



# COMMUNITY RESOURCE GUIDE

DEVELOPED IN APRIL 2020

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## ARCORA

The Foundation of Delta Dental of Washington

# DISCLAIMER

- The Community Resource Guide was developed in April 2020 and is true and complete to the best of our knowledge. It serves as educational purposes only. These information are provided “as is” without warranty of any kind.
- We do not accept responsibility or liability for the accuracy, content, completeness, availability or reliability of any information contained on this resources guide.
- The information is not meant to be used for determining benefits or eligibility for services. For more information and referral assistance, please reach out to the contacts provided.

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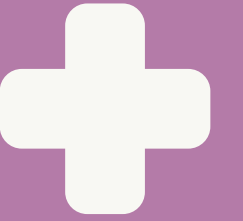


# WHAT IS HEALTH?



Health is “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.” – World Health Organization

# WHAT IS HEALTHCARE?



Healthcare (or health care) is “the maintenance or improvement of health via the prevention, diagnosis, treatment, recovery, or cure of disease, illness, injury and other physical and mental impairments in people.” – World Health Organization

Healthcare is delivered by health professionals:

- Physicians, nurses, pharmacists
- Dentists, optometrists, psychologists
- Physical therapists and other health professionals

Healthcare includes work done in providing primary care, secondary care and public health.

# WHAT IS PRIMARY HEALTHCARE?

Primary healthcare focuses on:

- People rather than disease.
- Health promotion, disease prevention, treatment, rehabilitation and palliative care.
- Three components:
  - Meet people's health needs throughout their lifetime (e.g. physical, mental, social well-being).
  - Address the broader determinants of health through multi-sectoral policy and action.
  - Empower individuals, families and communities to take charge of their health.

# WHAT IS HOME AND COMMUNITY CARE?



- Public health interventions that deliver outside of healthcare facilities.
- Health service programs for children in schools.
- Supportive services in residential and community settings:
  - Self-care, home care, assisted living, long-term care
  - Treatment for substance use disorders
  - Other types of health and social services



# WHAT IS ORAL HEALTH?



Oral healthcare is “a state of being free from chronic mouth and facial pain, oral and throat cancer, oral infection and sores, periodontal (gum) disease, tooth decay, tooth loss, and other diseases and disorders that limit an individual’s capacity in biting, chewing, smiling, speaking, and psychosocial wellbeing.” – World Health Organization

# WHAT IS DENTAL CARE?



- Dental care is maintenance of healthy teeth.
- It may refer to:
  - Oral hygiene – the practice of keeping the mouth and teeth clean to prevent dental disorders.
  - Dentistry – the professional care of teeth, including professional oral hygiene and dental surgery.
  - Oral surgery – any medical procedures that involve surgery of the teeth and jaw bones.

# HOW ORAL HEALTH AFFECTS OVERALL HEALTH?



Oral care is important to a person's overall health and well-being.

It affects health of our teeth, mouth and surrounding craniofacial (skull and face) structures.

Poor oral health in adults increases:

- Dental issues (e.g. untreated tooth decay, gum disease, tooth loss, oral cancer)
- Chronic diseases (e.g. diabetes, heart disease, stroke)
- Behavioral risks (e.g. unhealthy diet high in sugar, tobacco, harmful use of alcohol)

# ORAL HEALTH TIPS



- Visit a dentist regularly, even if you have dentures.
- Brush teeth twice a day with fluoride toothpaste, and floss once a day between teeth.
- See a doctor if medication causes dry mouth, and ask for different medication.
- Drink extra fluoridated water, chew sugar free gum, avoid alcohol and tobacco products.
- Manage your diabetes. It reduces risk of other complications like gum disease.
- Help older adults brush and floss their teeth, if they are unable to do it independently.





# DENTAL CARE SUPPORT

# WASHINGTON DENTAL HEALTH PLAN OPTIONS



- If you are working, your employer may offer a dental plan.
- Adults under age 65 without dental plan can buy through Washington Health Plan Finder with a health plan for medical coverage.
- Children aged 18 or younger must enroll in a health plan in order to enroll in a pediatric dental plan through Washington Health Plan Finder.
- People on Medicare can buy a plan from insurance companies that sell individual dental plans in Washington. Find out if they cover Medicare clients.
  - Delta Dental of Washington: 800-554-1907
  - United Healthcare/Golden Rule: 800-273-8115
  - Willamette Dental: 855-433-6825, option #3
  - Other plan options, contact an insurance agent.

# DENTIST LINK



Call/Text: 844-888-5465

Email: [DentistLink@ArcoraFoundation.org](mailto:DentistLink@ArcoraFoundation.org)

Website: [www.dentistLink.org](http://www.dentistLink.org)

- Free service for Washington residents who need dental care in their area.
- Referral specialists provide current information on dentists accepting Apple Health.
- They connect you with a dental provider for an appointment, location and insurance status.
- Translation services available.



# FREE OR LOW-COST DENTAL PROGRAMS



## Colleges

- Renton Technical College: 425-235-2297
- Seattle Central College: 206-548-5850
- Shoreline Community College: 206-546-4711
- University of Washington: 206-616-6996

## Other dental care

- Community health centers: 360.786.9722
- Seattle/KC Dental Society: 206-443-7607
- Washington State Oral Health: 360-236-3524
- WA 2-1-1 Dental Resources Statewide

## Donated Dental Care

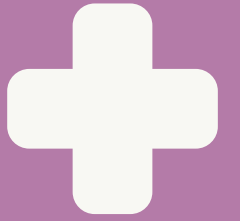
- Dental Lifeline Network: 866.214.5066
- Medical Teams International mobile dental: (425) 454-8326
- Project Access Northwest: 206.788.4204 or 360.917.0018
- Union Gospel Mission - Seattle: (206) 621-7695





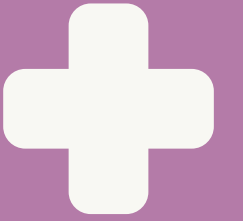
# HEALTH CARE SUPPORT

# WHAT IS APPLE HEALTH (MEDICAID) PROGRAM?



- All Washington medical assistance programs, including Medicaid and Children's Health Insurance Program
- Free or low-cost medical coverage for low-income children, parents and caretakers with children, pregnant women, or adults age 18 – 64 years old
- Medical and healthcare services covered for individuals depend on which medical assistance program they are enrolled in (e.g. CN, ABP, MN, MCS)
- To apply or renew medical coverage, contact Washington Health Plan Finder:
  - Phone: 1-800-562-3022
  - Email: [askmagi@hca.wa.gov](mailto:askmagi@hca.wa.gov)
  - Website: [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)

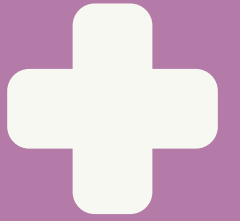
# WASHINGTON APPLE HEALTH (MEDICAID) PROGRAMS



- Classic Medicaid Programs
- Medicare Savings Programs (MSP)
- Supplemental Security Income (SSI) Related Programs
- Long-term services and supports (LTSS) and Hospice



# WASHINGTON APPLE HEALTH (MEDICAID) PROGRAMS



## Classic Medicaid Programs

- Pay for doctors bills, hospital bills, prescriptions, etc.
- Have income and resource limits
- If over income limit, a client might have a “spenddown” to meet before coverage begins.

## Medicare Savings Programs

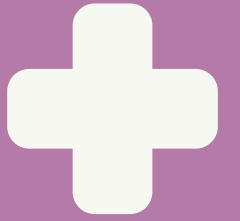
- Individuals who are entitled to Medicare and meet program requirements.
- Assist with premium costs, copayments, deductibles, and co-insurances
- Have income and resource limits

## Apply for coverage:

- Call DSHS Customer Service Center: 1-877-501-2233
- Paper Application: [hca.wa.gov/assets/free-or-low-cost/13-691.pdf](https://hca.wa.gov/assets/free-or-low-cost/13-691.pdf)
- Online: [washingtonconnection.org](https://washingtonconnection.org)

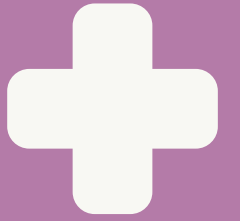


# WASHINGTON APPLE HEALTH (MEDICAID) PROGRAMS



- Supplemental Security Income (SSI) Related Programs provide CN coverage to individuals:
  - Receiving SSI cash benefits
  - Who meet SSI income
  - Who have resource limits
  - Meet at least one of the requirements: 65+ years old, blind or disabled
- Apply for coverage:
  - Call DSHS Customer Service Center: 1-877-501-2233
  - Visit DSHS office: <https://www.dshs.wa.gov/office-locations>
  - Paper Application: <https://www.hca.wa.gov/assets/free-or-low-cost/18-005.pdf>
  - Online: [www.washingtonconnection.org](http://www.washingtonconnection.org)

# WASHINGTON APPLE HEALTH (MEDICAID) PROGRAMS



## Long-Term Services and Supports (LTSS)

- Enable people to continue living in their homes with help to meet their physical, medical, social needs.
- When these needs cannot be met at home, care in a residential or nursing facility is available.
- Individuals must meet functional and financial assessment.
- Income limits apply only for LTSS provided under the Apple Health for Adults programs.

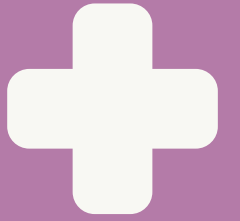
## Hospice Services

- Pays for hospice care at home, in a hospice care center, or nursing facility
- People who are eligible under CN, MN, or ABP programs
- Special eligibility rules under a separate Hospice program apply for people not eligible for CN, MN or ABP.

For more information, contact a local Home and Community Services office:

<http://www.altsa.dshs.wa.gov/Resources/clickmap.htm>

# WASHINGTON APPLE HEALTH (MEDICAID) PROGRAMS



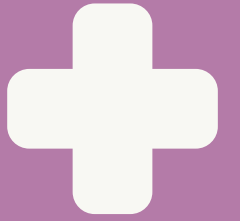
Long-Term Services and Supports Programs (through HCS):

- Community Options Program Entry System (COPES)
- New Freedom, and Residential Support Waiver
- Community First Choice (CFC)
- Roads to Community Living (RCL)
- Program of All-Inclusive Care for the Elderly (PACE)
- Nursing Facility LTC Tailored Supports for Older Adults (TSOA)

LTSS (through DDA):

- Developmental Disabilities Administration (DDA)
- Waivers DDA Residential Habitation Centers and Intermediate Care Facilities
- Hospice program

# WHAT DOES APPLE HEALTH PAY FOR?



- Many services do not require a co-pay, and you don't have to meet a deductible.
- Medicare cost-sharing expenses: Coinsurance costs, deductibles, copays

Here are some of the most common:

- doctor's visits
- hospitalizations
- pharmaceuticals
- immunizations
- dental treatment
- vision exams
- mental health
- family planning
- drug and alcohol treatment
- medical transportation
- Medicare cost-sharing

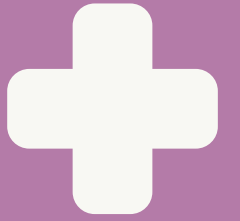
# WASHINGTON APPLE HEALTH PLANS



Currently, five managed care organizations provide Apple Health insurance plans in Washington state.

- Amerigroup
- Community Health Plan of Washington
- Coordinated Care
- Molina Healthcare of Washington
- United Healthcare Community Plan

# WASHINGTON HEALTH INSURANCE ASSISTANCE



## Statewide Health Insurance Benefits Advisors (SHIBA)

- Insurance Consumer Hotline: 800-562-6900
- Find SHIBA office: [www.insurance.wa.gov/find-local-shiba-office](http://www.insurance.wa.gov/find-local-shiba-office)

## SHIBA provides free assistance with Medicare and healthcare options:

- Assess healthcare coverage needs
- Determine general eligibility for healthcare coverage programs
- Evaluate and compare health insurance plans
- Enrollment help with Medicare
- Speak with 1-800 Medicare on your behalf
- Make referrals to other agencies and programs
- Collect and report possible fraud complaints

# KING COUNTY SHIBA OFFICE



## Chinese Information & Service Center

611 South Lane St. Seattle, WA 98104

Phone: 206-624-5633, ext. 4175 (Chinese),  
ext. 4176 (Vietnamese), ext. 4183 (Tagalog)

Website: [www.cisc-seattle.org](http://www.cisc-seattle.org)

## Korean Women's Association

4629 168th Street SW, Suite F

Lynnwood, WA 98037

Phone: 253-535-6202

Website: [www.kwacares.org](http://www.kwacares.org)

## Latino Community Fund

220 2nd Ave. S. #103 Seattle, WA 98104

Phone: 206-397-2440

Website: [www.latinocommunityfund.org](http://www.latinocommunityfund.org)

## Sound Generations

2208 2nd Avenue, Suite 100 Seattle, WA 98121

Phone: 206-727-6221

Website: [www.soundgenerations.org](http://www.soundgenerations.org)



# COMMUNITY HEALTH ACCESS PROGRAM (CHAP)



Free and confidential hotline that connects King County residents to affordable health care or insurance options, healthcare providers with sliding fees, support services and pregnancy test, and prenatal care. Interpreters are available.

Phone: 1-800-756-5437

Email: [chap@kingcounty.gov](mailto:chap@kingcounty.gov)

Website: [www.kingcounty.gov/CHAP](http://www.kingcounty.gov/CHAP)

Where to send applications and documents:

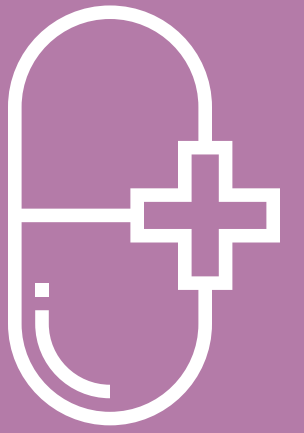
Access & Outreach

Public Health – Seattle & King County

401 5th Ave., Suite 1000

Seattle, WA 98104

# WASHINGTON PRESCRIPTION DRUG DISCOUNT



Washington Prescription Drug Program (WPDP) provides free prescription information and assistance for all residents of Washington.

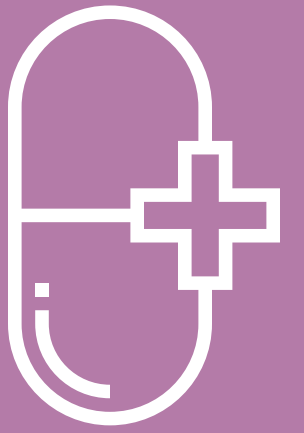
## WPDP Discount Card

Online Enrollment: [www.modahealth.com/SecuredFormsWeb/ODS/drug\\_card\\_wpdp.jsp](http://www.modahealth.com/SecuredFormsWeb/ODS/drug_card_wpdp.jsp)

Moda Health Customer Service: 1-800-913-4146

- Provides savings to people who don't have prescription drug coverage.
- Uses for prescription drugs not covered by your insurance plan or Medicare beneficiaries without Part D coverage.
- Cannot be combined with insurance, Medicaid or Medicare pharmacy benefits.
- Cannot be used to cover any out-of-pocket copayment from your insurance plan.
- For Apple Health (Medicaid) questions, email: [AppleHealthPharmacyPolicy@hca.wa.gov](mailto:AppleHealthPharmacyPolicy@hca.wa.gov)

# KING COUNTY PRESCRIPTION DISCOUNT CARD



King County Prescription Discount Card Program helps residents save money on commonly prescribed medications not covered by health insurance.

## “Live Healthy” Discount Card

Toll free 1-877-321-2651

Website: [www.nacorx.org](http://www.nacorx.org)

- Discount card is free to all King County residents and their pets with no health insurance or prescriptions not covered by insurance.
- No age, income or immigration requirements.
- To print a discount card for immediate use at a participating retail pharmacy along with your prescriptions(s) or to locate a local pharmacy, visit [www.nacorx.org](http://www.nacorx.org).





# INFORMATION AND ASSISTANCE



# WASHINGTON 2-1-1



Washington Information Network

Phone: 2-1-1 or 1-877-211-9274

Website: [www.win211.org](http://www.win211.org)

- Free confidential community service and your one-stop connection to local services for Washington residents.
- Referrals can be done over the phone, text or email
- Interpreters available in 140+ languages
- Services include utility assistance, food, housing, health, child care, after school programs, elder care, crisis intervention and more.

# HELP ME GROW WASHINGTON HOTLINE



WithinReach's Help Me Grow Washington Hotline  
(Spanish speaking staff and interpreters available)

1-800-322-2588

Email: [help@parenthelp123.org](mailto:help@parenthelp123.org)

Website: [www.parenthelp123.org](http://www.parenthelp123.org)

Provides health and food resources to families and professionals

- Food assistance programs (food stamps, school meals, summer meals, food banks)
- WIC (Women, Infants & Children Nutrition Program)
- Health insurance for children, pregnant women and adults
- Free or low-cost health and family planning clinics
- Free developmental screenings (for kids under age 5)
- Parenting class, in-home parent support, parent support groups

# CRISIS CONNECTIONS



Phone: 866-427-4747

Website: [www.crisisconnections.org](http://www.crisisconnections.org)

- Connects people to services and community resources in King County.
- Provides phone-based crisis intervention, peer support, and resources for King County residents.

- Adult peer support
- Basic needs
- Emotional or crisis
- Substance abuse
- Teen
- Support after suicide
- Veterans support
- Emergency services
- Housing and homeless
- Older adult support
- Legal support
- King County 2-1-1



# CRISIS CONNECTIONS: KING COUNTY 2-1-1



King County 2-1-1

Phone: 800-621-4636

Text Your Zip Code: 877-211-9274

Website: [www.crisisconnections.org/king-county-2-1-1](http://www.crisisconnections.org/king-county-2-1-1)

- Connects people to information on health and human services in King County (e.g. housing assistance, financial needs, and food banks).
- Available to answer request by email, talk, text or chat (not available for referrals related to rent, utilities or legal service).

# CRISIS CONNECTIONS: 24 HOUR CRISIS LINE



24 Hour Crisis Line

Phone: 206-461-3222 OR 866-427-4747 (866-4CRISIS)

Website: [www.crisisconnections.org](http://www.crisisconnections.org)

- Assists individuals, families, and friends of people in emotional crisis or who are considering suicide.
- Connects residents to low-cost mental health services in Seattle-King County.
- Interpreters are available.

# CRISIS CONNECTIONS: WASHINGTON WARM LINE



Washington Warm Line

Phone: 877-500-9276 or 877-500-WARM

Website: [www.crisisconnections.org/wa-warm-line](http://www.crisisconnections.org/wa-warm-line)

- Peer support helpline for people living with emotional and mental health challenges (e.g. anxiety, loneliness, depression, problems with family or friends, other emotional or mental health challenges).
- Confidential calls are answered by trained volunteers who have lived experience with mental health challenges. They provide emotional support, comfort, and information.

# CRISIS CONNECTIONS: WASHINGTON RECOVERY



Washington Recovery Help Line

Phone: 1-866-789-1511

Website: [www.warecoveryhelpline.org](http://www.warecoveryhelpline.org)

- 24-hour help to Washington residents with mental health challenge, problem gambling, substance abuse and addiction.
- Connects callers with local treatment resources or community services.

# CRISIS CONNECTIONS:

## TEEN LINK



Teen Link

Phone: 866-833-6546 or 1-866-TEENLINK

Website: [www.teenlink.org](http://www.teenlink.org)

- Confidential and anonymous helpline for youth in Washington State.
- Trained teen volunteers are available to talk, chat or text about any issue of concern.





# TRANSPORTATION SUPPORT



# HOPELINK: MEDICAID TRANSPORTATION



King County: 800-923-7433

Snohomish: 855-766-7433

My Ride Line: 1-888-913-2172 (cancel or check status of ride)

Website: [www.hopelink.org](http://www.hopelink.org)

- For non-emergency medical appointments covered by Medicaid.
- Service options: Vehicles, door-to-door, bus/public transportation, gas cards, and toll, ferry and parking reimbursement
- To schedule a ride, call and provide:
  - Provider One ID Number
  - Date of birth
  - Current street and mailing address
  - Phone number to reach you
  - Your doctor's appointment date and time
  - The clinic address and phone number

# ORCA REDUCED FARE CARDS



A reduced fare on public transportations in Puget Sound area for youth, seniors, riders with a disability or Medicare cardholders, and low-income families.

- Youth card (age 6 to 18) requires proof of age. Apply by mail or in-person.
- Senior RRFP\* (age 65 or older) requires proof of age. Order by mail to ORCA customer service office
- Disabled RRFP\* requires proof of disability or valid Medicare card. Apply in-person with photo taken.
- LIFT card requires proof of low income.
  - In King County, contact King County Metro or call (800) 756-5437
  - In Kitsap County, contact Kitsap Transit.
  - In Snohomish County, contact Community Transit or Everett Transit.

\*A Regional Reduced Fare Permit card is required for senior or disabled passengers paying a reduced fare. Medicare cardholders are eligible for the permit.

# ORCA LIFT REDUCED TRANSIT FARE



King County Metro Customer Service

Phone: (206) 553-3000 or (800) 756-5437

Website: [www.orcacard.com](http://www.orcacard.com)

- A reduced fare on all transportation systems that accept LIFT fares in Puget Sound area.
- Free to qualified individuals with annual household income less than double the federal poverty level.
- You must be 19 – 64 years old.
- Apply in person at any LIFT enrollment agencies in King, Snohomish and Pierce County.
- Visit [orcacard.com](http://orcacard.com) for information on how to use ORCA card on trains, buses, ferries and streetcars.





# CHILDCARE SUPPORT



# CHILD CARE RESOURCES



## Child Care Resources Main Office

Phone: (206) 329-1011 OR 1-877-543-0059

Email: [ccr@childcare.org](mailto:ccr@childcare.org)

Website: [www.childcare.org](http://www.childcare.org)

- Free resource for families seeking child care, early learning information, or financial assistance for child care. Contact Washington Family Center 1-800-446-1114 or 1-877-512-3948 (Spanish)
- Provides short-term child care for families experiencing homelessness or have children with special needs in King and Pierce Counties.
- Support child care providers with coaching, technical assistance and professional development trainings. Contact 1-877-512-3949 (King County) OR 253-272-8000 (Pierce County)



# BEHAVIORAL HEALTH SUPPORT

# NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)



## National Alliance on Mental Illness (NAMI) Helpline

Phone: 800-950-NAMI (6264)

Email: [info@nami.org](mailto:info@nami.org)

Website: [www.namiwa.org](http://www.namiwa.org)

- Free, nationwide peer-support service providing information, referrals and support to people living with a mental health conditions, their family members and caregivers, mental health providers and the public.

## NAMI Seattle Helpline

Phone: (206) 783-9264 or (800) 782-9264

Text: 206-207-7765

Email: [helpline@namiseattle.org](mailto:helpline@namiseattle.org)

Website: [www.namiseattle.org](http://www.namiseattle.org)

- Offers mental health support, peer-led education, and referrals.



# NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)



NAMI South King County

Phone: 253-854-NAMI (6264)

Email: [namiskc@qwestoffice.net](mailto:namiskc@qwestoffice.net)

Website: [www.NAMIskc.org](http://www.NAMIskc.org)

- Provides free educational programs, support group and services to people with mental illness, their families and friends, social services groups, school administrators, clinicians, religious groups, police and community members.

# KING COUNTY BEHAVIORAL HEALTH AND RECOVERY



## Client Services Line

Phone: 206-263-8997 OR 1-800-790-8049

Website: [www.kingcounty.gov/depts/community-human-services/mental-health-substance-abuse.asp](http://www.kingcounty.gov/depts/community-human-services/mental-health-substance-abuse.asp)

- Support Medicaid or low-income individuals with mental health and substance use disorder treatment and supportive services.
- Connects individuals to low cost mental health providers.
- Interpreters are available. To request, call 1-800-208-2620 OR 24-hour hotline 1-800-798-5144.





# AGING AND DISABILITIES SUPPORT



# NATIONAL ASIAN AND PACIFIC CENTER FOR AGING (NAPCA)



## NAPCA Community Resource Helpline

Phone: 1-800-336-2722 (English)

Website: [www.napca.org/helpline](http://www.napca.org/helpline)

- Older adults and caregivers can reach a live operator in English, Vietnamese, Korean, Cantonese, and Mandarin
- Assist older adults seek employment and training
- Offer information on prevention, symptoms, and guidance for COVID-19
- Receive guided meditation
- Phone service is available in 8 different languages: English, Mandarin, Cantonese, Tagalog, Korean, Japanese, Spanish and Vietnamese

# ELDERCARE LOCATOR



## Eldercare Locator

Phone: 1-800-677-1116

Email: [eldercarelocator@n4a.org](mailto:eldercarelocator@n4a.org)

Website: [www.eldercare.acl.gov](http://www.eldercare.acl.gov)

- Free, nationwide service that connects older adults and their caregivers with local support resources.
- Link people who need assistance with state and local agencies on aging, as well as community-based organizations that serve older adults and their caregivers.
- Services such as meals, home care, transportation, caregiver training and education, or respite care.

# WASHINGTON COMMUNITY LIVING CONNECTIONS (CLC)



Phone: 1-855-567-0252

Website: [www.washingtoncommunitylivingconnections.org](http://www.washingtoncommunitylivingconnections.org)

A network of Washington's community service providers who help individuals of all ages, disabilities and income levels, their caregivers, legal representatives and families connect with information and access to long-term care and home or community-based services and supports.

## Services:

- Information, Referral, and Awareness Options
- Counseling and Assistance
- Streamlined Eligibility Assistance for Public Programs
- Person-Centered Care Transitions Supports

# KING COUNTY COMMUNITY LIVING CONNECTIONS (CLC)



Community Living Connections for Seattle-King County Helpline

Phone: 1-844-348-5464

Email: [info@communitylivingconnections.org](mailto:info@communitylivingconnections.org)

Website: [www.communitylivingconnections.org](http://www.communitylivingconnections.org)

- Free information and assistance accessing community resources
- Access to family caregiver support services
- Individual consultation and help planning for long term care needs
- Professionals, older adults, adults with disabilities, caregivers, family members can call to get objective, confidential information about community resources and service options.

# WASHINGTON LONG TERM CARE OMBUDSMAN



Certified volunteers help mediate complaints or concerns you may have about anyone living in an adult care facility (e.g. Adult Family Home, Assisted Living Facilities, Nursing Homes, Veteran's Homes)

## King County Long-Term Care Ombudsman Program

Phone: 206-623-0816

Fax: 253-815-8173

Email: [kcltcop@mschelps.org](mailto:kcltcop@mschelps.org)

Website: <https://mschelps.org/gethelp/ltcop>

## State Long-Term Care Ombudsman Office

Multi-Service Center

Address: P.O. Box 23699 Federal Way, WA 98093

Complaint Hotline: 1-800-562-6028

Email: [stateombuds@multi-servicecenter.com](mailto:stateombuds@multi-servicecenter.com)

Website: [www.waombudsman.org](http://www.waombudsman.org)

# ALZHEIMER'S DISEASE AND RELATED DEMENTIAS



Washington Dementia Action Collaborative

Free Information, tools and resources for individuals, families and professionals

Email: [Dementiaroadmap@dshs.wa.gov](mailto:Dementiaroadmap@dshs.wa.gov)

Website: [www.dshs.wa.gov/altsa/dementia-action-collaborative](http://www.dshs.wa.gov/altsa/dementia-action-collaborative)

Dementia Road Map: A Guide for Family and Care Partners (English and Spanish)

- To order up to 5 copies for personal use, email [dementiaroadmap@dshs.wa.gov](mailto:dementiaroadmap@dshs.wa.gov) (English) or [inquirywa@alz.org](mailto:inquirywa@alz.org) (Spanish)

Dementia Safety Information Toolkit provides safety concerns for people with dementia.

Dementia Legal Planning Toolkit\* has checklists for planning ahead in helping you make important financial and health care decisions. It helps family members, friends and care partners honor your wishes in the future.

Family Caregivers and COVID-19 offers resources for family caregivers of people with dementia during COVID-19 outbreak. Information is updated monthly.

Note\*: Dementia Legal Planning Toolkit can be downloaded directly at [www.washingtonlawhelp.org/resource/dementia-legal-planning-toolkit#i801D6207-79DB-46D8-B806-D3EDB0FE85BB](http://www.washingtonlawhelp.org/resource/dementia-legal-planning-toolkit#i801D6207-79DB-46D8-B806-D3EDB0FE85BB)



# ADULT PROTECTIVE SERVICES



## Adult Protective Services

Phone: 1-877-734-6277

Email: [apscentralintake@dshs.wa.gov](mailto:apscentralintake@dshs.wa.gov)

Website: [www.dshs.wa.gov/altsa/adult-protective-services](http://www.dshs.wa.gov/altsa/adult-protective-services)

- Investigate reports about abuse, abandonment, neglect, exploitation and self-neglect of vulnerable adults in Washington State.
- Signs of adult abuse include neglect and self-neglect, financial exploitation, physical abuse, mental abuse, and sexual abuse.
- Anyone can make a report about suspected abuse and is encouraged to make a report online which includes confirmation number and 24-hour availability to reporters, seven days a week.
- All reports are confidential!

# ALZHEIMER'S ASSOCIATION

## HELP LINE



Alzheimer's Association 24/7 Helpline

Phone: 800-272-3900

Website: [www.alz.org](http://www.alz.org)

- Free service that offers confidential support and information to people living with Alzheimer's disease, caregivers, families and the public.
- Speak with specialists and clinicians for decision-making support, crisis assistance and education on issues families face every day.
- Bilingual staff or interpreters are available.

# PARKINSON'S DISEASE



Parkinson's Foundation Helpline

Phone: 1.800.4PD.INFO (1-800-473-4636)

Email: [helpline@parkinson.org](mailto:helpline@parkinson.org)

Website: [www.parkinson.org/](http://www.parkinson.org/)

Answer calls from people with Parkinson's disease, their families, friends and health care providers.

All questions are answered by trained nurses, social workers and therapists, including:

- Current disease information and emotional support
- Medical issues including symptoms and treatments
- Health and social care
- Referrals to health professionals and community resources for local support



# COVID-19 INFORMATION AND RESOURCES

DISCLAIMER: RESOURCE GUIDE WAS DEVELOPED IN APRIL 2020.  
INFORMATION AND RESOURCES AROUND COVID-19 MAY HAVE CHANGED.



# COVID-19 CALL CENTERS



## King County COVID-19 Call Centers

- Medical questions related to COVID-19

Contact call center 206-477-3977. Interpreters available.

- Non-medical questions about COVID-19 (e.g. compliance and business related issues)

Contact King County COVID-19 Business and Community Information Line 206-296-1608.

## General questions about COVID-19 in Washington State

Contact Washington State Novel Coronavirus Call Center 800-525-0127. Interpreters are available.



# COVID-19 RESOURCES



City of Seattle Customer Service Bureau

Phone: 206-684-CITY (2489)

Website: [www.seattle.gov/mayor/covid-19#healthcare](http://www.seattle.gov/mayor/covid-19#healthcare)

- Provides information, community programs and services to help local, county, state and federal residents who are significantly impacted by COVID-19 pandemic.
- All Seattle residents, regardless of immigration status, are eligible for City of Seattle programs and services unless noted otherwise.

# COVID-19 RESOURCES



## Free COVID-19 Testing Locations

Available in King County regardless of immigration status or insurance status. Open to anyone who cannot access a COVID-19 test through their healthcare provider. Interpretation services available at all locations at no cost.

## Seattle & King County Covid-19 Emergency Food Resources

Use map, search tool, interactive list, and printable list for food resources.

## Health Care for the Homeless Network (HCHN)

Health services for people experiencing homelessness.

## King County Mental Health Resource Guide

- Resources for mental health, substance abuse and addiction, suicide prevention and crisis.

# COVID-19 RESOURCES



## Behavioral Health COVID 19 Resources

Information for families and children in King County.

## YMCA Health and Fitness Videos

For all ages (tai chi, yoga, barre, dance fitness, weightlifting, kids activities, youth sports, etc.)

## Coping with Quarantine

Free resource guide (mindful movement, meditation, enrichment courses, art & culture)

## Free Anti-Anxiety Guide

- Information on how our everyday choices affect mood, sleep, nutrition, etc.

# ARCORA

**The Foundation of Delta Dental of Washington**

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Seattle, WA 98109

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[www.kayastrategik.com](http://www.kayastrategik.com)