering half-day sessions for in-person attendance. There is room for more participants in each session while also being mindful of social distancing. Circles of Caring is no longer providing remote services.
 - <http://www.circlesofcaring.org/>
- **Council on Aging & Human Services (COA)**
 - Senior meals are open for in-person dining and continue to offer to-go meals. COAST is business as usual, other than having limited shared rides.
 - <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/>