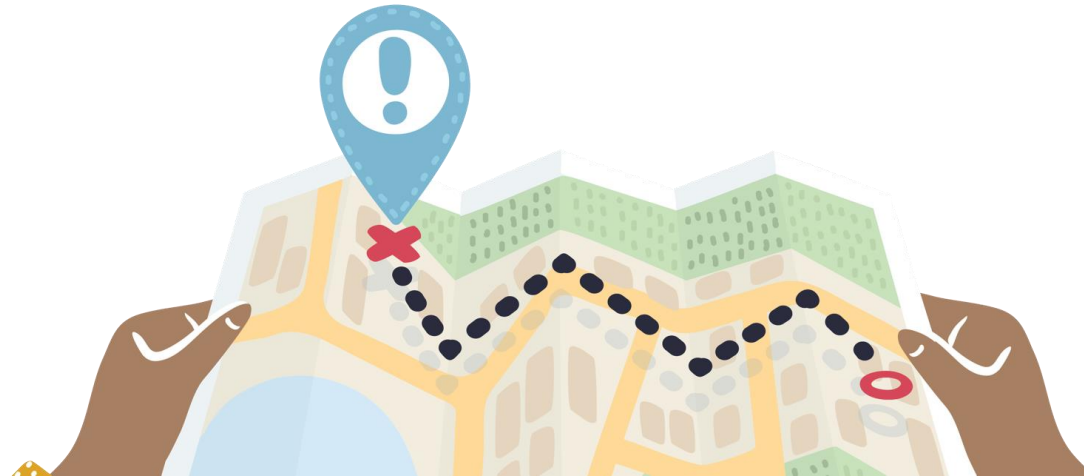


# Eastern Washington Fire Recovery Resources

Updated on August 24, 2023  
Resource availability is subject to change



# Disaster Assistance

## **Spokane County Disaster Assistance Center**

Location: Spokane Falls Community College, Building #9,  
3305 W. Whistalks Way, Spokane, WA 99224

Schedule: August 25 through September 9

Opens at 12 noon on August 25

Daily operations after opening day is 10:00am to 6:00pm

## **City of Medical Lake Recovery Center**

Location: Redemption Church  
400 E. Grace Street, Medical Lake, WA 99022

Schedule: August 24-25, 3:00pm to 6:00pm

August 26, 10:00am to 2:00pm

August 27-31, 3:00pm to 6:00pm

Medical Lake Recovery information is available on Facebook.

<https://www.facebook.com/RedemptionChurchML/>



# How do I find shelter?

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

Open shelters:

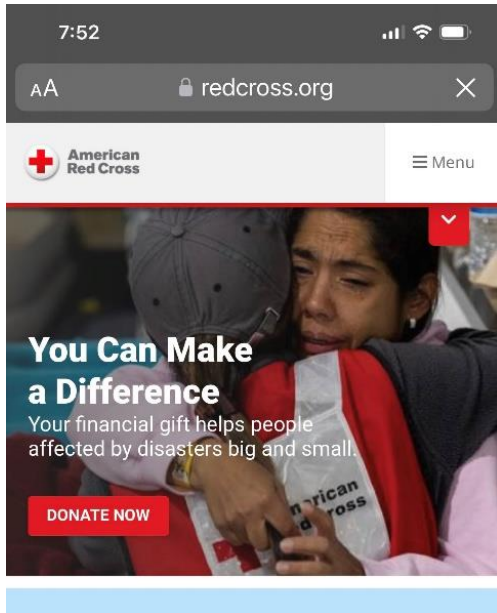
- Spokane Falls Community College  
3410 W Whistalks Way, Spokane
- Riverside High School  
4120 E Deer Park Milan Road, Chattaroy



Find additional Red Cross shelters at [Find Open Shelters page](#).

# Red Cross Find a Shelter Instructions

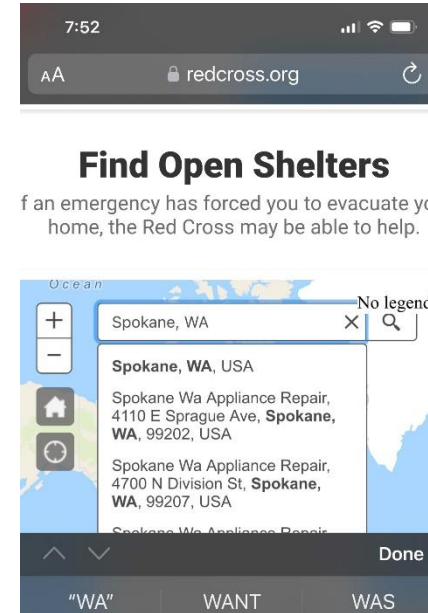
1. Use your mobile device to visit the [Find Open Shelters page](#). Click on the white arrow in the red box at the top of your phone screen



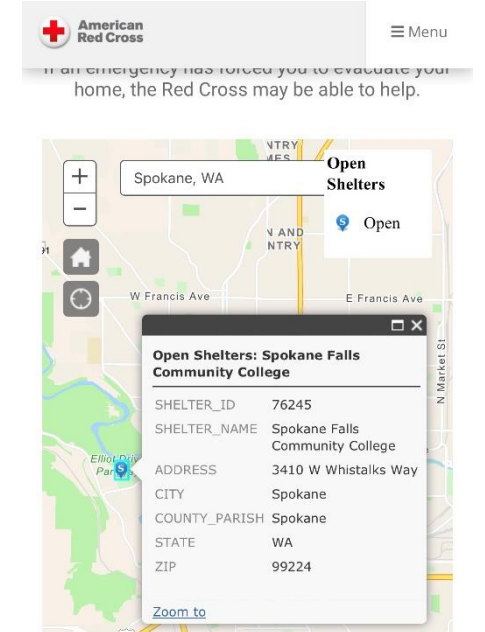
2. Click on **Find a Shelter**.



3. Type in the location you are trying to find shelter for.



4. Look for Blue Pins with a white S on the map. Click on the pins to find the detailed shelter information.



# Search resources in Washington with 2-1-1



**2·1·1**

Get Connected. Get Help.™  
Conéctese. Consiga ayuda.

**on demand  
has arrived!**

Find community resources  
and get connected today.



**¡Ya llegó  
respuesta  
rápida!**

Encuentre recursos  
comunitarios y  
conéctese hoy.

**Simply text  
211WAOD to 898211**

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

Powered by PreventionPays Text.

**Simplemente envíe  
211WAOD por texto  
al 898211**

Es posible que se apliquen tarifas estándar de  
mensajes y datos. Envíe el mensaje de texto  
STOP para optar por no participar. Para ver la  
privacidad del usuario y los términos y  
condiciones de los mensajes de texto con  
898211, visite: <http://www.preventpay-text.com/policies/>

Provisto por PreventionPays Text.

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

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

## **3 Ways to contact:**

### 1. Call 2-1-1 by phone

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

### 2. Text 211WAOD to 898211

### 3. Visit [Washington 2-1-1 \(wa211.org\)](http://wa211.org)



# Where can I find clothing and other personal care items?

**The Salvation Army Spokane** can help with material items. Please contact **509-325-6810** or [salvationarmyspokane@gmail.com](mailto:salvationarmyspokane@gmail.com) for assistance.

**Medical Lake City Hall** receives and distributes daily donations from various organizations. The City Hall is located at 124 S Lefevre Street.

**Bohemian Spokane** accepts donations and works with the Red Cross to distribute clothing, baby items, food and housewares. Please contact them through [their Facebook page](#) to request assistance.

**Cheney Nazarene Church** can help with clothing. Please contact 509-747-8480, located at 338 Betz Rd

**Goodwill**  
please contact 509-838-4246 or <https://discovergoodwill.org/>

**Need a replacement of Durable Medical Equipment?** there is a local partner who can support that replacement at no cost to the client. Contact Kc Help at [info@KCHelp.org](mailto:info@KCHelp.org) or 509-212-0900

# Additional Resources

## **The Washington Connection**

Provides information regarding emergency shelters & resources.

Phone: 1-877-501-2233

[Explore Options - Washington Connection](#)

## **The Boys & Girls Club of Spokane County**

Offering a free summer camp for families impacted by the fires.

August 21st to September 1st

13120 N Pittsburg St, Spokane

Call 509-530-9015 for more information and to register.

## **Catholic Charities Spokane**

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

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

## **Salvation Army Spokane**

Providing resources to families affected by the fires.

Phone: 509-325-6810 or email

[salvationarmyspokane@gmail.com](mailto:salvationarmyspokane@gmail.com)

## **Giving Back Spokane**

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

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

## **Complimentary back to school haircuts**

Text Jess Hatch at 808-895-4840 to schedule

Jess will provide this service for all school age children from August 28<sup>th</sup> to September 3<sup>rd</sup>

# Additional Resources continued

## **YMCA of the Inland Northwest**

Providing free showers and a safe place.

Day pass fees waived.

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

## **The Wellness Center**

Providing free showers and a safe place.

- North Park: 8121 N Division St, Spokane  
Phone: 509-467-5124
- Central Park: 5900 E 4<sup>th</sup> Ave, Spokane  
Phone: 509-535-3554  
E-Mail: [info@wellnessco.com](mailto:info@wellnessco.com)

## **Military & Family Readiness Center**

Available to those with base access at Fairchild Air Force Base.

Safe place and supplies available.

- 4 W Castle St, Fairchild AFB, WA 99011,  
Phone: 509-247-2246

## **Spokane County Information**

- <https://spokanecounty.org/>
- <https://www.spokanetransit.com/>
- [Spokane County Emergency Management Facebook Page](#)

## **Avista Utilities**

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

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



# Eastern Washington Access and Functional Needs Resources

## Statewide Resources

- [AFN | Washington State Military Department, Citizens Serving Citizens with Pride & Tradition](#)
- [Coalition on Inclusive Emergency Planning \(CIEP\) \(wasilc.org\)](#)
- [INDEX | Disability Action Center NW \(dacnw.org\)](#)

*Counties Served: Spokane, Stevens, Ferry, Pend Oreille, and Lincoln*

## Independent Living Centers

- [Disability Action Center NW | Your Community. Your Access. Your Life. \(dacnw.org\)](#)

*Counties Served: Asotin, Garfield, and Whitman*

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

- [Washington Advocates of Deaf & Hard of Hearing \(wadhh.org\)](#)



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

## State Offices Serving People with Disabilities

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

## Selected CART Captioning Services (\* = State Vendor)

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

# Eastern Washington American Sign Language (ASL) Interpreter Resources

## Selected ASL Interpreter Services (\* = State Vendor)

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

# Animal Evacuation and Sheltering

## **Spokane Livestock Emergency Evacuation Team**

Call 911 to be connected with volunteer team with trailers to assist with evacuating pets and animals.

## **Humane Evacuation Animal Rescue Team**

Operates a smaller shelter for dogs, cats, and other pets at Spokane Falls Community College

3410 W Whistalks Way, Spokane

E-Mail: [spokaneheart@gmail.com](mailto:spokaneheart@gmail.com)

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

## **If you have lost a pet:**

Call Spokane Humane Society: 509-467-5235

[Spokane Area Lost and Found Pets Facebook Group](#)

## **Large animals and livestock sheltering**

### **Spokane County Fair & Expo Center**

American Humane Society manages the Spokane Fairgrounds animal shelter located at 404 N. Havana, Spokane Valley, Wa

### **Newport Rodeo**

1101 West First Street Newport, Wa

### **Clayton County Fairgrounds**

is no longer accepting animals.



# How do I replace my personal documents?

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



**Tip: Reach out to your current employer as Human Resources may have copies of documents you provided during your onboarding process.**  
*This may include copies of your Social Security Card, Birth Certificate, Passport, etc.*



## Washington State Department of Labor & Industries

### Tips and Reminders for Homeowners working with contractors

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

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





# Insurance Assistance

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

Have questions?  
Need help?



Call the OIC at:

**800-562-6900**

Verify your insurance  
adjuster is licensed:  
[www.insurance.wa.gov](http://www.insurance.wa.gov)

Verify your contractor  
is licensed:  
[www.lni.wa.gov](http://www.lni.wa.gov)

Verify your attorney  
is licensed:  
[www.mywsba.org](http://www.mywsba.org)

# Taking care of yourself is important

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

# Suggestions for Caring for Yourself and Loved Ones

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

# Unemployment Information

## How do I apply for unemployment benefits?

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

## General unemployment benefits information:

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

## What are unemployment benefits?

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

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

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

For example:

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

**Find out more:** [esd.wa.gov/unemployment/basic-eligibility-requirements](https://esd.wa.gov/unemployment/basic-eligibility-requirements)

# Unemployment Information continued



**Employment Security Department**  
WASHINGTON STATE

## What information do I need before I apply?

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

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

Find out more: [esd.wa.gov/unemployment/have-this-information-ready](https://esd.wa.gov/unemployment/have-this-information-ready)

## What do I need to do after I apply?

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

## What if my worksite was affected by the fires?

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

# Watch out for scams

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

<https://suspectfraud.wa.gov/>

A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.