



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 and are now assisting in person by appointment on a case by case basis. 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 is now also offering counseling in person by appointment only.
 - <https://www.altcew.org/>

- **Family Resource Home Care**
 - All offices remain open and operating. For the Bathing and Limited Light Housekeeping Assistance Program, assessments are conducted by Jen Pedersen in the home. Clients 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)**
 - 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) and are resuming home visits. 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 and are resuming home visits. 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 resuming home visits. Calls can be directed to the COPES operator at 509-536-8225.
 - <https://fbhwa.org/>

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



- **Greater Spokane County Meals on Wheels (GSCMOW)**
 - Congregate meal sites have resumed in-person dining operations throughout Spokane County, for those seniors with health concerns to-go meals are an option, upon request. Please refer to the GSCMOW website for a list of sites, and days/hours of operation. Home delivered meals are available countywide to our homebound seniors 60 and older. GSCMOW will continue to respect the requests of our clients that prefer a “no contact” delivery.
 - <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 (they are hoping to increase this to 35). 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 locations are open. They continue processing all requests and working with clients via phone, secure email, requests through their website, or in-person delivery of documents. The Essential Home Repair crew (and contractors) are still working on repairs/requests 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.
 - <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/>