If you or someone you know is in crisis, please call 911, call **1-800-273-TALK** (8255) to reach a 24-hour crisis center, or **text MHA to 741741** at the Crisis Text Line.

The national Disaster Distress Helpline (**call 1-800-985-5990** or text **TalkWithUs to 66746**) offers 24/7 emotional support.

**Anxiety** is a treatable clinical condition that should not be left untreated. Testing for anxiety is simple and takes just a few minutes using confidential online tools at [www.mhascreening.org](http://www.mhascreening.org).

It is important to know that severe anxiety can bring on a panic attack. **Panic attacks** can mimic heart attacks. *Individuals who have never experienced panic attacks may be inclined to go to the ER due to their symptoms, but at this time ERs are inundated.* It may be helpful to try to determine what brought on these symptoms and attempt grounding exercises to alleviate the panic. If you feel your life is in danger, please get help immediately.

**Make sure you have enough medication on hand.** Typically prescriptions can be filled a week or so before they run out. Refill them on the first possible day, because that can buy an extra few days of lowered stress about a prescription running out and not being able to get to the drug store to fill it. **Contact your pharmacy to see if they provide delivery services or if they can provide you a longer supply (30 days versus 90 days).**

Keep the **routines** that make you feel good, and try to modify the ones that you can. For example, if you typically go to the gym or fitness class, you can **exercise** at home.

Check to see if local gyms are offering online classes or trial periods for their online sessions. For example, [Ekhart Yoga](https://www.ekhartyoga.com) is offering **free yoga & meditation classes**.

**Create a routine.**

**Reach out** to friends and schedule virtual hangouts. Find an accountability and support buddy.

If you have a **therapist**, see if they offer **telephone or video-based sessions**.
Small Business Administration (SBA) Loans for Small Businesses

SBA’s Economic Injury Disaster Loans offer up to $2 million in assistance for a small business. To learn more about the process for accessing SBA’s COVID-19 disaster relief lending, please go here. For additional information, please contact the SBA disaster assistance customer service center. Call 1-800-659-2955 (TTY: 1-800-877-8339) or e-mail disastercustomerservice@sba.gov.

Unemployment Benefits

The U.S. Department of Labor issued guidance for state unemployment insurance programs to extend benefits to individuals whose employment status is impacted by COVID-19. Use this tool to find the agency that manages unemployment insurance in your state and visit their website for more information about eligibility and how to apply for benefits.

In response to the COVID-19 outbreak, Governor Inslee has waived the one-week waiting period for unemployment benefits. This means you can be eligible for UI benefits the first week of your claim. Once we determine your eligibility, we process and issue payments within a few weeks of receiving a claim. The average unemployment claim is approved with no issues and benefits become available shortly after you file your weekly claim. Other claims require more research to reach a decision on whether you’ll receive benefits and could take a little longer. Continue to file weekly claims during this time.
Federal Family and Medical Leave Act (FMLA)

Employees are eligible to take FMLA leave if they work for a covered employer and:

- have worked for their employer for at least 12 months
- have at least 1,250 hours of service over the previous 12 months
- and work at a location where at least 50 employees are employed by the employer within 75 miles.

Employers are required to give eligible FMLA workers up to 12 weeks of job-protected (but not necessarily paid) leave if they are sick, including with complications from the flu or a similar illness and/or they need to care for an immediate family member (children, spouse, parents) who are ill. Visit this [link](esd.wa.gov)

TEMPORARY LAYOFF:

**Standby** waives the job search requirements while workers collect unemployment benefits during the approved standby period.

To qualify for standby, the worker must:

- Have been a full-time employee; and
- Be returning to full-time work; and
- Have a probable return-to-work date. Workers cannot exceed a total of eight weeks of standby on a claim.

To request standby:

- **Workers** who have a probable return-to-work date with a current employer within four weeks (28 days) can request standby approval for up to four weeks. Workers starting a new job with a new employer may also request standby within two weeks of an expected start date. Go to your eServices account, click on your current UI claim and look under I want to. Call the claims center at 800-318-5022 (Monday – Friday from 8 a.m. – 4 p.m. except holidays) to request standby or make the request online.

- **Employers** can request standby for employees with a probable return-to-work date within eight weeks (56 days) of the date of the request. Employers should request standby using the "Request for Separation Information" form we send when a worker has applied for unemployment benefits.

Our decision:

Workers and employers will receive a standby decision in the mail.

- If approved, it starts with the date we receive the request.
- If denied, the requester can appeal our decision.

**If you apply for standby (full-time or part-time), you may receive an automated notice indicating your request is denied. Do not worry, that notice does not reflect the emergency rules. We are in the process of updating our computer system. You do not need to call the claims center. We are reviewing these denials on a case-by-case basis and will notify you if your claim has been accepted. Continue to file weekly claims during this time.**
**Partial Employment** - Under certain circumstances, you may work part-time while collecting unemployment benefits. Check with your employer to see if they are operating on a less-than-full time basis and can approve your request as “Partial”. You can work search while on unemployment is waived if:

- You were originally hired to work full time.
- You will return to at least 1 week of full time employment within a 4 month period.
- You will work at least 16 hours per week.

You may be eligible for the **Dislocated Worker Program** if you have lost your job because of a plant closure/layoff, are dependent on someone else who has lost their job, or are self-employed but directly affected by market changes. Contact the WorkSource Spokane office for more info at (509) 532-3120 or walk into their office at 130 S Arthur St (99202).

**Furloughs** are a form of temporary layoff that may consist of a complete stoppage of work or reduced work hours over a period of time (for example, a reduction of one day a week for a year). Since unemployment benefits are determined on a weekly basis, full-time workers whose hours of work are reduced by one work day each week usually will not be eligible for partial unemployment benefits because they earn too much in the week to be eligible.

If you are placed on furlough, you may apply for unemployment benefits and we will determine if you are eligible. Sign in to eServices or create an account at: esd.wa.gov.

**SBA Economic Injury Disaster Loans for Small Businesses**

The federal Small Business Administration (SBA) may be able to provide assistance through the Economic Injury Disaster Loans program to businesses that have suffered substantial economic injury in an eligible disaster area. Congress approved up to $7 billion in low-interest disaster loans specifically to assist small businesses impacted by COVID-19. These loans can help small businesses meet financial obligations and cover operating expenses.

Our Place Community Outreach at 1509 W College Ave. (99201)

- (cooking classes, laundry center, & clothing bank are closed)
- You must be a West Central resident (S of Montgomery to river, W of Division to river) or homeless to receive food twice a month. Those outside of their service area may receive food once a month.
- FOOD (pre-built boxes) & HYGIENE ITEMS (off the loading dock—not inside building) available Thursdays 10AM – 3PM
- 509-326-7267

Audubon Park United Methodist Church at 3908 N Driscoll Blvd (at Garland, 99205)

- (breakfast program suspended)
- serving 99205 zip code—bring mail with address & photo ID
- pre-made bags of food given out 2nd & 4th TUES 9:30AM-12:30PM
- 509-325-0343

Caritas Outreach at 1612 W Dalke Ave. (99205)

- must live N of Montgomery & W of Division—bring proof of address & photo ID
- FOOD & HYGIENE ITEMS, GAS vouchers, etc. Mon, Wed, Thu 11AM-1PM
- 509-326-2249

West Central Episcopal at 1832 W Dean Ave. (99201)

- Wednesday night dinners sack-lunch-style 5:30-6:30PM—anyone in need welcome

Off Broadway (Lighthouse) Outreach & The Porch at The HUB @ 2225 W Mallon Ave. (99201)

- Anyone and everyone in need is welcome.
- The Porch (1804 W Broadway Ave.) is handing out whatever they have for dinners sack-lunch style at 5PM Mondays while supplies last.
- The HUB will be handing out small baskets of food (including COOKED meat!) Tues & Fri at 10AM.
- If you need assistance in acquiring your food or would like to volunteer, call Jan at 998-2630 or 688-5497.

Westminster Presbyterian Church at 2705 W Boone Ave. (99201)
must reside N of river, W of Monroe, S of Montgomery (99201 & 99205)—bring proof of address & photo ID

- food handed out Wed & Fri 11AM-1:45PM

Spokane Public Schools

- breakfast & lunch grab-and-go meals (together) for ages 0-18 (does NOT need to be currently enrolled in SD81) distributed 11AM-1PM
- NEARBY locations: Holmes & Shadle Park HS
- other locations: Arlington, Balboa, Finch, Garfield, Grant, Hutton, Lidgerwood, Lincoln Heights, Logan, Longfellow, Moran Prairie, Mullan Road, Ridgeview, Roosevelt, Sheridan, Stevens, Shaw MS, Rogers HS, and Ferris HS
- If you or your organization would like to support SPS students, families or staff by donating resources or time, please call the SPS Office of Family and Engagement at 509-354-7882.

Salvation Army at 204 E Indiana (99207)

- serves anyone; bring photo ID & proof of address
- M&F 9AM-4:15PM, T&TH 9AM-5:45PM: allowing 10 in at a time to fill out a form & will go back to pack food for you
- Wed: 10AM-4:15PM for everything but food & Avista (ie: housing, clothing, etc.)

SPOKANIMAL is open 10AM to 5:30PM daily to provide free dog and cat food!

City Gate at 170 S Madison St (99201)

- zip codes 99201 & 99204
- Wed, Fri, & Sat at 7PM dinners will be handed out to-go-style to
- food bank is by apmt only 10AM-3PM Tues-Fri (hygiene items & possibly clothing also available)
  455-9670

RESTAURANT DELIVERY is being backed by the City via #OrderUpSpokaneNew with free 10-minute parking zones near restaurants in the City core, allowing citizens/delivery drivers to efficiently pick up to-go orders at. See the following page (front and back) for all of your delivery options.
FREE & LOW-COST INTERNET

- **AT&T Access** program has expanded eligibility to Headstart and National School Lunch Program families. It is $10 a month, and you will get two months of free internet as a new Access customer. **Call 855-220-5211.**

- **COMCAST** (Xfinity) is offering free hotspots and 2 months off free internet at your home through their Internet Essentials program. (The service can be canceled after the 2 months are up.) **Call (apply April 30th) 1-855-846-8376.**

- **SAFELINK Wireless** (government cell phones) is offering 5G extra of data at no charge for March and for April.

- **T-Mobile Metro** does NOT have 60 days free data (UPDATED 03/16/20). They will work with you on a case-to-case basis per individual account of EXISTING CUSTOMERS.

- **Sprint Boost Mobile** (applicable to EXISTING CUSTOMERS only)
  
  Starting today, March 19:
  
  - Customers will automatically receive complimentary international calling rates from the U.S. to countries defined by the CDC as **Level 3** through April 30, 2020.
  - Waiving reconnection fees for customers through April 30, 2020.
  
  Starting March 21:
  
  - Customers currently on an unlimited data plan with Boost Mobile, will automatically receive an additional 20 Gigs of mobile hotspot on their plans at no extra cost through April 30, 2020. **No need to call care or update your account through boostmobile.com.**
  - Customers currently on a tiered plan with Boost Mobile, will automatically receive an additional 20 Gigs of data on their plans at no extra cost through April 30, 2020. **No need to call care or update your account through boostmobile.com.** If you need additional mobile hotspot check out our rate plans that include mobile hotspot.
To help residents, the City has **suspended late fees and water shut-offs** for non-payment of City utility bills.

**Avista** has announced that it is **suspensing power utility shut-offs** during this time.

**Salvation Army** is **still assisting with Avista bills**—call between 9AM & 12PM Mon through Fri. IF nobody answers, hang up and CALL AGAIN—**repeat this until you get through to somebody**, and be patient, as they have a high volume of calls currently. They will NOT return a voicemail. The number to call (their Family Resource Center) is at **509-325-6821**. (If you call the main number, the extension is 2202.)

Parking services will continue to take complaints, however will adjust by allowing continuous stay parking over 72 hours, **only towing vehicles that are a danger to the public** and **temporarily suspend booting vehicles with parking violation fees**.

**www.wahealthplanfinder.org/**: A special enrollment period is now available through April 8, 2020 to qualified individuals who are uninsured.

*Update March 20, 2020 –* Insurance experts are available by phone to answer questions and get you enrolled. You can call them to get help or make an appointment. Apple Health enrollment is year-round. Customer support is available (but experiencing longer wait times) between 7:30 a.m. and 5:30 p.m. Monday - Friday at 1-855-923-4633; TTY 1-855-627-9604. Visit the COVID-19 (Coronavirus) FAQs page for more information.