

COVID-19 Resource Guide

King County Public Health	5
General Information	5
Translations	5
King County COVID-19 Data Dashboard	5
Testing for COVID-19	6
SCAN: New Testing Program to Better Understand COVID-19 Outbreak	6
Isolation & Quarantine	7
Local Health Officer Quarantine Directive and Isolation Order	7
Isolation/Quarantine Sites	8
Assessment Center/Recovery Center (AC/RC)	8
COVID-19 Recovery Site at Harborview Hall	8
Isolation and Quarantine FAQs.....	9
Shelters	12
King County Reduces Shelter Concentrations	12
Shelter “De-intensification”	12
Department of Adult and Juvenile Detention	13
Work Release Program Suspended to Reduce Exposure in Correctional Facilities	13
King County Donation Website	13
Stand Together, Stay Apart	13
Anti-Stigma Resources	13
Government Emergency Actions	14
Federal emergency actions and guidance	14
State emergency actions.....	14
Local emergency actions	14
Enforcement	14
Governor Issues “Stay Home, Stay Healthy” Order	15
State Joins the CDC Now Recommending Face Masks.....	15
Driver License Expirations Extended 90 Days.....	15
Clarified Guidance on Construction.....	16
Guidance on Funerals.....	16
Guidance on Real Estate Transactions.....	16
Telemedicine Expanded for Medicaid Clients, Public Employees and School Workers	16

Letter to Tribal Governments	16
Federal, State, and Local Public Health Response to COVID-19	17
Taxes	18
IRS Tax Refund Deadline	18
King County Property Tax Payment Deadline	18
Residents/Consumers	19
Food Assistance	19
Emergency Food Access Resources.....	19
Washington Food Fund	19
Cash Assistance	19
Special Grocery Hours for Elderly, At-risk Shoppers	19
Mental Health Support	19
Statewide Moratorium on Evictions of Residential Tenants	20
Trouble Paying Rent or Mortgage.....	20
Help and Assistance for Washington Homeowners.....	20
Federal Housing Support (CARES Act)	20
Emergency Solutions Grant.....	20
Coronavirus Support and Assistance	20
Foreclosure Assistance and Information	21
Telephone Support and Assistance	21
Paying Utilities.....	21
Resources for Immigrants and Refugees	22
Domestic Violence.....	23
Sexual Assault.....	23
Businesses.....	24
Federal Small Business Administration	24
COVID19 Economic Injury Disaster Loan	24
Paycheck Protection Program	24
SBA Debt Relief.....	24
State Resources	25
Working Washington Small Businesses Emergency Grant Program	25
Washington State Department of Commerce.....	25
Washington State Department of Revenue	25

Export assistance	26
Employer and worker assistance	26
Other Grant-Based Assistance	27
King County Office of Equity & Social Justice Community Response Fund	27
Seattle Small Business Stabilization Fund	27
Seattle Foundation COVID-19 Response Fund	27
Amazon Neighborhood Small Business Relief Program.....	27
Facebook Small Business Grants Program	27
Financial services	27
Workers	28
Unemployment.....	29
Workers' Compensation.....	30
FAQs for Employees	30
Additional Resources	33
Retail Guidance	34
Workplace guidance for the Seattle area and King County from the CDC	34
Specific to restaurants and grocery stores	35
Additional details about how to reduce the spread of COVID-19	35
Resources.....	37
Insurance	38
Health Insurance	38
Special Enrollment for WA Health Plan Extended	38
Health Insurance FAQs	38
Travel Insurance	40
Insurance assistance.....	40
Event cancellation insurance	40
Schools and Child Care	41
School Closures.....	41
Childcare	41
King County to Fund Child Care for First Responders and Essential Workers.....	41
New Health & Safety Guidelines for Child Care Providers.....	41
K-12	42
Higher Education	42

Student Loans Deferment	42
Travelers & Commuters	42
International travel	42
Seattle-Tacoma International Airport	42
Amtrak	42
Washington State Ferries	42
Students who plan to Travel	42
Sound Transit.....	43
King County Metro	43
Parks	44
King County Parks Closing More Facilities.....	44
All State Managed Parks Closed	44
Avoiding Scams.....	45
Office of the Attorney General: Consumer Alerts.....	45
Contact Information.....	46

King County Public Health

General Information

Novel coronavirus (COVID-19) is a new virus strain spreading from person-to-person. It is currently in the United States and many other countries, after originating in China. Health experts are concerned because this new virus has the potential to cause severe illness and pneumonia in some people — especially people over age 60 or who have weakened immune systems.

Health experts are still learning more about the spread. Currently it is thought to spread:

- through respiratory droplets when an infected person coughs or sneezes
- between people who are in close contact with one another (within about 6 feet)
- by touching a surface or object with the virus and then touching the mouth, nose, or eyes

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as 2 days or as long as 14 days after exposure to the virus:

- Fever
- Cough
- Difficulty breathing

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/FAQ.aspx>

<https://www.doh.wa.gov/Emergencies/Coronavirus>

Translations

[Amheric](#), [Arabic](#), [Chinese](#), [Filipino/Tagalog](#), [French](#), [Hindi](#), [Japanese](#), [Khmer](#), [Korean](#), [Marshallese](#), [Russian](#), [Somali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

King County COVID-19 Data Dashboard

Data are updated daily in the early afternoon and reflect laboratory results reported to the Washington State Department of Health as of midnight the day before. Data for previous dates will be updated as new results are entered, interviews are conducted, and data errors are corrected.

Rates reflect the populations tested and may not be representative of illness trends in the general population. Rate of positive test results across various demographic groups will change as more people are tested within each group.

Reporting of test results to the Washington State Department of Health may be delayed by several days and will be updated when data are available. Only positive or negative test results are reflected in the counts and exclude tests where results are pending, inconclusive or were not performed.

<https://kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/data-dashboard.aspx>

Testing for COVID-19

There are a number of viral respiratory germs circulating right now. We understand the desire of people who are currently sick to be tested for COVID-19, along with those who fear they may be infected with COVID-19 but are currently asymptomatic.

Public Health – Seattle & King County does not typically conduct testing. Testing is typically conducted by taking a swab at a health care provider's office.

- **Who should get tested?**

Not everybody who feels ill needs to be tested, particularly if you have mild illness. Healthcare providers determine who should be tested. While testing is becoming more available, there are still limitations in the ability to quickly collect and process tests.

If you are sick with fever, cough or shortness of breath and are in a high risk group, call your healthcare provider to discuss whether you should be tested for COVID-19. People at high risk for complications from COVID-19 are:

- People older than 60 years
- People with chronic medical conditions
- People with weakened immune systems
- People who are pregnant

Other people with mild illness who are concerned about their health can call their healthcare provider to discuss COVID-19 testing and other possible reasons for their illness.

- **What has changed about testing availability?**

While testing is becoming more available, there are limitations in providers' capacity to obtain samples and process lab results rapidly. When the test was first released, it was only approved for emergency use. This has recently changed as more testing capacity is becoming more available. Now, if you have symptoms and are high risk, we encourage you to call your health care provider and have a conversation with them about whether it makes sense for you to get tested for COVID-19. Your provider will determine whether testing is recommended.

- **Where can I get tested?**

Testing is typically conducted by taking a swab at a health care provider's office. Call ahead before visiting your healthcare provider.

SCAN: New Testing Program to Better Understand COVID-19 Outbreak

To better understand how widespread the COVID-19 outbreak is and whether social distancing efforts are slowing the spread, Public Health – Seattle and King County has partnered with the Seattle Flu Study to launch a home testing program called SCAN.

The outbreak surveillance program will send home tests to a random cross-section of residents around King County and use the collected data to better predict the number of people who may be infected but unrecognized. SCAN will help answer questions like how the virus is affecting our kids, and which groups in King County are most at risk for infection, so we can better protect them. People can sign up to participate – whether you have symptoms or not – or simply learn more by visiting scanpublichealth.org.

Isolation & Quarantine

The purpose of this set of actions is to provide safe I/Q locations for County residents who cannot safely I/Q in their home, either because they do not have one or because they share their home with a vulnerable person.

Local Health Officer Quarantine Directive and Isolation Order

Effective as of March 28, 2020

Individuals who have tested positive for COVID-19 or who are exhibiting symptoms of COVID-19 and have a test result pending may place other vulnerable members of the public at risk. To protect the health of our community and prevent the spread of COVID-19, the Local Health Officer issued the following:

Quarantine Directive

Everyone with COVID-19 symptoms (fever, cough, and/or difficulty breathing) who has a test result pending, **shall stay in an quarantine location** (your home if you have one or in a government directed or publicly provided location if one is available) in accordance with CDC and Public Health guidance. If your test result is **positive**, you must then remain in **isolation**.

Isolation Order

- **All individuals who tested positive for COVID-19** shall enter and remain in isolation. Do not leave your home or recovery facility, except to receive medical care.
- **For individuals with symptoms**, discontinue isolation only under the following conditions:
 - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); AND,
 - At least 7 days have passed since symptoms first appeared.
- **For individuals who tested positive but have not had any symptoms**, discontinue isolation when at least 7 days have passed since the date of the first positive COVID-19 diagnostic test, and there has been no subsequent illness.

Compliance

All individuals are strongly urged to voluntarily comply with this directive and order without delay. **Individuals who fail to comply may be subject to involuntary detention** pursuant to public health authority under [RCW 70.05.070 \(2\)-\(3\)](#) and WAC [246-100-036 \(3\)](#).

[See the complete order for additional details](#), including conditions of quarantine and isolation.

Actions

A team of Public Health—Seattle & King County (PHSKC), Department of Community and Human Services (DCHS), Facilities Management Division (FMD), and METRO employees is working together alongside our colleagues from the City of Seattle and our network of partner providers. This team is operating seven days per week to create a new network of facilities and services to slow the spread of COVID-19. Nearly every new facility, team, or system described in this [document](#) did not exist four weeks ago.

Isolation/Quarantine Sites

<https://www.youtube.com/watch?v=ICvmqmnQh5Q>

- **Kent Motel** (former Econo Lodge) | 15 rooms initially; total capacity 79
1233 Central Avenue North, Kent | <https://www.youtube.com/watch?v=mleu9H6b-Ds>
- **North Seattle/Aurora** | Six modular units; total capacity 23
1132 N. 128th Street, Seattle | https://www.youtube.com/watch?v=LmTr_syU_rg
- **White Center** | Eight modular units; total capacity 31
206 SW 112th St., Seattle
- **Issaquah Hotel** (leased former Holiday Inn) | total capacity 99
1801 12th Avenue NW, Issaquah
- **Harborview Hall**, operated by Harborview Medical Center | total capacity 45
326 Ninth Avenue, Seattle

Assessment Center/Recovery Center (AC/RC)

A large, congregate care facility designed to provide Public Health-supervised care to symptomatic or COVID positive adults who are not able to follow public health guidance for isolation, quarantine, or recovery in their own home, or because they do not have a home. AC/RC facilities can serve as flex space for hospitals, making it possible to discharge non-serious COVID cases to the AC/RC, freeing hospital beds for the most acute cases. Due to staffing and material constraints, King County is looking to establish several large sites throughout the County rather than many smaller sites.

The purpose of this set of actions is to provide “surge” capacity for hospital diversion during the projected peak of an outbreak. This emergency strategy will provide congregate settings for larger groups of people to be assessed for COVID-19 and to receive nurse-level Public Health supervision for people who do not need—or who no longer need—hospital-level care.

King County has identified the following sites for AC/RC assistance (others may be added):

- Shoreline: 19030 – 1st Avenue NE, Shoreline (140-150)
- Eastgate: 13620 Eastgate Way, Bellevue (140-150)
- Interbay: 601 Elliott Avenue West, Seattle (72)
- SoDo: 1039 Sixth Ave. S., Seattle (240 spaces)
-

This [video](#) highlights an example of how local companies are stepping up to support County residents who will recover at AC/RC sites.

COVID-19 Recovery Site at Harborview Hall

King County has joined with Harborview Medical Center to repurpose Harborview Hall to serve as a 45-bed COVID-19 recovery site primarily focused on helping the most vulnerable in our community. [Harborview Hall](#) will be repurposed to serve as a recovery site primarily for people who do not have a home to rest and recover and who may have other health needs requiring a level of monitoring. This location will offer a very vulnerable population a safe place to recover, with onsite clinical support provided by Harborview Medical Center staff. This may include people who are awaiting the result of their COVID-19 test result or a COVID-19 patient who has mild symptoms and doesn’t require hospitalization.

Isolation and Quarantine FAQs

What is isolation?

Isolation is used for people who are currently ill and able to spread the disease and who need to stay away from others in order to avoid infecting them.

What is quarantine?

Quarantine is for people who are not currently showing symptoms, but are at increased risk for having been exposed to an infectious disease. Quarantine is for people who could become sick and spread the infection to others.

Why is quarantine used?

Quarantine is put into place to prevent the possible spread of an infectious disease from someone who may have been exposed to the disease but is not yet sick. When people are quarantined, they are kept separate from others until they are out of the period when they could get sick. During that time, health officials track their health so that if they do develop symptoms, they can get them to a healthcare provider quickly for evaluation, testing if needed, and care.

How does self-quarantine work?

When people are in self-quarantine, they have no symptoms, but because there is a possibility that they might have been exposed, they stay away from others in public settings. For 14 days from their last possible exposure, people in self-quarantine cannot go to work, school, or any public places where they could have close contact with others. Public health departments direct them in how to monitor their health so that should they develop symptoms, they can be quickly and safely isolated from all others, including those in their household.

We've found that people who are asked to self-quarantine want to do whatever they can to remain healthy, prevent others from becoming ill, and are very cooperative with our recommendations.

Can people in self-quarantine still have contact with their household members?

Yes, people in self-quarantine are not sick and can still have contact with their household members. Should they develop any symptoms, they are asked to quickly and safely isolate from all others, including those in their household, and to contact their medical provider.

Who is likely to be temporarily housed in Isolation and Quarantine sites?

Examples of people who may occupy the facilities:

- First responders and health care workers
- Travelers
- People who can't safely self-isolate or quarantine at home, e.g., a student living in a congregate dorm room
- People experiencing homelessness

Why do we need this action?

It is critical to do all that we can to 1) reduce the spread of the illness; and 2) keep our hospital beds available for people with acute healthcare needs. Public Health has been clear that isolation and quarantine help keep the community safe by containing illness.

Can people bring their pets to the Isolation and Quarantine facilities?

No, but King County has made arrangements to board any pets at the Regional Animal Services of King County for the duration of a person's stay in isolation and quarantine.

How will we decide who stays in these facilities?

Public Health-Seattle & King County will triage calls to the King County COVID Call Center and assess individual need for isolation or quarantine. They will make a determination of the need for self-isolation at home or assignment to a facility. A referral will be made by PHSKC.

How will they get there?

Transportation to and from will be provided by the most appropriate source, including ambulances or other contracted transportation providers.

How will you monitor the health of those in the facilities?

Isolation and quarantine is a proven Public Health practice, giving people a place where they can go to wait out their exposure and keep their family members safe. In most cases, isolation and quarantine monitoring is handled via regular telephone contact. Trained health and, where appropriate, behavioral health professionals will speak regularly with each person in I&Q and monitor any changes in health status and any need for additional care.

Will there be onsite medical assistance?

In most cases, health and behavioral health care will be closely monitored by phone. As the situation in our community changes, it may be necessary to make changes in our response, including the possibility of adding an onsite medical or behavioral health component.

Will there be onsite security?

Yes, there will be 24/7 onsite security at all locations and an on-site manager.

How will people get their other needs met - food, water and other supplies?

Staff will check in with every patient multiple times per day to identify any needs, including food, water, or other requests. Supplies will be delivered to their door. There will be no person-to-person contact between patients and delivery persons.

Who will provide the food?

King County is contracting with FareStart and possibly other food delivery outlets. Dietary restrictions, allergies and cultural needs will be addressed through the food options.

Will the individuals be allowed to leave the premises?

Isolation and quarantine means that you stay away from the general public. Every person will have a phone number they can call if they need anything, or if their condition changes. In addition, staff will check in with every patient multiple times per day to identify any needs. Supplies will be delivered to their door. They will have no need to go out to get anything.

Who decides when they get to leave?

Will they have transportation upon departure? Medical staff will monitor each person's condition and make an individual determination as to when it is safe for the individual to leave the isolation and quarantine site. They will receive transportation to return to their home or shelter when they have been cleared to leave by PHSKC staff.

Why were communities not consulted in advance of siting?

Executive Constantine signed a proclamation of emergency, enabling the County to take swift measure to find locations that could house people in isolation and recovery, to maintain the effectiveness of our overall health system. In an emergency, swift action is key. The County's real estate people identified and moved on properties that met the requirements of Public Health. We are communicating with communities in Kent, White Center, and Seattle, the first locations announced. We are meeting with community-based organizations, local businesses, and residents to explain the unfolding situation and to gather their questions and respond. The Executive Office and the Department of Local Services have been leading this work. We are absolutely committed to ongoing communications with our communities and our residents.

King County is in negotiations on additional properties throughout the region. This is a countywide emergency. It is not contained to one city or neighborhood, but is an emergency for our entire region. Subsequent announcements from the City of Seattle and King County have identified additional sites on land owned by the city or county. King County is continuing to explore additional sites countywide.

How will you get information to people who speak languages other than English?

The Public Health website has information available in multiple languages on the COVID-19 outbreak, including what to do if you suspect you have been exposed to the illness or are experiencing symptoms. The King County emergency appropriations ordinance includes funding for language access services, community engagement and outreach/education pertaining to the COVID-19 response.

What is the future use of these locations?

We are focused on the public health emergency and creating spaces for people to safely isolate and quarantine. Future use of any of the emergency community services locations being created now is a conversation for a future time.

How does community connect to ask questions about sites?

If there are questions that are not included in this FAQ sheet, please contact our 'contact us' via the dedicated subcategory on this issue at (<https://blue.kingcounty.gov/about/contact/>)

Shelters

King County Reduces Shelter Concentrations

April 2, 2020

King County continues to reduce shelter concentrations by moving nearly 400 people to hotels. This is another in a series of actions King County is taking to “de-intensify” the concentration of people in shelters. This action also will allow locations to stay open 24/7, and meals will be provided. Onsite services and oversight will be provided by the shelter operators. These are not isolation and quarantine facilities. The people who are moving are presumed to be well.

The purpose of this set of actions is to support existing institutions to implement Public Health guidance to prevent transmission of COVID-19. This strategy focuses on preventing people from contracting COVID-19 in the first place.

The transition to the hotel sites will happen early next week and the hotels will not be open to other guests during this time:

- **The Sophia Way** is moving 100 people from a shelter site in Bellevue to a hotel in Bellevue, at 625 116th Avenue NE.
- **Catholic Community Services** is moving 90 people from shelter sites in Kent, Federal Way and Renton to a SeaTac hotel, at 2900 S. 192nd Street.
- **Downtown Emergency Service Center (DESC)** is moving 200 people from its Seattle shelters to a hotel in Renton, at 1 South Grady Way.

Shelter “De-intensification”

Seattle and King County are creating space for shelter “de-intensification” that allows shelters to maintain the minimum six-foot distance between residents that Public Health recommends.

- **King County Administration Building** and **King County 4th and Jefferson Building** have additional space to help both onsite shelters achieve social distancing.
- **King County International Airport** has a dedicated space to offer to one of the county’s largest shelter operators to spread out their clients to achieve social distancing.
- As a preventative strategy, King County provided funding for **60 hotel vouchers** for people in the largest shelters who are in the highest risk categories for age and underlying health issues.
- King County is working with the **City of Bellevue** to support one of the largest Eastside shelter operators to spread out concentrations of shelter guests to achieve social distancing with additional space and placement of pallet units.
- The City of Seattle opened the **Seattle Center Exhibition Hall** to move about 150 individuals from another of the largest Seattle shelter operators to have space between beds, and is implementing additional de-intensification steps in shelters city-wide.

Video describing select activities in this strategy:

<https://www.youtube.com/watch?v=4i5tMlCF-rU>

Schedule of webinars, recordings of past webinars, and COVID-19 guidance for institutions:

<https://www.kingcounty.gov/depts/health/locations/homeless-health/healthcare-for-thehomeless/covid.aspx>

Department of Adult and Juvenile Detention

The Department of Adult and Juvenile Detention is taking emergency action to ensure the health and safety of people in custody, visitors, and staff at all correctional facilities during the COVID-19 outbreak. <https://www.kingcounty.gov/depts/jails.aspx>

Work Release Program Suspended to Reduce Exposure in Correctional Facilities

King County Executive Dow Constantine signed an order on Tuesday, March 24th suspending the work release program as [part of several steps](#) to reduce the number of people in custody and ensure the health of everyone in correctional facilities during the COVID-19 pandemic. The goal is to get the population at King County's two adult correctional facilities to about 1,200 to provide single bunks for everyone in custody as recommended by Public Health – Seattle & King County. It also will provide Jail Health Services employees with more room to isolate people who are at a higher risk of severe complications.

King County Donation Website

The [King County Regional Donations Connector](#) is now available online to link up individuals, businesses, non-profits, and others who have resources with those who need them during the COVID-19 pandemic. The Donations Connector will help make sure services, supplies, and funding reach health care providers, first responders, and social service entities working on the front lines. You can find out more by visiting www.kingcounty.gov/emergency/donate.

Stand Together, Stay Apart

Public Health – Seattle and King County has released some new public service announcements about COVID-19. Three videos are available, in [15-second](#), [30-second](#) and [60-second](#) lengths. The message is the same: stay home unless absolutely necessary to go out. And when you do go out, stay six feet apart, wash your hands, and don't touch your face.

Anti-Stigma Resources

Misinformation about coronavirus can create fear and hostility that hurts people and makes it harder to keep everyone healthy. We're stronger as a community when we stand together against discrimination. Take advantage of these [resources](#) to prevent, interrupt, and respond to stigma.

Government Emergency Actions

Federal emergency actions and guidance

The federal [Centers for Disease Control and Prevention COVID-19 page](#) is an excellent source of information and guidance about federal actions and guidance for travelers, employers, schools and community and faith-based organizations.

State emergency actions

Gov. Jay Inslee has announced a series of emergency actions to stop the spread of coronavirus including statewide school closures, restrictions on large gatherings, and new rules to protect residents of nursing homes and adult family care centers. Learn more about current social distancing measures stating [what's open or closed](#), read the [state emergency actions](#) or [view the recent and upcoming press conferences](#).

Local emergency actions

Local jurisdictions may choose to impose additional actions or guidance to their communities. You can locate information from your local health departments through the state [Department of Health's local district directory](#).

Enforcement

On March 30th, Gov. Jay Inslee, Attorney General Bob Ferguson, State Patrol Chief John Batiste and Bellevue Police Chief Steve Mylett, stressed the importance of ongoing compliance with the stay-at-home order to reduce the spread of COVID-19 and said officials are ready to take steps to clamp down on violators. Inslee outlined three tiers of response to complaints of suspected violation of the order.

- The first tier is to educate the suspected violator about how to comply with the order.
- For those who don't comply at that point, the state could issue citations or suspend permits, including revocation of business licenses.
- At the third tier, for continued violators, cases could be referred to the Attorney General for either civil or criminal charges.

People who suspect a business is violating the order can visit the state's coronavirus site to [report online](#) or can contact local law enforcement through non-emergency numbers. Inslee and other officials stressed that people should not call 911 to report such violations.

In King County, violating a Local Health Order is a misdemeanor. Violators of the Governor's Proclamations may be subject to criminal penalties. King County will not be actively searching for violations, our focus is on helping people understand the importance social distancing, rather than citations. If you have specific questions or reports related to this Guidance, please email coronavirus@kingcounty.gov.

Governor Issues “Stay Home, Stay Healthy” Order

Updated on April 2, 2020

On March 23rd, Governor Inslee issued the **Stay Home, Stay Healthy** order, which requires everyone in the state to stay home. **The order has been extended to May 4.** The proclamation states it’s still safe for people to go outside as long as they remain at least six feet from each other. Grocery stores, doctor’s offices and other essential businesses will remain open. People can still participate in activities such as bike rides, gardening, and dog walking — as long as they follow social distancing rules.

- **Effective immediately:** All gatherings of people for social, spiritual and recreational purposes are prohibited. This applies to both private and public gatherings which include everything for sleepovers for children to weddings and funerals. All of these type of events must be postponed for public health and safety.
- **Effective in 48 hours:** All businesses, except for essential businesses. Businesses that can operate using telework should continue to do so. For businesses where individuals cannot work from home, the governor’s office will provide guidance on what businesses are essential, building on the federal government’s and California’s definition of Essential Critical Infrastructure Workers. If a business believes that it is essential, or if it is an entity providing essential services or functions, they will be able to request designation as an essential business. Businesses and entities that provide other essential services must implement rules that help facilitate social distancing of at least six feet.

To clarify status, or to petition to be added to this list, please email: business@mil.wa.gov
Also Available in these languages: [Chinese](#) | [Korean](#) | [Russian](#) | [Spanish](#) | [Vietnamese](#)

State Joins the CDC Now Recommending Face Masks

Washington State Department of Health and the [Centers for Disease Control and Prevention](#) now recommend that people wear cloth face coverings when they are in public settings where they cannot maintain 6 feet of distance from others. This might include trips to the grocery store, pharmacy, hardware store, health clinic or similar places. This recommendation is not a substitute for existing guidance to maintain 6-feet of physical distance from non-household members and performing frequent hand hygiene with soap and water or alcohol-based hand sanitizer.

Wearing cloth face coverings will not prevent spread of COVID-19 without these other protective measures. While this is not a mandate that you must wear a face covering, it is considered an additional layer of protection. Visit the Washington State Department of Health website for the [full guidance document](#).

Driver License Expirations Extended 90 Days

Governor Inslee has taken action to allow the Department of Licensing (DOL) to [temporarily extend the expiration dates of driver licenses](#). The DOL will send letters to persons whose driver license is set to expire in the next 90 days. If this means you, you can count on your expiration date getting extended for 90 days.

Clarified Guidance on Construction

Gov. Jay Inslee issued further guidance on Wednesday, March 25th, regarding construction activities while the stay-at-home order is in place. In general, commercial and residential construction is not authorized under the proclamation, but there are some exceptions for work related to essential activities and other reasons. [Read the full guidance here](#).

Guidance on Funerals

On March 28th, in partnership with the governor's office, the Washington State Department of Licensing [sent additional guidance](#) to funeral homes and cemeteries.

Licensed funeral homes and cemeteries may conduct funeral services in a funeral home or graveside under the following conditions:

- Funerals are only attended by immediate family members of the deceased.
- The family members in attendance must maintain proper social distancing, defined by the Centers for Disease Control as staying six feet apart.
- The governor's proclamation does not prohibit embalming.

If you have any questions, please contact Rick Storvick, Regulatory Boards Administrator, at 360-664-1387 or email at rstorvick@dol.wa.gov.

Guidance on Real Estate Transactions

On March 28th, Gov. Inslee also [sent a letter](#) that provides further guidance on real estate transactions. While real estate activities along with mortgage lending activities have been approved as essential activities under the Proclamation, such activities shall only be permitted under the following restrictions and limitations:

- In-person meetings with customers are prohibited except when necessary for a customer to view a property or sign necessary documents;
- No real estate open houses shall be permitted;
- Property viewings, inspections, appraisals, and final walk-throughs shall be arranged by appointment and limited to no more than two people on site at any one time, exercising social distancing at all times; and
- Except for the limited exceptions authorized above, all new real estate listings shall be facilitated remotely.

Telemedicine Expanded for Medicaid Clients, Public Employees and School Workers

The state has taken several steps to support expanded use of telehealth for Medicaid clients as well as public employees and school workers. This includes: providing services through telephone interaction; online digital interaction through a patient portal; and video-based evaluation and management health services. Learn much more on [their website](#).

Letter to Tribal Governments

On March 27th, the governor [sent a letter to tribal governments](#) throughout the state as part of government-to-government communications.

Federal, State, and Local Public Health Response to COVID-19

- **How does Public Health track potential cases in King County?**

Public Health provides instruction to people who meet the criteria for COVID-19 testing to take precautionary measures until test results are known. Precautionary measures include isolating themselves from others, typically by staying at home, monitoring themselves for symptoms, and by taking their temperature twice daily. We contact them each day to talk about their health status. This allows us to rapidly detect any potential signs of infection and get the person evaluated quickly if needed, minimizing the risk of spread.

We also ask anyone who is a [close contact](#) of someone who meets the criteria for testing to monitor their health and let us know immediately if they develop any illness. They can stop monitoring for symptoms when the person tests negative for coronavirus infection. Should the person test positive, the close contacts would stay separated from others and we would check in with them daily to watch for symptoms.

- **What quarantine measures has the federal government put into place?**

On January 31, 2020, the U.S. federal government announced that the COVID-19 situation was a Public Health Emergency. Since then, the federal government has announced a number of quarantine measures, including suspending entry of foreign nationals who have been in China ([effective 2/2/20](#)) and Iran ([effective 2/29/20](#)) within the past 14 days.

In addition, U.S. citizens, residents and their immediate family members who traveled to China are being given a health screening upon entry at eleven designated airports. They are allowed to continue on to their final destination if they do not have any symptoms of illness and will undergo up to 14 days of self-quarantine to ensure they have not contracted the virus.

The federal government is frequently updating its [Travel Alerts](#) and may add travelers returning from other countries to the list of who should be monitored.

- **Are travelers being screened for COVID-19 at the airport?**

Passengers returning to the United States who have been in mainland China within the previous 14 days will have a health screening by the CDC at eleven designated airports. The airports to which all flights carrying passengers from China will be funneled are:

SeaTac International Airport (SEA)	John F. Kennedy (JFK)
Chicago O'Hare (ORD)	San Francisco (SFO)
Daniel K. Inouye (HNL)	Los Angeles (LAX)
Hartsfield-Jackson Atlanta (ATL)	Washington Dulles (IAD)
Dallas Fort Worth (DFW)	Detroit International (DTW)
Newark Liberty Airport (EWR)	

Taxes

IRS Tax Refund Deadline

Individual and business taxpayers will have an additional three months to file their taxes this year, as the federal government took more steps to help workers and business owners during the continuing coronavirus crisis. **President Donald Trump directed the U.S. Treasury to move the filing deadline from April 15 to July 15.** Filers will have the additional time to file and make payments without any penalties or fees.

King County Property Tax Payment Deadline

Due to the financial hardships caused by the COVID-19 pandemic, **King County Executive Dow Constantine has extended the first-half 2020 property tax deadline to June 1.** This executive order only applies to individual residential and commercial taxpayers who pay property taxes themselves, rather than through their mortgage lender. Banks and other financial institutions that pay property taxes on behalf of their lending customers will still need to meet the original April 30 deadline. <https://www.kingcounty.gov/elected/executive/constantine/news/release/2020/March/30-property-tax-extension.aspx>

Residents/Consumers

The Washington State Department of Financial Institutions has [developed a list of financial resources](#) for Washington consumers impacted by the Coronavirus. We will add to this list as more resources become available.

Food Assistance

Emergency Food Access Resources

Public Health – Seattle and King County has assembled an array of resources for people who need help staying fed during the COVID-19 pandemic. The page, which will be continuously updated as new resources become available, includes information on food delivery, pick-up, and access in general with specific information for older adults, children, pregnant people and new moms, people without shelter, and more. You can access [the site here](#).

Washington Food Fund

Washington state partnered with leading nonprofits and launched the Washington Food Fund. Partnering with Food Lifeline, Northwest Harvest and Second Harvest, the fund will collect donations to distribute food to hundreds of food banks across the state. You can find more information and [donate here](#).

Cash Assistance

- [Cash assistance](#) from the federal government’s stimulus package, of up to \$1,200 per person depending on income, will be sent to households in early April.
- Under the governor’s direction, the state Department of Social and Health Services will expand eligibility for the [Family Emergency Assistance Program](#) to include families without children.

Special Grocery Hours for Elderly, At-risk Shoppers

Many grocery stores across King County—including Safeway, Whole Foods, Target, and Uwajimaya—have announced special times of day where only elderly and at-risk people can shop. Partial list of participating [stores and hours on our website](#).

Mental Health Support

This is a time of stress and anxiety for many Washingtonians. It’s important that people stay home as much as possible and practice social distancing, but that can also feel isolating. The workers in our behavioral health community are ready to help. If you or a family member needs emotional or mental health support, or treatment resources for substance use, please consider calling the [Washington Recovery Help Line](#) at 1-866-789-1511.

Statewide Moratorium on Evictions of Residential Tenants

Governor Inslee announced a statewide moratorium on evictions of residential tenants for the next 30 days. Residential landlords are prohibited from serving a notice of unlawful detainer for default payment of rent. Residential landlords would also be prohibited from issuing a 20-day notice for unlawful detainer, unless the landlord attaches an affidavit attesting that the action is believed necessary to ensure the health and safety of the tenant or other individuals.

City of Seattle Mayor Jenny Durkan has already instituted a ban on evictions and the King County Sheriff's Office has said it won't enforce evictions during the continuing outbreak.

Trouble Paying Rent or Mortgage

If you don't have enough money to pay, contact your lender or landlord immediately.

- Washington Homeownership Hotline (877-894-HOME)
- [Consumer Financial Protection Bureau suggestions](#)
- Rental assistance & counseling (800-569-4287)
- [List of Housing Counseling Agencies](#)
- For Seattle renters, the Mayor has issued a [30-day moratorium on evictions](#) – through mid-April

Help and Assistance for Washington Homeowners

Federal Housing Support (CARES Act)

For homeowners with federally-backed mortgages and properties that receive federal subsidies, the CARES Act provides:

- a 12 month forbearance on mortgage payments
- a 60-day moratorium on foreclosures
- a 120-day moratorium on evictions and late fees for renters

Emergency Solutions Grant

The Emergency Solutions Grant (ESG) program utilizes federal funds to support communities in providing street outreach, emergency shelter, rental assistance, and related services. This program provides resources for adults and families with children experiencing or at-risk of homelessness. More information about Washington state's Emergency Solutions Grants [available here](#).

Coronavirus Support and Assistance

- [What To Do If You Can't Make Your Mortgage Payment Due To COVID-19](#)
Tips and information on how best to work with your mortgage servicer.
- [List of COVID-19 Mortgage Assistance and Relief Programs](#)
List of federal government programs and mortgage lenders offering relief.
- [COVID-19 Guidance to Mortgage Servicers](#)
Guidance issued by DFI to Washington mortgage servicers.

Foreclosure Assistance and Information

- [Washington Foreclosure Mediation Program](#)
Information about the Washington foreclosure mediation program.
- [Washington Foreclosure Prevention Guide](#)
Resource for homeowners to learn about how to avoid foreclosure.
- [Resources for Washington Homeowners](#)
Mortgage and avoiding foreclosure resources for Washington homeowners.

Telephone Support and Assistance

Homeowners in distress may call DFI's toll-free number **1-877-RING-DFI (746-4334)** to talk to a member of our team and to get assistance in how best to contact their mortgage servicer, and to learn more about their options.

If you would like to talk to a housing counselor, call the Washington Homeownership Hotline at **1.877.894.HOME**.

Paying Utilities

If you need help paying your utility bills, contact your service provider immediately.

[Utilities and Transportation Commission](#) offers energy assistance programs.

[Federal government](#) also has **assistance programs** to help with telephone and heating bills.

[Puget Sound Energy](#) will not disconnect customers, will waive late fees and offer payment plans.

[Seattle City Light and Seattle Public Utilities](#) will not shut off service for Seattle residents during the emergency. They also offer **deferred payment plans and discount programs**.

[Comcast](#) is offering free WiFi hot spots, unlimited data, and no disconnects or late fees. A map of free hotspot locations and info on how to connect is [here](#). There are thousands of these hotspot locations across King County. The company is also offering 60 days of free internet access for low-income families. To sign up, applicants can visit their [website](#).

[Bellevue's Utilities Department](#) is not disconnecting water service for non-payment at this time. Additionally, it is temporarily waiving late fees for non-payment.

[CenturyLink](#) is not disconnecting internet service or assessing late fees at this time. Eligible customers can get more information and contact CenturyLink.

[T-Mobile](#) is not disconnecting small business customers due to inability to pay at this time. Additionally, it is temporarily waiving any late fees that small business customers incur due to the COVID-19 situation. Eligible customers can find more information from T-Mobile.

Resources for Immigrants and Refugees

One America has compiled a list of resources in Washington State (some in multiple languages) to ensure everyone in our communities is able to receive the care and necessities they need.

You can access these [resources here](#) or on the council's www.kingcounty.gov/council/gethelp site.

Resources for Washington State Tribes

Washington state tribes have been proactive in addressing coronavirus, but as it continues to spread, tribal communities, including health care services and other critical programs, could easily be overwhelmed. Senator Patty Murray, a senior member of the Senate Appropriations Committee, fought to secure the following provisions for Indian Country in the Senate package to [help tribes deal with the outbreak of COVID-19](#).

Resources for Artists

A national group of community members has established a [long list of resources](#) geared toward freelancers and artists. This includes actors, designers, musicians, composers, craft artists, teaching artists, writers, and others.

Seattle Artists Relief Fund - to assist Seattle's creative professionals such as musicians, DJ's, independent chefs, writers, etc.

Cultural Relief Fund - 4Culture will be offering a Cultural Relief Fund of \$1 million.

American Guild of Musical Artists (AGMA) Relief Fund is providing support and temporary financial assistance to members in need.

Equal Sound has established a coronavirus Relief Fund available to musicians who have lost income due to a cancelled show.

Foundation for Contemporary Arts offers an Emergency Fund for visual and performing artists who meet certain eligibility guidelines. The average grant award totals about \$1,600.

Recording Academy offers **MusiCares**, a short-term financial assistance program for personal needs which have arisen due to unforeseen circumstances.

New York Foundation for the Arts operates the Rauschenberg Emergency Grant program, which provides one-time grants of up to \$5,000 to artists who experience an unexpected medical emergency.

Sweet Relief has established a donor-directed assistance fund to offer short-term financial support for musicians and music industry workers affected by the COVID-19 novel coronavirus.

Help for Domestic and Sexual Violence Victims

Programs are carefully considering advisories from public health officials and are providing remote advocacy as much as possible, using phone, video and other strategies to support people who need help. Core services available throughout the County include **24-hour hotlines; individual, legal, and medical advocacy; safety planning; mental health services; connection to resources; and housing.**

Please visit The Coalition Ending Gender-Based Violence's website at www.endgv.org for updates and a list of local resources. **All services can be accessed through one of our County's 24-hour hotlines.**

Domestic Violence

- [Domestic Abuse Women's Network](#) (S. King County): 425-656-7867
- [LifeWire](#) (E. King County): 1-800-827-8840
- [New Beginnings](#) (Seattle/N. King County): 206-522-9472

Sexual Assault

- [King County Sexual Assault Resource Center](#): 1-888-998-6423
- *Peace In the Home Helpline (help available for DV and SA in multiple languages): 1-888-847-7205*

Businesses

Federal Small Business Administration

COVID19 Economic Injury Disaster Loan

The federal Small Business Administration (SBA) is providing low-interest loans of up to \$2 million to help with operating expenses. Small businesses in many Washington counties are now eligible to apply for low-interest U.S. Small Business Administration (SBA) Economic Injury Disaster Loans. The SBA defines a Small Business as one with less than 500 employees. The interest rate is no higher than 4%, and the duration of the loans are no more than 30 years, but looks like the specific rates/duration are determined through the application process.

Guide: https://www.business.wa.gov/site/alias_business/1563/sba-disaster-loans.aspx

To apply: <https://disasterloan.sba.gov/ela>

Paycheck Protection Program

The Coronavirus Aid, Relief, and Economic Security (CARES) Act included \$367 billion to create a Paycheck Protection Program (PPP) that will provide small businesses with zero-fee loans of up to \$10 million. PPP is designed to provide a direct incentive for small businesses to keep their workers on the payroll. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

Small businesses will be able to apply if they were harmed by COVID-19 between February 15, 2020 and June 30, 2020. The program is retroactive to February 15, 2020 in order to help bring workers who may have already been laid off back onto payrolls.

<https://www.sba.gov/funding-programs/loans/paycheck-protection-program-ppp>

SBA Debt Relief

The SBA is providing a financial reprieve to small businesses during the COVID-19 pandemic.

<https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/sba-debt-relief#section-header-0>

- The SBA will automatically pay the principal, interest, and fees of **current 7(a), 504, and microloans** for a period of six months.
- The SBA will also automatically pay the principal, interest, and fees of **new 7(a), 504, and microloans** issued prior to September 27, 2020.

State Resources

Working Washington Small Businesses Emergency Grant Program

Governor Inslee has created this \$5M Grant Program for small businesses using a portion of the state's Strategic Reserve Fund (SRF). A limited number of grants (up to \$10,000) are available to small businesses with up to 10 employees. If you'd like to learn more or apply for the grant, [click here](#).

Washington State Department of Commerce

The Washington Department of Commerce has created a list of [crisis planning tools and resources](#) where you can get information about emergency grants, disaster loans, and other small business support.

Washington State Department of Revenue

The Washington State Department of Revenue can provide extensions on taxes and/or waive filing fees. Contact DOR at 360-705- 6705. <https://dor.wa.gov/about/business-relief-during-covid-19-pandemic>

- The law grants the Department authority to extend the due date for excise tax returns. A business may request such an extension from the Department prior to the due date of the return, and, if granted, the business would be allowed to delay reporting and paying its tax liability. If a business needs an extension of more than 30 days, the law requires the Department to collect a deposit from the business. The amount of deposit required is based on the business' reporting history and how many reporting periods are covered under the extension [WAC 458-20-228 \(13\)](#).
- DOR may also waive penalties under limited circumstances if a business is late in paying its tax obligation. The law also grants the Department authority to provide a one-time, 24 month, late payment penalty waiver if the business has not owed a late payment penalty during the previous 24 months [WAC 458-20-228 \(9\)](#). Contact DOR at 360-705- 6705.
- DOR may also work with businesses that cannot file or pay their taxes on time if they are impacted by a declared state of emergency. When a state of emergency or disaster has been officially declared, affected businesses that owe Washington taxes may qualify for:
 - A filing extension for excise tax returns (without the limitations described above); and/or
 - A late payment penalty waiver request (without the limitations described above)
- The state is working to compile a larger list of local bankers, financial associations, telecoms, utilities and major employers that may be able to provide relief, such as:
 - Deferred bills, waived fees, discounts, no-interest loans and other support.
 - Debt and late-penalty forgiveness for companies and workers in order to help keep people employed.
 - Favorable credit terms for firms that encounter cash flow problems.

Export assistance

- The Washington State Department of Commerce's Export Assistance Team division can help companies identify alternative markets and provide firms with STEP Vouchers to defray the costs of trade show or trade mission fees, airfare, interpreter and translation services, business matchmaking, export training programs and more.
Visit: www.commerce.wa.gov/promoting-washington-state/export-assistance or contact the Export Assistance team at 206.256.6100.
- The SBA's Export Working Capital Program can help small businesses obtain working capital advances from lenders on export orders, export receivables or letters of credit. SBA's Senior International Credit Officers can work directly with an impacted company to explain the program and application process.
Visit: <https://www.sba.gov/content/financing-your-small-business-exports-foreigninvestments-or-projects-0>

Employer and worker assistance

- The Washington State Employment Security Department (ESD) can provide support in the form of unemployment benefits. For employers that want to keep from losing highly-trained employees, these unemployment benefits can be received through, or while covered by, Shared Work, Partial Unemployment and Standby (which allow certain workers to collect unemployment while remaining with their employers and not actively seeking other jobs). Visit: <https://esd.wa.gov/newsroom/covid-19>
- ESD's Paid Family and Medical Leave program can provide paid leave benefits for Washington workers who need to take time off from work due to a serious health condition or to care for a family member with a serious health condition. Certification by a healthcare provider is required for applications for Paid Family and Medical Leave due to a serious health condition. Visit: <https://paidleave.wa.gov/>
- If COVID-19 disrupts a Washington business and causes a mass layoff or closure, ESD and its local workforce development board partners can respond with Rapid Response services and funding to help impacted workers get connected to unemployment benefits and re-employment services, including re-training, worker support services, and referrals to other social services. Visit: <https://www.esd.wa.gov/newsroom/layoffassistance>

Other Grant-Based Assistance

King County Office of Equity & Social Justice Community Response Fund

Up to \$25,000 for community-based organizations. [Information](#) | [Application Form](#)

Seattle Small Business Stabilization Fund

For microbusinesses with 5 or fewer employees, owner with low/medium income (less than 80% area median income), and a physical location. The City of Seattle has delayed B&O taxes for small business and established a [small business stabilization fund](#) to provide grants of up to \$10,000.

Seattle Foundation COVID-19 Response Fund

For community-based organizations disproportionately impacted by COVID-19 and its consequences. The Seattle Foundation announced over \$10 million in [grants](#) to nonprofit organizations providing a variety of critical services in this difficult time.

Types of services funded include: immediate needs (like food, shelter, and child care), health support and information (with targeted support for people with disabilities, culturally/linguistically diverse communities, seniors and youth), economic impact, and addressing fear and confusion (support for groups that may be targeted or need specific supports).

Amazon Neighborhood Small Business Relief Program

Will provide [assistance](#) for businesses with fewer than 50 employees or \$7 million in annual revenue, as well as a physical presence near Amazon's buildings in South Lake Union, Denny Regrade or downtown Bellevue. Funds are expected to be disbursed in early April.

Facebook Small Business Grants Program

\$100 million in cash [grants](#) and ad credits (worldwide).

Financial services

Many banks and credit unions have options for their clients. Their advice is to call them directly and work out the best plan for your business. Support includes: [1st Security Bank](#), [Bank of America](#), [BECU](#), [First Financial Northwest Bank](#), [JP Morgan Chase](#), [Salal Credit Union](#), [Umpqua Bank](#), [US Bank](#), [Verity Credit Union](#), [Wells Fargo](#)


Workers

<https://esd.wa.gov/newsroom/covid-19>




The Employment Security Department expanded benefits for workers impacted by COVID-19.

- Benefits for employees directed to isolate or quarantine
- Temporary layoffs related to COVID-19
- Job loss related to COVID-19

COVID-19 Scenarios & Benefits Available <small>The information shared on this flyer does not necessarily reflect the official policy or position of any other agency or company. It is the reader's responsibility to verify the facts of coverage.</small>					
COVID-19 SCENARIOS	Paid Sick Leave (employer paid)	Unemployment Insurance		Paid Family & Medical Leave	Industrial Insurance (L&I)
	Current Law	Current Law	Emergency Rule	Current Law	Current Law
1 Worker is mildly ill with COVID-19.	✓	✗	✓	?	?
2 Worker is severely ill with COVID-19.	✓	✗	✗	✓	?
3 Worker was exposed and quarantined. Business remains open.	✓	✗	✓	✗	?
4 Worker is caring for sick family member.	✓	✗	?	✓	✗
5 Schools are closed by a public official because of COVID-19 and worker has no childcare.	✓	✗	✗	✗	✗
6 Worker is immune-compromised and advised to self-quarantine.	?	✗	✓	?	✗
7 Worker is afraid of gathering in a group and refuses to go to work (self-distancing).	✗	✗	✗	✗	✗
8 Employer must shut down due to a quarantine by a public official.	✓	✓	✓	✗	✗
9 Employer shuts down due to a business slowdown or lack of demand.	✗	✓	✓	✗	✗
10 Employer reduces available hours due to business slowdown or lack of demand.	✗	✓	✓	✗	✗
11 Employer stays open in defiance of public health urging to close.	✗	?	?	✗	✗
12 Health care workers and first responder are under quarantine.	✓	✗	✗	✗	✓


Employment Security Department
WASHINGTON STATE

The Employment Security Department is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Language assistance services for limited English proficient individuals are available free of charge. Washington Relay Service: 711

 **YES**
 **NO**
 **MAYBE**
(case by case)

ESD.WA.GOV

UPDATED: 03.12.20 - 1:00 p.m.

Unemployment

If you have lost your job in Washington State through no fault of your own, you can apply for unemployment benefits through the Washington State Employment Security Department esd.wa.gov/unemployment.

ESD adopted a series of emergency rules to relieve the burden of temporary layoffs, isolation and quarantine for workers and businesses. Some of the most recent changes include:

- You must provide basic information, including:
 - Your name, date of birth, and Social Security number
 - Names and addresses of all employers
 - Dates you worked at each employer
 - Your citizenship status or authorization to work
- **Work search requirements are optional** for all claimants until further notice.
- You can request **standby status for up to 12 weeks**.
- The **one-week waiting period** to be eligible for unemployment benefits **is waived**.
- Once you are approved, you will need to submit a weekly claim for each week you are unemployed.
- If you are unsure of your eligibility, apply anyway. Complete the application as best you can and ESD will follow up with you as soon as possible.

Apply Online: <https://secure.esd.wa.gov/home/>

Apply By Phone: 800-318-6022

The claims center number will be open

Monday – Friday from 8 a.m. – 4 p.m. (except holidays) as follows:

Monday: New applications for those with Social Security numbers ending in 0-3.
Open only for questions about weekly claims and other general questions.

Tuesday: New applications for those with Social Security numbers ending in 0-6.
Open for questions about weekly claims and other general questions.

Wednesday, Thursday and Friday: Everyone (Social Security numbers ending in 0-9) can submit new applications. Open for questions about weekly claims and other general questions.

There are extra protections in place for people who have lost work due to COVID-19. These are described at esd.wa.gov/newsroom/covid-19. These extra protections cover you if your employer closed because of lack of business or a government order, or if you must take time off to quarantine or care for a family member and do not have paid sick leave.

Workers' Compensation

Workers' compensation is a state-run insurance program that provides benefits for people who suffer job-related injuries or illnesses. It is operated by the Washington State Department of Labor & Industries (lni.wa.gov).

In most cases, exposure to or contraction of COVID-19 is not considered to be an allowable, work-related condition.

However, under certain circumstances, claims from health care providers and first responders involving COVID-19 may be allowed. For a COVID-19 claim, you must show:

- There is an increased risk due to your occupation
- If not for your job, you would not have been exposed
- You can identify a specific source or event in your job that led to your exposure (for instance, you treated a patient with the virus)

How can I file a COVID-19 claim?

For workers

- Online via our [FileFast](#) tool.
- By phone: 1-877-561-3453 (FILE) | 360-902-5410
- At your doctor's office (if you complete the Report of Accident at your doctor's office, the doctor files the form for you).

FAQs for Employees

<https://www.lni.wa.gov/agency/outreach/workers-compensation-coverage-and-coronavirus-covid-19-common-questions>

Can COVID-19 ever be allowed as a work-related condition?

Under certain circumstances, claims from health care providers and first responders involving COVID-19 may be allowed. Other claims that meet certain criteria for exposure will be considered on a case-by-case basis. In most cases, exposure and/or contraction of COVID-19 is not considered to be an allowable, work-related condition.

When to file a claim

The Industrial Insurance Act allows for treatment of COVID-19 when work-related activity has resulted in probable exposure to the virus and certain criteria are met. In these cases, the worker's occupation must have a greater likelihood of contracting the disease because of the job (examples include first responders or health care workers). There must also be a documented or probable work-related exposure, and an employee/employer relationship.

When will a claim likely be denied?

When the contraction of COVID-19 is incidental to the workplace or common to all employment (such as an office worker who contracts the condition from a fellow employee), a claim for exposure to and contraction of the disease will be denied.

Filing a worker's compensation claim: Exposure vs. contraction of COVID-19

Workers exposed to COVID-19 must submit the appropriate accident report form before the insurer (L&I or the self-insured employer) can pay for treatment or time-loss benefits. The same is true if the worker is unable to work during the quarantine period or is ill from the virus.

While in most cases, L&I expects to receive claims for contraction of COVID-19, the Industrial Insurance Act allows the insurer to pay for testing before someone is ill when there's been a documented, work-related exposure. If the diagnosed condition on the original accident report form is contraction of COVID-19 and the three criteria under "when to file a claim" are satisfied, the claim will be allowed and treatment authorized.

When a claim is filed for probable exposure and the criteria under "when to file a claim" are satisfied, the claim will be allowed for the quarantine period whether or not the worker actually contracted COVID-19.

Quarantine

L&I will accept claims of health care workers and first responders who are quarantined after COVID-19 exposure on the job. Other quarantine claims will be looked at on a case-by-case basis.

For an exposure claim to be considered, it must meet the criteria AND the worker must have been quarantined by a public health officer or physician because of that exposure.

Time-loss payments may be allowed for lost wages during the quarantine period of up to 14 days. The CDC indicates that COVID-19 symptoms may appear anywhere from two to 14 days after exposure. Appropriate, medically required testing/surveillance would also be covered. This is a time-limited benefit, and no benefits would be paid after the quarantine period has ended unless the worker develops COVID-19. As with all wage replacement benefits under the Industrial Insurance Act, the first three days are not paid unless the worker is medically required to remain off work on the 14th day following exposure.

Covered treatment and post-exposure care

Once a claim is allowed and the 3 criteria under "When to file a claim" are satisfied, the insurer will pay for treatment of COVID-19. Currently, the only treatment for this new coronavirus is supportive care to help relieve symptoms.

What if I need to take time off work because I contract COVID-19?

The first and best option for employees who need to miss work due to illness is to use their employer-paid time off. Labor and Industries has [information about Paid Sick Leave](#). When this leave is not available, [Paid Family & Medical Leave](#) may be available to help.

Check out this [Paid Family & Medical Leave Q & A](#) about COVID-19. Remember, medical certification can be done electronically. The [Certification of a Serious Health Condition form](#), found on the ["Get ready to apply" page](#) of the paid leave website, can be emailed to your healthcare provider and emailed back to you, then you can upload it to your Paid Leave account. Electronic signatures from healthcare providers are accepted.

If I become seriously ill and I am forced to quit my job as a result of COVID-19, will I qualify for unemployment benefits?

You may qualify for Paid Family & Medical while you are sick. You can learn more by checking out the [Q & A](#) on the Paid Family & Medical Leave website. Once you recover and available for work again, you can apply for unemployment benefits.

What if I am asked by a medical professional or public health official to quarantine as a result of COVID-19, but I am not sick?

If you are following guidance issued by a medical professional or public health official to isolate or quarantine yourself as a result of exposure to COVID-19 and you are not receiving paid sick leave from your employer, you may be eligible to receive unemployment benefits. If you know you can return to your job as soon as your isolation or quarantine is lifted, you may not need to search for work.

What if my employer goes out of business as a result of COVID-19?

You are eligible for unemployment benefits. Here are instructions on [how to apply for unemployment benefits](#). (These benefits are intended to assist workers who lost their jobs through no fault of their own.)

My employer has shutdown operations temporarily because an employee is sick and other employees have been asked to isolate or quarantine as a result of COVID-19. Am I eligible for unemployment benefits?

If you are not receiving payment from your employer, such as paid sick leave or paid time off, you may be eligible for unemployment benefits during this time.

What if I am temporarily laid off work because business has slowed down as a result of COVID-19?

If you are laid off work temporarily or if your hours are reduced due to a business slowdown or a lack of demand as a result of COVID-19, you may be able to receive unemployment benefits.

- [Standby](#) means you do not have to look for another job while you collect unemployment benefits, so long as you stay in touch with your regular employer. Standby is for both part-time and full-time employees.
- [Partial Employment or SharedWork: Under certain circumstances, you may work part-time while collecting unemployment benefits.](#)

I am a part-time employee. Am I eligible for standby?

Under the emergency rules we put into place as a result of COVID-19, standby may be available to you if you meet the minimum requirement of 680 hours.

What should I do if I contract COVID-19 on the job?

See information from the Dept. of Labor and Industries [information on Workers' Compensation](#).

Do I qualify for unemployment benefits if I become seriously ill and I am forced to quit my job as a result of COVID-19?

You may qualify for Paid Family & Medical while you are sick under the existing program. You can learn more by checking out the [Q & A](#). Once you recover and are available for work again, you can apply for unemployment benefits.

How am I supposed to meet deadlines related to my existing unemployment claim or attend mandatory appointments, such as training programs or mandatory reemployment service appointments, if I am in isolation or quarantine as a result of COVID-19?

Under the emergency rules we put into place as a result of COVID-19, we are providing more leniency for many UI deadlines and mandatory appointments, such as deadlines for training programs or mandatory reemployment service appointments.

I am still confused about what benefits and programs may be available to individuals who are financial affected by COVID-19.

This [easy-to-read reference guide](#) provides a simple list of many scenarios related to COVID-19 and benefits that may apply.

Additional Resources

Information from the Governor's Office:

[COVID-19 resource list for impacted Washington businesses and workers](#)

Information from the Consumer Financial Protection Bureau:

[Protect Yourself Financially from the Coronavirus](#)

Information from the Financial Industry Regulatory Authority:

[Job Interrupted —A To-Do List for Tough Times](#)

Information from the Financial Industry Regulatory Authority:

[Financial Peace of Mind in the Age of Coronavirus](#)

Information from the Federal Trade Commission:

[Avoiding Coronavirus Scams](#)

Retail Guidance

This guidance applies to retail businesses and service operators such as grocery stores; drug stores, movie theaters; restaurants, and other retail establishments.

Public Health – Seattle & King County announced new recommendations to slow the spread of novel coronavirus (COVID-19) in addition to earlier guidance. Retail service may continue throughout King County; and it is recommended that the following public health guidance is observed in these settings.

Based on [CDC guidance](#), retail and service operators, along with all workplaces, should take the following steps to help stop or slow the spread of COVID-19. An overview of workplace guidance is below and additional details follow:

Workplace guidance for the Seattle area and King County from the CDC

1. Encourage staff to telework
2. Expand sick leave policies
3. Implement social distancing measures, e.g.:
 - Spacing workers at the worksite
 - Staggering work schedules
 - Decreasing social contacts in the workplace (limit in-person meetings)
 - All break areas must accommodate distancing with regular disinfection of all eating surfaces
4. Eliminate large work-related gatherings (e.g., staff meetings, after-work functions)
5. Postpone non-essential work travel
6. Regular health checks on arrival each day (e.g., temperature and respiratory symptom screening) of staff and visitors entering buildings.
7. Implement extended telework arrangements (when feasible)
8. Ensure flexible leave policies for staff who need to stay home due to school/childcare dismissals and to encourage individuals to stay home if they are sick.
9. Cancel work-sponsored conferences, tradeshow, etc.

Specific to restaurants and grocery stores

Food has not been identified as a likely source of COVID-19 at this time; however, food businesses can play an important role in both protecting their employees and their customers from COVID-19 by following the routine food establishment personal and environmental hygiene practices identified below:

- Strengthen [health screening of staff and onsite contractors](#) for COVID-19 symptoms.
- **Wash your hands thoroughly with soap and warm water** for 20 seconds upon first arriving to work, after using the restroom, before and after eating and frequently throughout the day. Avoid touching your eyes, nose or mouth.
- **Provide alcohol based (60%) hand sanitizers or similar cleaners** for use for both employees and customers by placing them at convenient/accessible locations.
- Use sanitizing solution (i.e., one teaspoon of unscented household bleach in a gallon of cool water, there is no need to change the ratio of bleach to water to kill the coronavirus. If in doubt, please follow the instructions on the bottle) to **frequently sanitize commonly touched surfaces and objects** such as cash machine key pads, counter tops, dining tables door knobs, electronics, faucet handles, and menus frequently throughout the day. Change the chlorine-based sanitizing solution at least once every four hours.
- **Ensure dishwasher and/or three-compartment sinks are used properly and have the appropriate level of sanitizer** for final rinse (50-100 PPM chlorine-based sanitizer, follow product label for other approved sanitizers).
- **Ensure sneeze guards are in place** where required.
- If you have food [employees at higher risk for COVID-19](#) with underlying health conditions, such as people 60 or older, people with underlying health conditions (heart disease, lung disease, or diabetes) or those with weakened immune systems or those who are pregnant: **consider temporarily re-assigning** them to non-public-contact duties.

Additional details about how to reduce the spread of COVID-19

We now encourage employees, onsite contractors and customers to...

- Stop handshaking – use other noncontact methods of greeting
- Clean hands at the door and schedule regular hand washing reminders by email
- Promote tap and pay to limit handling of cash
- Create new habits and reminders to avoid touching their faces and cover coughs and sneezes
- Disinfect frequently-touched surfaces like doorknobs, tables, desks, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

We encourage businesses, including retail and service operators, to think creatively about how to avoid crowding, which could include:

- Use booking and scheduling to stagger customer flow
- Use online transactions where possible

For transportation businesses, taxis, and ride shares

- Keep windows open when possible

- Increase ventilation
- Regularly disinfect surfaces

Handle food carefully

- Limit food sharing
- Strengthen [health screening for staff](#) who handle food directly and their close workplace contacts
- Ensure staff who handle food directly and their close contacts practice strict hygiene

Employees and customers should stay home when sick

- Encourage, and provide supportive and flexible leave policies when possible, so that employees, onsite contractors, customers and clients stay home if they are feeling sick and/or if they have a sick family member in their home
- Place posters and other signage that encourage [staying home when sick, cough and sneeze etiquette](#), and [hand hygiene](#) at the entrance to your establishment and in other nearby areas where they are likely to be seen by customers and clients.

Implement social distancing

- Where possible, limit distance between employees, onsite contractors, customers and clients to no less than 6 feet if contact will be 10 minutes or longer.
- Consider signage to promote social distancing/prevention messaging.

Employees and customers should cover coughs and sneezes and clean hands

- Provide tissues and no-touch disposal receptacles for use by employees, onsite contractors, clients and customers.
- Employees and contractors should clean their hands often with an alcohol-based hand sanitizer that contains at least 60% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water is preferred if hands are visibly dirty.
- Provide soap and water and alcohol-based hand rubs in the workplace for employees and onsite contractors. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Visit the [coughing and sneezing etiquette](#) and [clean hands webpage](#) for more information.
- Provide disposable wipes to customers, so they can clean carts and hand baskets before each use.

Perform routine environmental cleaning:

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. Frequency of cleaning should be reasonably based on the number of people in the retail establishment.
- For disinfection, review this list of [products with EPA-approved emerging viral pathogens claims](#), maintained by the American Chemistry Council Center for Biocide Chemistries (CBC). Follow the manufacturer's instructions for all cleaning and disinfection products.
- Provide disposable wipes or similar cleaning supplies so that commonly touched surfaces (for example, carts, cash machine key pads, doorknobs, remote controls, desks) can be wiped down by retail establishment employees or cleaning service vendors before each use.

Resources

CDC Seattle Community Mitigation:

https://www.cdc.gov/coronavirus/2019ncov/downloads/Seattle_Community_Mitigation.pdf

CDC website for symptoms:

<https://www.cdc.gov/coronavirus/2019ncov/about/symptoms.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-readyfor-covid-19.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-communityfaith-organizations.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novelcoronavirus/food-establishments.aspx>

Insurance

The Washington State Office of the Insurance Commissioner has resources and information available for consumers who have insurance related questions. <https://www.insurance.wa.gov/coronavirus>

Health Insurance

Special Enrollment for WA Health Plan Extended

A special enrollment period is now available through May 8, 2020 to qualified individuals who are uninsured. Coverage will start May 1, 2020 for customers who enroll after April 8th. Those who are currently uninsured should contact a Navigator for help filling out an application and selecting a plan. [Enrollment information](#) | [Navigator search](#)

Health Insurance FAQs

Will my insurance cover testing and treatment for COVID-19?

Yes. Most health insurance plans will cover testing and treatment for medically-necessary services related to COVID-19. Commissioner Kreidler has ordered all health plans his office regulates to waive copays and deductibles for people requiring [testing for COVID-19](#). If you are concerned about whether or not you should be tested, read the guidance from the Department of Health and call your providers first. Copays and deductibles will still apply if you need treatment. The Centers for Disease Control and Prevention (CDC) is [updating its recommendations \(www.cdc.gov\)](#) for who should be tested. If you are a member of a health sharing ministry, your coverage may be limited. Check the language of your coverage to understand what's covered and what's excluded.

Is testing free? Is the patient exam free?

Commissioner Kreidler has ordered all health plans regulated by his office to cover testing for COVID-19 without copays or deductibles. His emergency order is in effect from March 5-May 4, 2020. State-regulated health plans include individual health plans, small employer health plans and some large employer plans. **It does not apply to employer plans that are self-funded, Medicaid, Medicare, federal employee health plans, health plans for members of the military or veterans, or the Uniform Medical Plan for state and school employees.** If you are unsure what type of health plan you have, you should contact your employer's HR department. We estimate there are 1.2 million people in state-regulated health plans in Washington state.

Before you show up at your provider's office, make sure you have the [symptoms necessary for testing](#) (the criteria are changing as more tests become available) and contact your provider's office first. If you do not have COVID-19, the testing and visit will be covered by your plan, but may not be free.

Will my health insurer waive my deductible since this has been declared an emergency?

Commissioner Kreidler has [instructed all state-regulated health plans](#) to waive deductibles and copays for people who need testing for COVID-19. [State law](#) gives him the authority to do so, once the governor has issued an emergency proclamation. The waiver only applies to the testing for COVID-19 and the provider visit to order the testing. People who suspect they need testing

should check with the [Department of Health](#) and contact their provider's office first. People who do not test positive for COVID-19 may still need to meet their deductibles and pay a copay.

What if I have a high-deductible health plan with a health-savings account?

The co-pay and deductible waiver also applies to all high-deductible health plans with qualifying health savings accounts (HSAs), according to [guidance from the IRS \(PDF, 27KB\)](#).

What guidance are you giving to health insurers, if any?

We are telling all [state-regulated health insurers](#) to waive copays and deductibles for enrollees who need testing for coronavirus, COVID-19. This applies to the test itself and the provider visit. Also, we're telling health insurers to not require any prior approval for testing or treatment of COVID-19, to allow a one-time early refill for prescriptions, and allow enrollees to see out-of-network providers for testing and treatment with no additional costs, if the insurer doesn't have enough in-network providers to meet demand.

Will my health plan allow me to refill my prescriptions early so I can have a 30-day supply on hand?

The commissioner has instructed health plans to allow for one-time early refill for most prescriptions. You should check with your health plan if you have questions about whether or not your prescription is included. Also, the federal government is directing Medicare Part D (prescription drug plans) and Medicare Advantage plans to allow early refills, too, but you should check with your plan for more details.

Could I get a surprise bill if I need testing or treatment for coronavirus?

You should not get a [surprise bill](#) for testing for coronavirus. All health plans are covering testing without copays or deductibles when you see an in-network primary care provider or are tested at an in-network facility. If you are treated at an emergency room, you also should not receive a surprise bill from an out-of-network provider. If you have questions about your coverage, contact your health plan. [Contact us](#) if you need additional help or if you believe you have received a surprise bill.

Will my health plan cover telemedicine for testing or treatment of coronavirus?

All health plans regulated by the state [must cover telemedicine](#) if an in-network provider offers it and the services are medically necessary. Also, the services and how they are delivered must meet federal and state standards for protecting your medical information. Contact your health plan to see if they offer telemedicine through any of their providers.

What should you do if you don't have health insurance?

If you do not have health insurance, you should see if [your income qualifies you for free coverage \(www.hca.wa.gov\)](#). You can enroll in Medicaid year-round through [Washington's Health Benefit Exchange](#). If you need an individual health plan, you have [until May 8 to sign up](#) for a health plan. After May 8, you must qualify for a [special enrollment](#) through the exchange. If you believe you need to be tested for coronavirus, you should contact a local medical provider first. For now, they should contact a provider at a [local community clinic](#) in their area.

Have insurance questions? [www.insurance.wa.gov](#) 1-800-562-6900

Travel Insurance

Travel insurance can protect you against financial loss if you're forced to cancel, delay or interrupt your vacation, business trip, or other travels. It can also offer you protection if you experience a medical emergency, damage to personal property and even if a death occurs while you're traveling.

Before buying travel insurance

Check to see if it covers [trip cancellation](#) due to health and disease outbreaks (i.e., Coronavirus) or natural disasters where you are traveling to.

Insurance assistance

The Washington State Insurance Commissioner can help answer questions about insurance coverage for damages related to COVID-19.

What you need to be covered

To be covered against any business losses due to a communicable disease, such as COVID-19, you would need to have purchased an additional endorsement to your policy.

Contact your insurance agent or insurance company directly to find out if you already have this added coverage. If you don't have added coverage and would like to buy it, contact your insurance agent or company to see if it's available. If you didn't buy the added endorsement prior to the outbreak and you want to buy it, the insurer may not want to sell you the endorsement.

Event cancellation insurance

Event venues typically require the person or company booking a scheduled event to have event cancellation insurance coverage. Coverage for communicable disease outbreaks is typically not included in a standard event cancellation insurance policy. This type of insurance only covers these type of perils:

- Adverse weather
- Natural disasters
- Labor disputes
- Acts of terrorism
- Failure to vacate
- Non-appearance

What you need to be covered

You can buy an added endorsement to your event cancellation insurance policy to cover canceling an event due to a communicable disease. If your insurer doesn't offer this type of endorsement, you should shop around with other insurers.

Be aware that if you didn't buy the added endorsement prior to the outbreak and you need to cancel an event, the insurer cannot back date a policy to provide coverage for the cancellation. Insurers may also not want to sell this type of endorsement.

NOTE: The Office of the Insurance Commissioner does not have the authority to require insurers to sell any type of coverage or policy endorsements to consumers.

Schools and Child Care

School Closures

On April 6th, Gov. Jay Inslee announced that the closure of schools to reduce the spread of COVID-19 will be extended through the end of the school year in June. It was initially set to expire on April 24. Distance learning will continue through the end of the year, and Inslee said seniors in good standing could still expect to receive their diplomas this year. You can find more details on the order [here](#).

Childcare

King County to Fund Child Care for First Responders and Essential Workers

King County Council unanimously passed legislation appropriating \$2.2M in funding to provide emergency child care for first responders and other essential workers who live or work in King County.

These workers include medical professionals and support staff, first responders, child care providers who are providing emergency care, grocery and pharmacy workers and transit employees. The legislation ensures these essential workers will have access to safe, consistent and uninterrupted care. The County will collaborate with Child Care Resources to identify providers and match families with vacant slots, and their Department of Community and Human Services will oversee the program.

For details, call Child Care Resources at 1-800-446-1114 or email Cory Snelson at snelson@childcare.org. Child care resources is rapidly working to identify qualified providers across the County.

New Health & Safety Guidelines for Child Care Providers

King County Public Health announced [new guidance for child care](#) and early learning providers that are considered essential during the stay-at-home order. These updated guidelines from Public Health will help these providers prevent and prepare for cases of COVID-19.

If you work an essential job (healthcare, first responder, etc.), there are options for **free childcare**:

- For Seattle residents, the Mayor has announced a [plan](#) to serve more than 700 children of essential workers
- For residents outside Seattle, contact your local school district for options on childcare for essential workers

[Department of Children, Youth, and Families](#) Information and resources regarding child care

[Department of Health](#) Child care resources & recommendations

[CDC](#) Information on COVID-19 and children

[American Academy of Pediatrics](#) Germ prevention strategies and information on reducing the spread of illness in childcare settings

K-12

- [Office of Superintendent of Public Instruction](#) COVID-19 guidance & resources for K-12 public schools

Higher Education

- [Washington State Board for Community and Technical Colleges](#)
- [Washington Student Achievement Council](#) List of all the colleges and institutions in Washington
- [Readiness and Emergency Management for Schools \(REMS\)](#) Technical Assistance (TA) Center Infectious disease planning resources

Student Loans Deferment

To provide relief to student loan borrowers during the COVID-19 national emergency, federal student loan borrowers are automatically being placed in an administrative forbearance, which allows you to temporarily stop making your monthly loan payment. This suspension of payments will last until Sept. 30, 2020, but you can still make payments if you choose.

<https://studentaid.gov/announcements-events/coronavirus>

Travelers & Commuters

International travel

If you're planning to travel outside the U.S., be aware of COVID-19 [international travel advisories and restrictions](#). Check for the latest information before you travel.

Seattle-Tacoma International Airport

Get the latest about the [airport, travel restrictions and updates](#). Check with your airline for specific flight information.

Amtrak

Amtrak continues to monitor the coronavirus situation closely and is taking action based on guidance from public health experts. [Check the Amtrak's website](#) before you travel by train.

Washington State Ferries

The [state ferry system](#) has taken many actions to help stop the spread of the COVID-19 virus and keep its facilities as safe as possible. Check its webpage for the latest information. The ferry system also offers a free [travel alert subscription service](#) via email or text message.

Students who plan to Travel

Students returning from travel to areas with community spread of COVID-19 must follow guidance they have received from health officials. COVID-19 information for travel is updated

regularly on the CDC website. For questions about students who plan to travel, or have recently traveled, to areas with community spread of COVID-19, refer to CDC's [FAQ for travelers](#).

Sound Transit

Read [Sound Transit's Platform blog post](#) for the latest information on how Sound Transit is responding to heightened COVID-19 concerns.

- **Starting April 6th, Sound Transit will [further reduce service](#) on Link and ST Express Routes.**
 - Reductions to Link light rail - Trains will run every 20 minutes. They are currently running every 14 minutes.
 - Reductions to ST Express routes operated by Pierce Transit Routes, 560, 566, 574, 577, 578, 590, and 594. Routes 544, 567, 580/596 (Sunder connectors), 586, 592, and 595 have been temporarily canceled.
 - Routes 522, 542, 545, and 550, are operating on a reduced schedule with cuts to some trips. Route 554 is operating with close to full service with only two trips reduced. Routes 541, 555 and 556 have been temporarily canceled.
- **Starting March 21st, Sound Transit will suspend fare requirements on buses and trains** until further notice to help protect transit employees and riders through social distancing.
- **During the COVID-19 response riders should take into account that electronic resources such as Google maps, One Bus Away and other applications and websites won't have accurate information for all trips.**

King County Metro

Read [Metro Matters blog](#) for the latest information on its response to COVID-19. Accessible in [14 languages](#).

- **Starting April 6th, Metro will [further reduce service](#) due to a variety of factors.**
 - **Water Taxi** will shift to operating one vessel providing fewer trips. Water taxi crews will operate one vessel for two round trip sailings to West Seattle and one round trip sailing to Vashon during the AM and PM peak; service on shuttles 773 and 775 are discontinued.
 - **Access paratransit program** continues normal operations and follows its enhanced daily sanitization procedures. In addition, riders with disabilities who will no longer be able to access fixed route services due to the reductions can make a reservation to use Access without needing to be certified to use it.
- **Updates on restored weekday bus trips and alternate routes to consider:**
 - To better support the health of passengers and drivers and to promote social distancing, Metro is restoring some weekday bus trips on specific routes based on ridership. <https://kingcountymetro.blog/2020/03/28/covid-19-update-some-weekday-bus-trips-restored-to-better-promote-social-distancing/>
 - **If your route was cut on March 23, here are some alternate routes to consider:** https://kingcountymetro.blog/2020/03/29/alternate_routes/

- For routes that experienced service cuts (i.e., fewer hours and/or frequency of trips), there's an **interactive web tool** listing specific trips cut for each route:
<https://kingcounty.gov/depts/transportation/metro/schedules-maps/reduced-schedule/canceled-trips.aspx>
- **Starting March 21st, Metro will end fare collections until further notice.** Riders will not be required to pay fares when riding King County Metro services, including buses, water taxi and Access paratransit, until further notice.
 - Riders will be directed to **board** and **exit at the rear doors** of buses, reserving front-door access for customers using mobility devices or who require use of the boarding ramp. This change is aimed at minimizing the interaction between the operator and passengers in an effort to promote social distancing for everyone on the bus.

Text to Departures - as the new schedule rolls out, buses may be running less often, during fewer hours, and/or be canceled. As such, we encourage riders to **text their bus stop ID # to 62550 to find out when the next bus will arrive.**

To plan your trips, call Metro Customer Service at 206-553-3000 (WA Relay: 711). If you need an interpreter, select the interpreter option (Press 1). Nearly **200 languages** are covered by the translation line. Please note that interpreter calls may take longer.

Parks

King County Parks Closing More Facilities

King County and the City of Seattle announced closure of parks, playgrounds and sports courts. The closure includes playground equipment, picnic shelters, sports courts, fields, active recreation locations, gated parking lots and trailheads, and restrooms will be locked.

We ask that all residents respect parks closures and refrain from using King County parks and regional trails. We are unable to physically block off all entrances to parks and trails, but are asking for your help in slowing the spread of COVID-19 and saving lives by abiding by these closures. <https://kingcountyparks.org/2020/03/25/king-county-parks-coronavirus-update/#walk>

***If an individual is part of the essential workforce and needs to use a regional trail for commuting purposes, they are allowed to do so if they follow social distancing guideline.**

All State Managed Parks Closed

Parks and Recreation Commission and Department of Fish and Wildlife [announced the temporary closure](#) of all state-managed parks, wildlife areas and water access areas for at least two weeks starting Wednesday, March 25th.

Avoiding Scams

Consumers should be on alert for increased fraud during the COVID-19 outbreak. Consumers should be vigilant about protecting their finances and should not share financial or other sensitive information with anyone who contacts you unsolicited.

Here are some tips to help you keep the scammers at bay:

- Your bank or credit union should not ask for your financial account details via email. If you receive an email, contact your bank or credit union with the contact information listed on their website.
- Don't click on links from sources you don't know. They could download viruses onto your computer or device.
- Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying that have information about the virus. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).
- Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease 2019 (COVID-19) — online or in stores.
- Do your homework when it comes to donations, whether through charities or crowdfunding sites. Don't let anyone rush you into making a donation. If someone wants donations in cash, by gift card, or by wiring money, don't do it.

Office of the Attorney General: Consumer Alerts

Accessible public information is the most effective weapon in our fight to free our market from unfair and deceptive business practices. In our attempt to increase consumer awareness, the Attorney General's Office has created an assortment of informational services to meet the needs of our diverse audience.

We strive to provide the most accurate information, in the most convenient formats, to Washington's businesses and consumers. Traditional news releases, alerts, blogs, tweets, brochures, and special training opportunities all take center stage in our efforts to improve Washington's economy.

<https://www.atg.wa.gov/scam-alerts>

Contact Information

	NEW STATE CORONAVIRUS WEBSITE https://coronavirus.wa.gov/
	REAL TIME GLOBAL COVID-19 DATA https://ncov2019.live/data
911	For medical emergency
1-800-525-0127	Washington State Novel Coronavirus Call Center For general questions about COVID-19 or Washington State's response
211	Washington 211 System Also available to handle calls for the Washington State COVID-19 hotline
211211	Text “coronavirus” to this number to get a reply message with helpful links from the CDC website. If you respond with your zip code, you will receive links to the state and local health websites. Once opted in, users can receive daily COVID-19 text updates and alerts.
206-477-3977	King County Novel Coronavirus Call Center (Medical questions related to COVID-19) If you are in King County and believe you were exposed to a confirmed case of COVID-19, or if you're a healthcare provider with questions about COVID-19, contact our novel coronavirus call center. Daily from 8 AM to 7 PM PST
206-296-1608	King County COVID-19 Business and Community Information Line Non-medical questions about COVID-19 including compliance and business related issues. Monday – Friday 8:30 AM to 4:30 PM PST King County Public Health: https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus.aspx
360-902-4111	Governor Inslee’s Website: https://www.governor.wa.gov/issues/issues/covid-19-resources
206-418-5500	WA Department of Health Communicable Disease Epidemiology https://www.doh.wa.gov/Emergencies/Coronavirus
1-877-561-3453 1-877-561-FILE	WA Labor & Industries: https://lni.wa.gov/agency/outreach/workers-compensation-coverage-and-coronavirus-covid-19-common-questions
1-800-318-6022	WA Employment Security Department:

<https://esd.wa.gov/newsroom/covid-19>

1-800-562-6900

WA Office of the Insurance Commissioner:
<https://www.insurance.wa.gov/coronavirus>