

# Coronavirus/Covid-19 Information Update

**In an effort to reduce Covid-19 exposure to staff, our residents, clients and partners, we are using extra precautions and recommendations of Cowlitz County Public Health and the Center for Disease Control:**

**We will make every effort to reduce person-to-person contact** for the foreseeable future. We encourage everyone to try to conduct business with us over the phone or email to the extent possible.

**All our offices, including our Main Office will be closed to the public.** Until further notice, we will not accept walk ins or unscheduled appointments. Our fax number is (360) 425-9930. Please call us to confirm we received your transmission.

**We are requesting all communication in writing.** Please utilize our drop slots at each building to provide us with requested documents or report a change of circumstances. At the Main office in Longview, we have a box near the entrance containing change of circumstances forms, pens and envelopes. Please use them to provide us with your information. If you wish to receive a copy of the documents you are dropping off, or are giving us the originals and want them back, please note that on the form.

**If you are making a payment, please put your payment in a sealed envelope. DO NOT put loose checks/money orders through the drop slot.**

Please utilize email wherever possible. All HOSWWA staff have email in the following manner: [firstname.lastname@hoswwa.org](mailto:firstname.lastname@hoswwa.org). If you don't know who you should be working with, please call our office. All HOSWWA staff have a voicemail extension. Please call our office to request voicemail extensions or email addresses.

**Annual inspections will be postponed.** By regulation we must perform HQS inspections. Once the peak contagious period is over, HQS inspections will be rescheduled and resume in a normal manner. Unit inspections for families new to the program will still take place.