Eastern Washington Fire Recovery Resources

Updated September 1, 2023
Resource availability is subject to change.



To access this information electronically, open the camera app on your android or iPhone. Focus the camera on the QR code above and click the link that shows on your screen.

Disaster Assistance

Spokane County Disaster Assistance Center

Location: Spokane Falls Community College, Building #9,

3305 W. Whistalks Way, Spokane, WA 99224

Schedule: September 1, 10:00am to 6:00pm

The Disaster Assistance Center will close at 6:00pm September 1.

Residents may continue to contact Spokane County Emergency Management to inquire about disaster assistance and recovery information.

Call: 509-998-2750

Visit: Spokane County Emergency Management's website.



Oisaster Assistance Cente,



Impacted by the Gray Road or Oregon Road Fires?

Disaster Assistance Center

Spokane Falls Community College Building 9, 3305 W Whistalks Way Spokane WA 99224

> Open 10 AM to 6 PM Questions? Call 509-998-2750

In the main room, there will be tables of state and local agencies providing services and information to those in need, and to help answer questions.

Wheelchair accessible and interpreters available upon request.

Centro de asistencia ante desastres (Disaster Assistance Center)

¿NECESITAS AYUDA?



¿Impactado por los incendios de Gray u Oregon Road?

Centro de asistencia ante desastres

Spokane Falls Community College Edificio 9, 3305 W Whistalks Way Spokane, WA 99224

Abierto de 10 AM a 6 PM. ¿Tiene alguna pregunta? Llame a 509-998-2750

En la sala principal habrá mesas de agencias estatales y locales que ofrecen servicios e información a aquellos en necesidad, y que ayudarán a responder preguntas.

Accesible a silla de ruedas e intérpretes disponibles a solicitud

Disaster Assistance Intake Form



The purpose of this form is designed to collect data to help the county address unmet needs, but it is not a guarantee of assistance. The data collected will be used to justify potential programs that may become available.

IMPORTANT: If you filled out this form at the Disaster Assistance Center, you DO NOT need to fill it out again.

Click here access the online form

Recovery Resources

Country Church of the Open Bible

40015 N. Collis Rd, Elk WA, 99099

Call: 509-292-8770 Link: https://ccob.life/

Providing clothes, backpacks, food and household items,

serving dinner every night.

Medical Lake City Hall City of Medial-Lake.org

124 S. Lefeevre St. Medical Lake, WA 99022

Receives and distributes daily donations from various

organizations.

Bohemian Spokane

Accepts donations and works with the Red Cross to distribute

clothing, baby items,

food and housewares. Please contact them through their

<u>Facebook page</u> to request assistance.

Goodwill

Please contact 509-838-4246 or https://discovergoodwill.org/

Redemption Church (open through Labor Day weekend)

400 E. Grace Street, Medical Lake, WA 99022

Providing assistance to the Medical Lake Community

Call: 509-299-3139

Cheney Nazarene Church

Help with clothing.

338 W Betz Rd, Cheney, WA 99004

Call: 509-747-8480

Need a replacement of Durable Medical Equipment?

There is a local partner who can support replacement at no cost to the client.

Contact: info@KCHelp.org / Call: 509-212-0900

The Figtree

Independent, nonprofit resource directory for the Inland Northwest

http://www.thefigtree.org/connections-resources.html

Call: 509-535-4112

Recovery Resources continued

The Washington Connection

Provides information regarding emergency shelters & resources.

Phone: 1-877-501-2233

Explore Options - Washington Connection

The Boys & Girls Club of Spokane County

Offering a free summer camp for families impacted by the fires. August 21 to September 1 13120 N Pittsburg St, Spokane Call 509-530-9015 for more information and to register.

Catholic Charities Spokane

All residents of communities throughout Eastern Washington can access assistance with basic needs, from groceries and gas to utilities and rent through a network of parish and community partners.

Call Emergency Assistance 509-456-2253 | 12 E. 5th Avenue, Spokane WA 99202

Salvation Army Spokane

Providing resources to families affected by the fires.

Phone: 509-325-6810 or email

salvationarmyspokane@gmail.com

Giving Back Spokane

Community Facebook group where residents of Spokane are teaming together to gather specific needs for those in need. Giving Back Spokane | Facebook

Burbity Workspaces if you work remote and have been evacuated for any of the local fires, please call us or drop in! They will provide a free place with Wi-Fi, coffee and a quiet, calm environment to get some work done. Call 509-255-7275 or visit https://burbity.com/sprague/1722 E Sprague Ave, Spokane, WA 99202

Complimentary back to school haircuts

Text Jess Hatch at 808-895-4840 to schedule Jess will provide this service for all school age children from August 28th to September 3rd

Recovery Resources continued

YMCA of the Inland Northwest

Providing free showers and a safe place.

Day pass fees waived.

- 1126 N Monroe St, Spokane, Phone: 509-777-9622
- 930 N Monroe St, Spokane, Phone: 509-777-9622
- 10727 N Newport Hwy, Spokane, Phone: 509-777-9622

The Wellness Center

Providing free showers and a safe place.

• North Park: 8121 N Division St, Spokane

Phone: 509-467-5124

Central Park: 5900 E 4th Ave, Spokane

Phone: 509-535-3554

E-Mail: info@wellnessco.com

Military & Family Readiness Center

Available to those with base access at Fairchild Air Force Base. Safe place and supplies available.

4 W Castle St, Fairchild AFB, WA 99011,

Phone: 509-247-2246

Spokane County Information

- https://spokanecounty.org/
- https://www.spokanetransit.com/
- Spokane County Emergency Management Facebook Page

Avista Utilities

Report the smell gas, power outages or downed power lines 24/7 call 1-800-227-9187

Link: https://outage.myavista.com/

Our Place Community Center (downtown Spokane)

Resources for survivors: Food Bank, Hygiene Bank, Clothing

Bank, Laundry Services

Vouchers are available at the Disaster Assistance Center for

survivors to come in during extended hours.

Hours: Mon/Wed, 10am-6pm Tues/Thurs, 9am-4pm Sat,

10am-4pm (only for survivors)

Visit: https://www.ourplacespokane.org/

Call: 509-326-7267

Red Cross Offering Immediate Financial Assistance for Qualified Households

- Red Cross recovery workers will be at the following locations from 10 a.m. to 6 p.m. on Thursday, August 31 and Friday, September 1.
 - Spokane Falls Community College
 - 3305 W Whistalks Way Spokane, WA 99224
 - Redemption Church
 - 400 E Grace St Medical Lake, WA 99022
 - North County Food Pantry
 - 40015A N Collins Rd Elk, WA 99099
- The Redemption Church and North County Food Pantry location will remain open through the holiday weekend.

Additional Help Available for Wildfire Recovery

Thanks to the generosity of donors, the Red Cross is offering immediate financial assistance for those whose primary residences were destroyed or sustained eligible damage in Spokane County wildfires.



The American Red Cross offers sheltering and disaster case management assistance.



Open shelters:

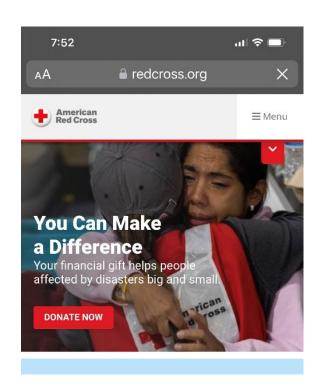
- Spokane Falls Community College
 3410 W Whistalks Way, Spokane
- Riverside High School
 4120 E Deer Park Milan Road,
 Chattaroy

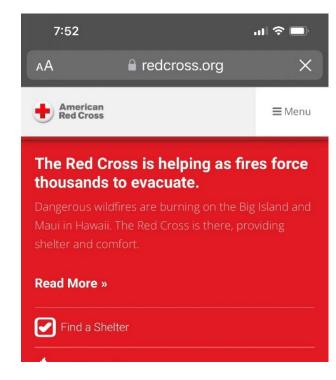
Find additional Red Cross shelters at Find Open Shelters page.

Red Cross Find a Shelter Instructions

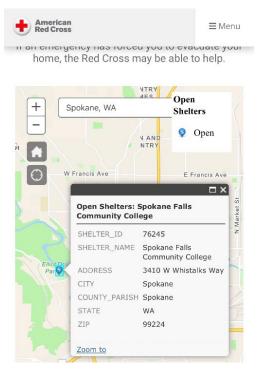
- 1. Use your mobile device to visit the <u>Find Open Shelters page</u>. Click on the white arrow in the red box at the top of your phone screen
- 2. Click on **Find a Shelter**.

- 3. Type in the location you are trying to find shelter for.
- 4. Look for Blue Pins with a white S on the map. Click on the pins to find the detailed shelter information.









Search resources in Washington with 2-1-1



on demand has arrived!

Find community resources and get connected today.



Simply text 211WAOD to 898211

Standard msg & data rates may apply.
Text STOP to opt-out. For end user privacy and terms and conditions of texting
with 898211, go to: http://www.preventpaystext.com/policies/

Powered by PreventionPays Text.

Simplemente envíe 211WAOD por texto al 898211

conéctese hoy.

Es posible que se apliquen tarifas estándar de mensajes y datos. Envíe el mensaje de texto STOP paraoptar por no participar. Para ver la privacidad del usuario nal y los términos y condiciones de los mensajes de texto con 898211, visite: http://www.preventpaystext.com/policies/

Provisto por PreventionPays Text.

You will reach a highly-trained information and referral specialist who will assess your needs and provide a list of referrals to available resources in your community. Washington 211 has a database of over 27,000 resources to help you find the right services.

Referrals are usually given over the phone or can be emailed or text to you. In crisis situations a warm transfer can be made directly to crisis specialists or 9-1-1. This includes categories such as free meals, shelter/housing, clothing, hygiene items, financial assistance, transportation, etc.

3 Ways to contact

1. Call 2-1-1 by phone

TTY for the deaf and hard of hearing and interpreter services are also available in 140+ languages.

- 2. Text 211WAOD to 898211
- 3. Visit Washington 2-1-1 (wa211.org)

Crisis Counseling Support

- SAMHSA **The Disaster Distress Helpline (DDH)** is the first national hotline dedicated to providing disaster crisis counseling. This toll-free, multilingual, crisis support service is available 24/7 to all residents in the U.S. and its territories who are experiencing emotional distress related to natural or human-caused disasters.
- Call or text <u>1-800-985-5990</u>.
- Español: Llama o envía un mensaje de texto <u>1-800-985-5990</u> presiona "2."
- For Deaf and Hard of Hearing ASL Callers: To connect directly to an agent in American Sign Language, click the "ASL Now" button below or call <u>1-800-985-5990</u> from your videophone. ASL Support is available 24/7. <u>FAQs for ASL NOW users</u>.
- Suicide & Crisis Lifeline: Text 988

Suggestions for Caring for Yourself and Loved Ones

- Acknowledge your thoughts and emotions. It is common to experience a wide range of emotions following a disaster. Avoid self-talk about what you "should" be feeling.
- **Reach out to family, friends, and community.** Talk with trusted people in your life about how you are doing. Seek support from your community and faith-based resources, if applicable.
- Set boundaries around when and how often you consume media. Constant access to news and social media means that we can easily become overloaded by bad news. You might make a conscious choice not to watch the news right before bedtime. You might decide to leave your phone charging in another room, so you don't check social media during a meal, at work, or from bed. You may want to set a timer and limit access to newsfeeds to limited blocks of time.
- Identify things within your scope of influence. It is easy to feel helpless in overwhelming situations, so it can be useful to focus on what you can do. How can you most directly and positively make an impact? This could include actions like donating to a credible relief organization, checking in on someone you feel concerned about or volunteering with a relevant cause or group.
- Take care of your physical health. Remember to move yet be conscious of the air quality that surrounds you. It's not just that exercise can help us feel physically better. Trauma tends to "get stuck" in our bodies and choosing to move can help shift hard feelings. Try any movement that works for your body. Eat healthy foods and get adequate sleep and rest when you can.
- Be gentle with yourself. Know that you are not alone in experiencing strong reactions to these events. Don't despair if you are having a hard time concentrating at work or keeping your cool with your partner or kids. What's one thing you can do to be kind to yourself today?
- Seek out and use supportive resources. Ask for support and help from the people, places and programs that are helpful to you.

How do I replace my personal documents?

- Driver's License or Identification Card: Contact your local Department of Licensing (DOL) office or other issuing authority.
 Visit dol.wa.gov or call 360-902-3900
- **Military Documents**: Contact the Department of Veteran Affairs at 1-800-827-1000 or TDD/TTY 1-800-829-4833.
- Passport: Visit the U.S. Department of State's How to Apply page.
- Birth, Death, Marriage or Other Certificates: Contact the Department of Health (DOH) at ContactCHS@doh.wa.gov or 360-236-4300.
- Credit or Debit Cards: Contact your banking or credit institution.
- Citizenship Papers: Contact the Bureau of Citizenship and Immigration Services at 1-800-375-5283.



Tip: Reach out to your current employer as Human Resources may have copies of documents you provided during your onboarding process.

This may include copies of your Social Security Card, Birth Certificate, Passport, etc.

Fire Remediation and Debris Removal Services in and around Spokane

Residents should contact their insurance providers first to see if the insurance company has a preferred choice and to ensure that services are covered.

Spokane County Regional Solid Waste System is advising insured property owners to speak with their insurance providers and only hire certified, licensed, and bonded contractors for clean-up. A verification tool is available from the Washington State Department of Labor & Industries. Visit: <a href="Spokane County Regional Solid Waste System Offers Guidance for Fire Debris Disposal | Washington Updates | NewsBreak Original

Servpro- When you need fire damage restoration, SERVPRO is here to help with smoke removal and fire damage cleanup, assessment, soot removal, and restoration services. Handles insurance navigation and paperwork.

Visit: <u>www.servpro.com</u> or <u>Fire Damage Restoration and Smoke Removal</u> | <u>SERVPRO</u>

Call: 509-822-5995

PuroClean- (North Spokane) Offers expert smoke & fire damage restoration and repair services.

Visit: www.puroclean.com or Fire Damage Restoration and Cleanup Services in Spokane, WA (puroclean.com)

Call: 509-505-5353

Restoration Done- Professional Fire Damage Cleanup and Repair, Emergency Response & 24/7 Assistance.

Visit: <u>www.restorationdonellc.com</u> or <u>Fire Damage Restoration</u>.

Call: 509-272-9030

Hazardous Materials Resources

Returning to your property after a fire can be dangerous. Please see below for information on hazardous materials you may find, and how to stay safe!

Click on the following links for more information.

Spokane Regional Clean Air Agency

• Special Notice to Property Owners Affected by the Gray and Oregon Road Fires: Asbestos & Fire Damaged Structures

The Spokane Regional Health District information on residential post-fire cleanup:

- Cleanup of Wildfire Debris Can be Hazardous to Your Health and After a Wildfire.
- Asbestos & Fire Damaged Structures FAQs

Washington Department Of Ecology resources:

- Where can I dispose of household hazardous waste?
- Report an environmental Issue (including oil or other spills)







Eastern Washington Access and Functional Needs Resources

Statewide Resources

- AFN | Washington State Military Department, Citizens Serving Citizens with Pride & Tradition
- Coalition on Inclusive Emergency Planning (CIEP) (wasilc.org)

Independent Living Centers

- <u>Disability Action Center NW | Your Community. Your Access. Your Life. (dacnw.org)</u> Counties Served: Asotin, Garfield, and Whitman
- INDEx | Disability Action Center NW (dacnw.org)
 Counties Served: Spokane, Stevens, Ferry, Pend Oreille, and Lincoln

Communication Assistance, Advocacy, and other Services for Deaf, Deaf Blind and Hard of Hearing

Washington Advocates of Deaf & Hard of Hearing (wadhh.org)









Eastern Washington American Sign Language (ASL) Interpreter Resources

Selected ASL Interpreter Services (* = State Vendor)
Click links for more information and details.

- Sign Language Interpreter Contracts and Resources Program | DSHS (wa.gov)*
- A2Z Interpreting Services Washington ASL American Sign Language*
- All Hands IS | Sign Language Interpreting Services*
- AML-Global American Language Services (alsglobal.net)
- Away With Words (awwasl.com)
- DeafBlind Interpreter Referral Service | DeafBlind Service Center (seattledbsc.org)*
- Hearing Loss Advocacy in Spokane, WA | Nexus (nexusinw.com)
- Professional Interpreter Services | Naegeli (naegeliusa.com)
- Purple Communications On-site ASL Interpreting and VRI (signlanguage.com)
- Sorenson Express SorensonSpokane Interpreting & Translation Services
- <u>LinguabeeUniversal Language Service Interpreting and Translation Service</u>*

Washington State Offices Serving People with Disabilities / Communication Access Realtime Transcription (CART) Captioning Resources

State Offices Serving People with Disabilities

- Office of the Deaf and Hard of Hearing | DSHS (wa.gov)
- Office of Developmental Disabilities | DDOmbuds.org

Click links for more information and details.

Selected CART Captioning Services (* = State Vendor)

- DES CART Contract Summary (wa.gov)*
- Al-Media Captioning Services Al-Media*
- AML-Global American Language Services (alsglobal.net)
- GLOBO (helloglobo.com)*
- Linguabee Captioning Services | Linguabee
- LNS Live Captioning LNS Captioning
- Partners Interpreting / Captioning (CART) Real-time Translator*
- Purple Communication Access Real-time Translation (CART) by Purple (signlanguage.com)
- Universal Language Service Interpreting and Translation Service*
- VZP Digital Captions VZP Digital*

Services offered by the Department of Social and Health Services



Transforming lives

<u>Washington Connection</u> offers a way to find and apply for a variety of services and assistance online. By entering in basic household information, Washington Connection will let you know what programs or services you or your family may be qualified to receive from various local, state or federal sources.

You can also apply for assistance in person at a local Community Service Office or by calling the Customer Service Contact Center at 877-501-2233.

- Aged, Blind or Disabled Cash Assistance Program (ABD)
 Cash help for Aged, Blind or Disabled people
- Housing and Essential Needs
 Provide non-cash housing and other assistance
- <u>Child Support Services</u>
 Help in getting child support
- DSHS Emergency Programs
 Programs that help in emergency situations
- Medical Assistance Programs
 Help with health care and medical expenses

- Refugee Cash Assistance (RCA)
 Cash and medical help for refugees
- <u>Temporary Assistance for Needy Families (TANF)</u>
 Cash help for families with children
- Voter Registration Assistance
 Local offices can help you to register to vote
- Washington Basic Food Program
 Help with putting food on the table
- Workforce Innovation
 Improving economic self-sufficiency

Disaster Cash Assistance Program Family Emergency Assistance Program



- People who currently reside in the designated disaster areas of Spokane, Pend Oreille or Whitman counties and were impacted by the wildfires may be eligible for cash assistance.
- To apply for these emergency programs or other cash assistance programs click Apply Now at WashingtonConnection.org, visit a Community Services Office, or call 877-501-2233.
- For more info, check out the latest news <u>here</u> for Frequently Asked Questions.

Community Service Office locations in the Spokane/Elk vicinity



DSHS Maple CSO

1313 N Maple Spokane WA, 99201 **DSHS Newport CSO**

1600 W 1st St Newport, WA 99156 **DSHS Colville CSO**

1100 S Main St #1 Colville, WA 99114

DSHS Trent CSO

8517 E Trent Ave Spokane Valley, WA 99216 **DSHS Colfax CSO**

418 S Main St Suite 1 Colfax, WA 99111

Find a Community Service Office anywhere in Washington State. Click the Office Locator link.

DSHS has Mobile Community Service Office units responding to requests. Find where we're going to be next be by following us on our social media channels.

Animal Evacuation & Sheltering



Spokane Livestock Emergency Evacuation Team

Call or text 911 to connect with volunteer teams with trailers to assist with evacuating pets and animals.

Humane Evacuation Animal Rescue Team

Operates a smaller shelter for dogs, cats, and other pets at

Spokane Falls Community College 3410 W Whistalks Way, Spokane

E-Mail: spokaneheart@gmail.com

Link: https://www.heartofspokane.org/

If you have lost a pet...

Call Spokane Humane Society: 509-467-5235

Spokane Area Lost and Found Pets Facebook Group







Washington Cattlemen's Association

For all feed requests, please call 509-925-9871



Tips and reminders for homeowners working with contractors



The <u>Washington State Department of Labor & Industries</u> (L&I) cautions homeowners to work only with registered contractors, and to obtain three bids for any repairs. Though a homeowner may be in a rush to repair storm damage, keep these tips in mind to <u>Hire Smart</u> and avoid shoddy work or bad contractors:

- Check whether a contractor is registered by clicking on the link at <u>protectmyhome.net</u>. You can verify whether contractors are licensed, how long they have been in business and see the amount of their insurance coverage and bond.
- Beware of red flags, including contractors who ask to be paid in cash, have a check made out to someone other than the business, or work only evenings or on weekends. Unregistered contractors or scam artists typically use these tactics.
- Don't pay in full until the job is done.
- See more tips and download the "Hire Smart" worksheet at <u>protectmyhome.net</u>. Also on the page are reminder signs in English and Spanish.
- Additional information on recovery from a natural disaster, including reconnecting power to your home, is also available from L&I. Simply go to www.L&I.com, and enter "Disaster recovery" in the search bar, or call your nearest L&I regional office.

Insurance Assistance



- Contact your insurance company to report the how, when and where of the damage.
 - Prepare a list of damaged or lost items and provide receipts if possible. You
 may want to take pictures or video of the damage for additional claim
 documentation. <u>Do not throw anything away</u> without discussing it with
 your claim adjuster.
 - Keep receipts for expenses including lodging, repairs or other supplies.
- Besides insurance, there are many questions related to taxes, expenses and determining just how you will recover from a personal financial point of view. For helpful advice, please see Disaster Recovery: A Guide to Financial Issues (A5076), which is available from your local Red Cross chapter.
- The Washington State Office of the Insurance Commissioner's offers assistance on insurance claims regarding natural disasters. They answer questions about the claims process. They can also help answer questions about what to expect after you file a claim, and how to file a complaint against an insurer.
- Visit https://www.insurance.wa.gov/natural-disasters or call 800-562-6900.

Have questions? Need help?

Call the OIC at: 800-562-6900

Verify your insurance adjuster is licensed:

www.insurance.wa.gov

Verify your contractor is licensed:

www.lni.wa.gov

Verify your attorney is licensed:

www.mywsba.org

Unemployment Information



How do I apply for unemployment benefits?

You can apply online (<u>esd.wa.gov</u>) or by phone (800-318-6022). The best and fastest way to apply is online. Using a laptop or desktop computer works best. You can use a phone or tablet, but the service is not optimized for mobile and may be difficult to navigate. Like most Washington state agencies, the Employment Security Department uses <u>SecureAccess Washington (SAW)</u> to manage access to customer accounts. If you do not already have a SAW account, you'll need to create one. If you have an account, you can use that same username and password to access <u>eServices</u> — ESD's online portal.

General unemployment benefits information:

Avoid mistakes that could delay your benefits! Before you apply, go to esd.wa.gov/unemployment to become familiar with the process.

What are unemployment benefits?

Unemployment benefits provide you with temporary income when you lose your job through no fault of your own. The money partly replaces your lost earnings and helps you pay expenses while looking for new work or waiting to return to work. The benefits are paid by taxes on employers and are not based on financial need.

How do I know if I am eligible for unemployment benefits?

You must have worked at least 680 hours in your base year, and you must have earned at least some of your wages in Washington state. Your base year is the first four of the last five completed calendar quarters before the week in which you file your claim.

For example:

• If you file your claim in August 2023, your base year is April 1, 2022, through March 31, 2023.

Find out more: esd.wa.gov/unemployment/basic-eligibility-requirements

Unemployment Information continued



What information do I need before I apply?

Get all your information ready before you apply, including your:

- Name, Social Security number, birth date and contact information.
- Driver's license information, if you have one.
- Complete work history for the past 18 months including:
- Employer name(s)
- Address(es)
- Phone number(s)
- Start and end dates of employment for each employer
- Your bank account and routing number, if you want to sign up for direct deposit.

Find out more: esd.wa.gov/unemployment/have-this-information-ready

What do I need to do after I apply?

- Submit your weekly claims.
- Report honestly.
- Watch for and read any information we send you. If you chose to receive information via eServices, we will email you when we require your attention. Some information is time-sensitive!

What if my worksite was affected by the fires?

If your place of employment burned down or you no longer have work with your employer due to the wildfires, select "laid off" when on the application. The system will then ask for more information about your job separation. You can then select "business closed," "company closed temporarily," "on call or standby with my employer" or "other reason not listed."

Agricultural Needs and Resources



In cooperation with Spokane Conservation District, Washington Cattlemen's Association, and Washington Beef Commission - Washington State Department of Agriculture encourages your response to a survey about agricultural impacts due to recent wildfires.

Please complete this short online survey at this <u>link</u> or copy the survey address into your web browser (<u>https://forms.office.com/g/zWBXE4mKDA</u>). You may get a link to this survey from multiple sources, but you only need to fill it out once per operation.

The survey is intended to learn about wildfire damages to agricultural production including crops and livestock. This data may be used to link unmet needs with available resources. Responses are anonymous and your farm will not be identified. Providing your contact information is voluntary.

Assistance may be available to support your recovery. Be sure to document and report losses to your county Emergency Management office and local Farm Service Agency service center. To learn about resources that may be available to you, please visit the following:

- **USDA Disaster Assistance Discovery Tool**: https://www.farmers.gov/protection-recovery/disaster-tool and call Farm Service Agency Office Spokane Service Center: (509) 924-7350
- Spokane Conservation District Post Fire Assistance: https://www.spokanecd.org/post-fire-assistance/ and call (509) 535-7274

Watch out for scams

Fraudsters often take advantage of the chaos after a disaster, we urge you to verify licenses and check references before making agreements on selling your land, rebuilding your home, etc.

https://suspectfraud.wa.gov/