Coronavirus (COVID-19) Update
(08/12/2020)

We understand the pandemic has been challenging to navigate for many individuals and their families. Valley Cities continues to take the health and safety of our staff and clients very seriously and remain true to our mission: Compassion, Connection and Community.

As King County moved into Phase 2 of the Safe Start Washington Phased Reopening, Governor Inslee announced that face coverings will be mandatory statewide, effective Friday June 26th, 2020. In these unprecedented times, we are thankful to have partners like Boomer naturals and Greenriver Community College who provided 4,100 face masks and 980 face shields to help protect our team and valued clients.

What does this mean for Valley Cities and our valued clients?

Valley Cities will continue operation of all locations at this time, and King County Public Health is not recommending closure. All staff, clients and visitors are required to wear a face covering or mask in all Valley Cities locations. Learn more about the state requirement to wear face coverings.

We understand there is anxiety around this virus and want to support our staff and clients. Valley Cities has an Infection control ticketing system (infectioncontrol@valleycities.org) for additional questions and concerns.

We recognize and deeply appreciate the extraordinary efforts that many providers are taking to ensure clients receive the care they need. Given we cannot anticipate the length and duration of COVID-19 and the impact on our community, clients, and workforce, Valley Cities recognizes that we will need to be flexible and plans to actively evaluate needs and resources available to support essential behavioral health services.

To ensure access to behavioral health services during COVID-19, Valley Cities formally adopted the following expectations:

- Behavioral health crisis services, intake services, and ongoing work with existing clients are deemed and defined essential services. We have protocols in place for in person services.
- Our Call Center and Front Desk have implemented phone screenings when making reminder calls and appointments to determine if a client is experiencing cold or flu-like symptoms.
- Phone and telehealth appointments/services are currently encouraged for all outpatient clinical services.
- If a client is unable to access care through telehealth or telephonically, or if a client prefers in-person care, it is still available at all sites.
- Limited groups are available through select programs and locations.
• We have maximized telehealth capacity, aligned available resources/funds to provide system-level support and build telehealth capacity.
• Recovery Place Seattle (Detox and Inpatient Treatment Services) and Recovery Place Kent (Evaluation & Treatment and Secure Withdrawal Management and Stabilization) are open for services. On-call staff will be utilized, and overtime will be authorized as needed for staff shortages.
• Valley Cities Leadership will make all decisions based on guidance from WA State Governor Inslee, King County Public Health, and the Centers for Disease Control (CDC).

_Closures:_

• All Resource Rooms are Closed until further notice.
• Lake City and Aurora are being combined and moving to the new Bitter Lake Center location.

Current or potential clients in this location in need of an appointment are recommended to go to: Meridian Center for Health: at 10521 Meridian Ave. N. Seattle, WA., 98133 206.296.4990 Bus routes: 16, 40, 316, 345, 346