

# 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. 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.

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.