



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
PO Box 45600, Olympia, Washington 98504-5600

April 16, 2020

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ALTSA: ALF #2020-018  
ALTSA: CCRSS #2020-013  
ALTSA: ESF #2020-013  
ALTSA: ICF/IID #2020-013  
ALTSA: NH #2020-023

**SUPPORT IF THE PROVIDER OR ADMINISTRATOR BECOMES ILL WITH COVID-19**

Dear Provider/Administrator/Superintendent:

We have received many questions about what a facility or agency should do if the provider or administrator becomes ill with COVID-19. Please understand, while the local Residential Care Services (RCS) field office may have knowledge of some local resources, RCS is not able to staff buildings nor does RCS have a repository of staffing agencies available to assist in this crisis.

As a first step, consult your emergency plan. These plans are designed to be implemented during an emergency and should include a plan for addressing staffing shortages. If your emergency plan didn't consider a pandemic, or didn't consider the unprecedented impact to staffing that a pandemic presents, now is the time to update it to ensure you are working proactively to meet resident needs. Some considerations may include:

- Contingency planning with sister facilities, other long-term care providers in your community, and local hospitals and health care practitioners
- The capacity of resident families for bringing residents home during this critical period;
- Reaching out to your trade associations as a resource and for information on managing this outbreak

With their permission, the long-term care associations have allowed us to include their contact information below for your reference:

- Adult Family Home Council at 360-754-3329 or <https://www.adultfamilyhomecouncil.org/contact/>
- LeadingAge Washington at 253-964-8870 or [info@LeadingAgeWA.org](mailto:info@LeadingAgeWA.org)
- Washington Health Care Association at 360-352-3304 or <https://www.whca.org/contact/>
- Community Residential Services Association at <http://www.crsa-wa.com/about-us/crsa-leadership/>

In addition, the Department of Health has implemented the Uniform Emergency Volunteer Health Practitioners Act in response to the COVID-19 pandemic. We issued an [April 9, 2020 provider/administrator/superintendent letter with information about this program](#). You can visit the Department of Health website [here](#) for more detailed information and request volunteer practitioners.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager.

Sincerely,

Candace Goehring, Director  
Residential Care Services

DSHS: "Transforming Lives"