



**NorthWest Senior and Disability Services**  
**Serving Clatsop, Marion, Polk, Tillamook, and Yamhill Counties**

March 23, 2020

To: Our Consumers

In light of the COVID-19 pandemic (Coronavirus), we want to inform you of our daily practices to serve you, and to give you information that will help you to make decisions about working with us to meet your needs.

**Work with us by phone**

There are many things that we can do for you over the phone. We are **conducting as many appointments as possible by phone**, including our regular face-to-face visits.

**We help you based upon the county you live in. Please call your local office.**

Our office phone numbers:

- **Clatsop County**, in our **Warrenton** office at (503) 861-4200 or toll free: 1 (800) 442-8614
- **Marion County**, in our **Woodburn** and **Salem** offices - **Woodburn**: (503) 981-5138 or toll free: 1 (888) 257-0138. **Salem**: 503-304-3400 or toll free: 1 (800) 469-8772
- **Polk County**, in our **Dallas** office at (503) 831-0581 or toll free: 1-866-582-7458
- **Tillamook County**, in our **Tillamook** office at (503) 842-2770 or toll free: 1 (800) 584-9712
- **Yamhill County**, in our **McMinnville** office at (503) 472-9441 or toll free: 1 (866) 333-7218

Other important phone numbers:

- **TTY**: (888) 370-4307
- **Adult Protective Services**: 1 (800) 846-9165
- **Information and Assistance**: 1 (866) 206-4799

## **Call your worker directly**

- If you know your worker's phone number you are encouraged to call them directly for information or to ask questions.
- [Please call your local office](#) if you don't know who your worker is or what their phone number is. Then, make a note of it, so that you can contact them directly if needed.

## **Email us**

For information by email, [information.nwsds@nwsds.org](mailto:information.nwsds@nwsds.org). Please include your full name, but do not send personal information such as your social security number, case number, phone number, address, etc. We will contact you by phone if that information is needed.

## **For your protection, we recommend that you not come to the office**

We want to do all we can to protect your health. We recommend that you avoid coming in our office. If you must visit us, we have taken the following steps to limit your exposure to the Coronavirus:

- Each day, our staff cleans all hard surfaces that you might come in contact with, using disinfecting wipes. This includes door handles, reception counters, and interview room surfaces.
- Hand sanitizer is available on the counters of the lobby and in the interview rooms. We strongly urge you to use it.
- We have set up barriers six feet away from the front desk. Walk-in visitors will be asked to enter an interview room and use the interview room phone to meet with your worker.

## **Other precautions**

- Mealsites are serving meals "drive thru" style. You can get a meal "to go" as you drive up, instead of eating with other people in a dining room.
- Home-delivered meals will continue to be delivered, however, there will be less contact between the driver and the recipient.
- Due to an order by the state of Oregon Health Authority (OHA), we are not allowed to visit our consumers in nursing facilities, residential-care facilities, and assisted-living facilities.

- We are no longer visiting consumers in adult foster homes unless it is necessary for the consumer's health and safety or if a face-to-face visit is warranted.
- Our adult protective services workers will always investigate potential abuse or exploitation. These staffers are exempt from the OHA restricted visitation rules.
- All options counseling and SHIBA (Medicare) counseling are being conducted by phone.
- Health Promotion and Wellness classes are currently canceled in person, but are being held in virtual classrooms, online.
- Homecare worker orientations are currently canceled. Homecare workers (HCW) have 150 days to complete HCW orientation training. These HCWs will receive information by mail in the coming days.
- Our Family Caregiver Support Program meetings are currently canceled. If this changes, we will post additional information.

We will update this information as conditions change. Thank you for your patience and extra care to stay healthy and safe during this pandemic. In the meantime, we have listed some helpful resources below for reliable information about the Coronavirus.

## **Helpful Links**

### **Centers for Disease Control (CDC)**

How to Prepare: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/index.html>

Managing Stress/Anxiety: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>

### **Oregon Health Authority (OHA)**

General Information: <https://www.oregon.gov/oha/pages/index.aspx>

Protect Yourself Against Coronavirus Video: <https://youtu.be/r5r4g7KWuts>

COVID-19 Learn the Facts Video: <https://youtu.be/r5r4g7KWuts>