



Resources for Our Patients and Families During COVID-19

Updated March 25, 2020 by Social Workers for EvergreenHealth's Home Care Services

To be sure you're reviewing the most up-to-date version, visit:

<https://www.evergreenhealth.com/home-health-care>.

Thank you for choosing us for your care. During these challenging times, many of our neighbors have experienced loss of income or child care; a shortage of food or housing; developed a need for care in the home; and encountered other needs outside our normal experience. We have prepared these resources to help you meet your needs and those of your family.

Always, we invite you to visit our EvergreenHealth COVID-19 (coronavirus) website at <https://www.evergreenhealth.com/coronavirus>. It is updated almost daily, as circumstances change, and contains the most current information about the virus in multiple languages, as well as FAQs and links to the best national, state and local resources.

Utility Assistance Programs

King County Assistance

Utility Discounts

- Seattle City Light and Seattle Public Utilities Discount Programs

<https://www.affordableseattle.org/program-info/8-utility-discount-program#utilities>

Bill Payment Assistance

- PSE Bill Payment Assistance and Home Weatherization Program

<https://www.pse.com/pages/bill-and-weatherization-assistance>

- Hopelink Energy Assistance

<https://www.hopelink.org/need-help/energy>

Internet Services

- Free Xfinity hotspot Access

<https://wifi.xfinity.com/>

Snohomish County Assistance

Utility Discounts

- Snohomish PUD

<https://www.snopud.com/account/discounts.ashx?p=1188>

Bill Payment Assistance

- Snohomish PUD

<https://www.snohomishcountywa.gov/552/Energy-Assistance>

Homage Senior Services Utility Discount Flyer:

<https://homage.org/wp-content/uploads/2019/11/Utility-Discounts.pdf>

Employment/Finances Related Resources

For information regarding Unemployment Benefits through the Employment Security Department visit <https://www.esd.wa.gov/unemployment>.

Source: <https://www.washingtonconnection.org/home/>

- **Employment Security Department of Washington State.**
- **By Phone:** Call the Claims Center at 800-318-6022 **Monday – Friday from 8 a.m. – 4 p.m.** (except holidays) as follows:
 - **Monday:** New applications for those with Social Security numbers ending in 0-3. Open for questions about weekly claims and other general questions.
 - **Tuesday:** New applications for those with Social Security numbers ending in 0-6. Open for questions about weekly claims and other general questions.
 - **Wednesday, Thursday and Friday:** Everyone (Social Security numbers ending in 0-9) can submit new applications. Open for questions about weekly claims and other general questions.
- Persons with hearing or speaking impairments can call Washington Relay Service 711

Source: <https://esd.wa.gov/unemployment/unemployed-workers-contact>>

- Financial resources: The Washington State Department of Financial Institutions has developed a [list of financial resources](#) for Washington consumers impacted by the coronavirus.
<https://dfi.wa.gov/coronavirus/financial-resources>
- Utilities: Cascade Natural Gas has issued a [moratorium on service disconnections](#) for non-payments related to hardships incurred from COVID-19. Puget Sound Energy [will not be disconnecting customers](#) at this time and has permission to waive late fees.

Supporting Affected Employers and Workers

State agencies have been working with federal agencies, employers and workers to support businesses and workers affected by COVID-19.

- The Employment Security Department has information for employees and employers about possible [benefits such as paid family and medical leave, unemployment benefits](#) and SharedWork.

- The Department of Commerce is working with the federal Small Business Association to [secure loan assistance](#) and has also information for businesses experiencing trade impacts.
- The Department of Labor & Industries oversees the state's [paid sick leave law, the workers' compensation program and workplace safety issues](#). The agency has FAQs on these and other topics related to coronavirus.
- The federal Centers for Disease Control and Prevention has [recommendations to help employers keep their workers safe](#) with sick leave policies, cleaning routines, and more.
- The Small Business Administration will provide [disaster assistance loans](#) for small businesses impacted by COVID-19.

Childcare

- As of 3/24/20, Childcare Providers were listed as an "essential business" under the "Stay Home, Stay Healthy" order ([Essential Businesses List](#))
- Per Childcare Resources, options and supports are changing daily. Some have unexpected openings because of people not sending their children to daycare while others are closing due to low attendance. For the most complete and up-to-date information as well as for information about the ever changing financial assistance programs, please contact Childcare Resources directly:
 - King and Snohomish County
 - <https://childcareawarewa.org/families/>
 - 1-800-446-1114

Food Programs

King County

Sound Generations: A Meals on Wheels application can be submitted online. However, please note that it can take 4-6 weeks until you are contacted by a representative.

<https://soundgenerations.org/our-programs/food-security/meals-on-wheels/>

<https://www.affordableseattle.org/program-info/2-fresh-bucks-vouchers#food>

<https://www.affordableseattle.org/program-info/1-fresh-bucks-match#food>

To locate your nearest food bank, please click on the link below (hours may change per location)

<http://www.seattlefoodcommittee.org/food-bank-map/>

<https://data.seattle.gov/Community/Meals-Programs-in-Seattle/hmzu-x5ed>

Free meals for 18 years and younger are being provided by various school districts:

https://www.seattleschools.org/district/calendars/news/what_s_new/coronavirus_update/resources/student_meals

<https://www.nsd.org/northshorelearns/meals>

Additional school districts can be found at:

<https://www.k12academics.com/national-directories/school-district/Washington/King>

Snohomish County

<https://homage.org/nutrition/>

A Meals on Wheels application can be submitted online. However, please note that it can take 4-6 weeks until you are contacted by a representative.

For a list of food banks throughout the county, please refer to:

<http://snohomishfoodbank.org/get-help/additional-resources-3/>

School districts are providing free meals for those all under 18 years of age:

<https://www.everettsd.org/Page/31175>

<https://www.sno.wednet.edu/site/Default.aspx?PageID=4417>

Additional school districts can be found at:

<https://snohomishcountywa.gov/1592/School-Districts>

Housing

- On 2/29/2020, Governor Jay Inslee issued a moratorium on evictions until 4/17/2020 [Proclamation](#)
- Freddie Mac (Federal Government held mortgages) has issued statements around mortgage relief including forbearance for up to 12 months, waiving penalties and fees and halting foreclosure sales/evictions until 5/17/2020 - [Info](#)
- For up-to-date listings and options for shelter, transitional, supportive, and permanent housing during this COVID-19 outbreak please call 2-1-1:
 - King County
 - Call 2-1-1 from a local phone or 1-800-621-4636
 - Text your zip code to: 877-211-9724
 - Chat online at <https://www.crisisconnections.org/king-county-2-1-1/>
 - Snohomish County
 - Call 2-1-1 from a local phone or 1-800-223-8145

- If you are a resident of a property owned by or have a Section 8 voucher through these housing authorities, the following are the Coronavirus relevant information pages and numbers for the local Housing Authority

Caregiving

- For the most up-to-date supports around in-home caregiver supports, please contact:
 - Community Living Connections
 - <https://www.communitylivingconnections.org/wecanhelp/caregivers/>
 - 1-844-348-5464
 - King County Caregiver Support Program provides free support to unpaid, family caregivers whose loved ones are not receiving support through COPES or other state programs. They provide tailored services including referrals. Due to COVID-19, all services are being provided via telephone or via web-based services such as Zoom and some services, such as respite, have been put on hold indefinitely as of 3/24/2020.

COVID-19

This is a summary of new and significant information posted to the King County COVID-19 website at www.kingcounty.gov/covid for March 24, 2020.

Press release:

[Reminder to avoid contact with others: COVID-19 updates from Public Health—Seattle & King County for March 24, 2020](#)

Everyone, even people who are young and healthy, must stay home to help slow the spread of COVID-19. Public Health estimates 107 new cases of COVID-19 today, bringing the estimated case count in King County to 1277. In addition, seven new deaths are reported, bringing the estimated total of deaths in King County to 94.

[New COVID-19 guidance for residential communities](#)

For managers, staff and residents of apartment buildings, condominiums, and similar residential communities. Learn about what property and site managers should do as well as responsibilities by maintenance staff and residents to protect from COVID-19 infection.

Document updates in the following languages:

[Childcare recommendations:](#)



HOME CARE

- [Amharic](#)
- [Chinese](#)
- [Somali](#)
- [Spanish](#)
- [Vietnamese](#)

Checklist for childcare administrators:

- [Amharic](#)
- [Chinese](#)
- [Somali](#)
- [Spanish](#)
- [Vietnamese](#)

COVID-19 fact sheet for families:

- [Amharic](#)
- [Chinese](#)
- [Somali](#)
- [Spanish](#)
- [Vietnamese](#)

The WA State Department of Health (DOH) is designed to protect and improve the health of people in Washington State. Below is the link to the Coronavirus page with a range of information specific to WA state residents, informing us of how our state is responding to the situation.

<https://www.doh.wa.gov/Emergencies/Coronavirus>

Looking for daily COVID-19 statistics?

[Daily statistics](#) are provided by the Department of Health (DOH) or [view statewide statistics on a map](#).

Need a phone number to call with questions about the virus?

DOH operates a hotline, with multiple language assistance, from 6 a.m. to 10 p.m. daily at 1-800-525-0127. The call center cannot access COVID-19 testing results.

Looking to inquire about testing?

For testing inquiries or results, please contact your health care provider.

211 is a comprehensive source of locally curated social services information. See below for links directly to their COVID-19 page.

<http://www.211.org/services/covid19>

An entire 211 page related to COVID19 - includes links to:

- <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/index.html>
- [Frequently Asked Questions about COVID-19 and the outbreak](#)
- [Resources available to those impacted](#)

National Center for Disease Control and Prevention (CDC) has an in-depth website dedicated to health and safety.

The link below will take you to the main COVID-19 page which is being updated regularly.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

King County has a link which includes a sign up to receive regular Coronavirus updates.

<https://kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus.aspx>

The Snohomish Health District maintains a webpage with current updates, and includes tips on best practices such as effective handwashing techniques as well as links to local healthcare facilities

<http://www.snohd.org/484/Novel-Coronavirus-2019>

Don't have health insurance? Consider looking at the webpage for the WA State Office of the Insurance Commissioner. <https://www.insurance.wa.gov/>. There is currently a special 30-day Open Enrollment period, through April 8, 2020. And get the latest information on how state-regulated health insurers are making additional coverage changes to aid consumers during the coronavirus pandemic, for at least 60 days.

[Skagit County: in concert with Public Health](#), Skagit Regional Health is asking people with symptoms of cough and fever to stay home and call their provider for direction. As an additional resource for patients, we have now made virtual visits through our telehealth system, [MyEClinic](#), free for anyone in Washington experiencing symptoms associated with COVID-19.

Patients experiencing symptoms like cough, fever or other respiratory problems can call or video chat with a board-certified provider 24/7 without leaving their home. Patients can use the **coupon code COVID19** while requesting a visit to waive the \$40 session fee.

Please be aware that COVID-19 cannot be tested virtually. Our board-certified providers are trained to evaluate symptoms and make recommendations based on CDC criteria. Recommendations may include sending patients to a testing or treatment facility, if necessary.

To speak with a board-certified provider virtually, visit [MyEClinic](#) and click "Request Care."

Source: <<https://www.skagitregionalhealth.org/healthquest/blog/2020/03/06/myeclinic-offering-free-virtual-visits-for-respiratory-illness-patients?fbclid=IwAR00Y0R-UZn3AR4nk65u5tG5pS9PGuGf3rMT2DHa09-vCLHhmqiXUjwlhg>>



COVID-19 Phone Numbers

Wednesday, March 25, 2020

7:50 AM

COVID-19 Phone numbers

Tuesday, March 24, 2020

2:24 PM

WA State Department of Health - Need a phone number to call with questions about the virus?

DOH operates a hotline, with multiple language assistance, from 6 a.m. to 10 p.m. daily at **1-800-525-0127**.

(The call center cannot access COVID-19 testing results.)

WA State Office of the Insurance Commissioner - Information for those with either no health insurance (contact prior to April 8, 2020) or any other insurance-related concerns.

- [Talk to an insurance specialist: Call 800-562-6900](https://www.wa.gov/insurance/insurance-specialist)

Dated 3/25/20 – These resources were compiled by the EvergreenHealth Home Care Services social workers for your reference and use. You may download and print the PDF. To be sure you have the most updated version, please visit <https://www.evergreenhealth.com/home-health-care>.

EVERGREENHEALTH HOME CARE SERVICES CONTACT

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PDF downloaded from <https://www.evergreenhealth.com/home-health-care>