COVID-19 Community Resource Guide

Office of Congresswoman Kim Schrier, MD
Washington’s 8th Congressional District

March 12, 2020 version
A Message from Congresswoman Kim Schrier

Dear Friend,

The news of the coronavirus outbreak in our area has been distressing for many, including me, so I wanted to provide you with an update on where you can get information, and what you can do to protect yourself and your family. In this Resource Guide I have compiled a number of resources available to Washingtonians impacted by the recent COVID-19 outbreak. I have included information for business owners and workers who may experience difficulties in the days and weeks ahead. Please note that this is a general resource guide and the information within is not exhaustive. This guide is a compilation of existing federal, state, and county resources and is not intended to be the sole resource for those impacted by the COVID-19 outbreak. Because the situation is evolving, please check my website, https://schrier.house.gov/coronavirus-outbreak or call my office in Issaquah at 425-657-1001 for additional assistance.

I am continuing to monitor the situation of the COVID-19 outbreak in Washington state. As we get more information, my staff will keep this resource guide updated.

The best way to protect yourself and your family is to practice good hygiene habits. Wash your hands often, don’t touch your face, cough into your elbow, give yourself distance from people who are sick, and if you think you are sick, stay home and CALL your doctor’s office first.

I share many of your grievances about the availability and ease of testing. As frustrating as it may be to not know if your illness is from coronavirus or not, testing shouldn’t change how most of us manage this illness. It may, however, change when you are able to return to work. And, of course, if you are a person at high risk or live with a person at high risk, the knowledge can help you be extra vigilant for worsening symptoms.

You can call my Issaquah office at 425-657-1001 if you have problems with a federal agency and need additional assistance. My staff and I are here to help.

Sincerely,

Kim Schrier, M.D.
U.S. Representative, WA-08
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Quick Guide

For an immediate, life-threatening emergency, call 911

Washington State Department of Health
1-800-525-0127; online at https://www.doh.wa.gov/Emergencies/Coronavirus

Washington State Office of the Superintendent of Public Instruction (OSPI)

CDC
800-232-4636; online at https://www.cdc.gov/coronavirus/2019-ncov/

King County Public Health

Pierce County Health Department
253-798-6500; online at https://www.tpchd.org/healthy-people/human-coronavirus

Chelan-Douglas County Health Department
509-886-6400 or 509-886-6499 (after hours); online at https://www.co.chelan.wa.us/news/article/chelan-douglas-counties-and-2019-novel-coronavirus

Kittitas County Public Health Department
509-962-7581; online at https://www.co.kittitas.wa.us/health/
Background on COVID-19

- COVID-19 is a new respiratory virus. And because of how new it is, there is currently no vaccine or cure for it, and there is still a lot we don’t know about it. Most people will recover on their own, but some people can have serious complications that require medical care or hospitalization.
- The illness has reached pandemic proportions, having spread worldwide. As COVID-19 spreads in Washington state, your life may be disrupted in a variety of ways. Keep yourself and household healthy by being prepared.
- As new information emerges from across the globe, please remember that the risk of COVID-19 is not at all connected with race, ethnicity or nationality. Stigma will not help to fight the illness. Seeking and sharing accurate information during a time of heightened concern is one of the best things we can do to keep rumors and misinformation from spreading. Get your information from trusted sources, like my office, the CDC, and your local Department of Health. Information evolves daily.

How can I prevent the spread of COVID-19?

- Symptoms of COVID-19 primarily include fever, cough, and shortness of breath. These symptoms appear 2 to 14 days after exposure.
- COVID-19 spreads between people who are in close contact with one another (within about 6 feet) via coughs or sneezes. It may also spread by touching a surface or object with the virus on it, and then touching your eyes, nose, or mouth.
- People are thought to be most contagious when they are the sickest, although some spread is likely before people show symptoms.
- Prevention starts with practicing good personal health habits: stay home when you’re sick, cover your coughs and sneezes with a tissue (then throw it away and wash your hands) or the inside of your elbow, wash your hands often with soap and water, and clean frequently touched surfaces and objects.
- Getting plenty of rest, drinking fluids, eating healthy foods, and managing your stress helps you stay healthy.

How do I plan ahead for COVID-19?

- Start by visiting the CDC website at https://www.cdc.gov/coronavirus/2019-ncov/index.html where you will find answers to frequently asked questions, situation updates, and recommendations for travel, community preparedness and more.
- Make an emergency plan of action with your household members, relatives, and friends. Visit Emergency Preparedness and You (on the CDC website) for more information.
- If the disease starts spreading in your area, health officials might recommend school closures or cancel events and encourage people to work remotely to slow the spread of the disease.
- Make plans for alternative arrangements for your child or yourself in the case of a school or university dismissal or shutdown. Also make plans for your elders and your pets, as needed.
Check in with your work about your sick leave and telework options should you need to stay home because you are sick or need to care for a household member.

Make a list of your emergency contacts—family, friends, neighbors, carpool drivers, health care providers, teachers, employers, local public health department, and community resources.

Gather extra supplies, such as soap, tissues, and alcohol-based hand sanitizer. If you or one of your household members have a chronic condition and regularly take prescription drugs, talk to your health provider, pharmacist, and insurance provider about keeping an extra month’s worth of medications at home.

The Washington State Insurance Commissioner has recently released guidance allowing for a one-time early prescription medication pickup.

Congress is expected pass legislation on March 12, 2020 addressing many of these issues that will affect families during a pandemic.

What do I do if I have confirmed or suspected COVID-19?

- Stay home, except for getting medical care. If you have mild symptoms, you do not need to seek medical care.
- Separate yourself from other people and animals in your home.
- Do not go to work, school, stores, or public areas.
- Avoid using public transportation, taxis, or ride-share.
- Monitor your symptoms and call before visiting your doctor. If you have an appointment, be sure you tell them you have or suspect you have COVID-19.
- If you have one, wear a facemask around other people, such as sharing a room or vehicle, or around pets and before entering a healthcare provider's office.
- If you can't wear a mask because it's hard for you to breathe while wearing one, then keep people who live with you out of your room or have them wear a facemask if they come in your room.
- Cover coughs and sneezes with a tissue and throw it away in a lined trash can. Wash hands thoroughly afterwards. Soap and water is best.
- Avoid sharing personal household items like dishes and glasses, toothpaste, or bedding.
- Wash your hands often with soap and water for 20 seconds. If you can't wash your hands, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Rub hands together until dry.
- Clean all "high touch" surfaces every day, such as counters, tables, doorknobs, bathroom fixtures, phones, and keyboards.
- Use a household cleaning product to clean, following the manufacturer's recommendations.
- If you are having a medical emergency, call 9-1-1. Notify dispatch that you have or may have COVID-19
- Remain in home isolation for 7 days OR until 72 hours after your fever has resolved (and symptoms get better) whichever is longer. Guidelines for when you are safe to return to public life will change as we get more information about how long people remain contagious.
What do I do if I was potentially exposed to someone with confirmed COVID-19?

- First, know that you generally need to be in close contact with someone with COVID-19 to get infected. Close contact includes scenarios like living with or caring for a person with confirmed COVID-19, being within six feet of a person with confirmed COVID-19 for about 10 minutes, or if someone with COVID-19 coughed on you, kissed you, shared utensils with you or you had direct contact with their body secretions.

If you may have had close contact with a person with COVID-19 but are not sick

- Monitor your health for fever, cough and shortness of breath for 14 days after your last contact with the ill person.
- Do not go to school or work. Avoid public places for 14 days.

If you are a close contact of a person with confirmed COVID-19 and are sick

- If you are sick with fever, cough, or shortness of breath, even if your symptoms are mild, isolate yourself.
- If you are at higher risk for severe illness (over 60, with underlying health conditions such as heart disease, lung disease, or diabetes), have a weakened immune system or are pregnant) call your health care provider. They may want to test you for COVID-19.
- If you have symptoms but are not in a high risk category, talk with your health care provider. They will help you determine if you need to be evaluated.

What do I do if I have COVID-19 symptoms but haven’t been around anyone who has been diagnosed with COVID-19?

- The most common symptoms of COVID-19 are fever, cough, and shortness of breath. These can be symptoms of other respiratory illnesses as well as COVID-19.
- If you are in a high-risk category, and have symptoms of COVID-19, call your healthcare provider for advice. If you are at risk for serious illness, your healthcare provider may arrange a test for COVID-19.
- If you do not have a high risk condition and your symptoms are mild, you do not need to be tested for COVID-19. Do not go out when you are sick, practice excellent hygiene, and wear a facemask when you are around other people if you can.
- Cover coughs and sneezes. Avoid sharing personal household items. Clean your hands often. Clean all "high-touch" surfaces like doorknobs often.
- Monitor your symptoms and call your healthcare provider if symptoms worsen.
- Stay home and avoid others for 72 hours after your fever goes down and symptoms get better, whichever is longer.
What do I do if COVID-19 starts spreading in my community?

- Stay informed about local COVID-19 activity through the Department of Health website: doh.wa.gov/coronavirus and be aware of any signs that people in your community are getting sick. For example, watch for school dismissals or closures.
- Avoid contact with people who are sick. Cover your coughs and sneezes with a tissue, and wash your hands often with soap or water. Don’t share personal items and clean frequently touched surfaces with soap and water.
- If you are sick, stay home. When seeking medical care, wear a facemask and keep your distance from others. If someone in your house is sick, stay home to avoid unknowingly spreading the virus to others. We still don’t fully understand how this spreads.
- Do not attend large events, such as sporting events, conferences, or other community events if you are sick, do not feel well, or someone in your home is sick. If you aren’t sick, consider your risk of getting COVID-19 at the event before you go, and your personal risk of severe illness if you do contract COVID-19. If you are at high risk, consider not attending smaller gatherings either.
- Discourage your children from gathering with others after school unless it is a small group. If any of the children show symptoms of COVID-19, separate them from others immediately.
- Watch your children for symptoms of COVID-19. Notify your children’s childcare facility or school if they are sick and get any classroom assignments or activities they can do from home.
- Set up a separate room for sick household members. Clean the room regularly and make sure they have clean, disposable facemasks to use when with other family members.
- Check in with family and friends who live alone—especially those with chronic diseases. If you live alone, ask your friends and family to check in with you if you become sick. You can help neighbors by bringing them groceries and other supplies while they are isolated at home. Leave them at the doorstep.
Federal Resources


State Department Travel Advisories [https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html](https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html)


Smart Traveler Enrollment Program (STEP) [https://step.state.gov/step/](https://step.state.gov/step/)

U.S. District Court Western District of Washington online at [https://www.wawd.uscourts.gov/](https://www.wawd.uscourts.gov/)

Small Business Help
The Small Business Administration (SBA) can provide small business loans for those impacted by a COVID-19 outbreak. SBA may also be able to assist with export challenges by helping identify alternative markets or providing STEP vouchers to defray costs: [https://disasterloan.sba.gov/ela/Information/EIDLLoans](https://disasterloan.sba.gov/ela/Information/EIDLLoans)

If you have an appointment with USCIS
If you feel sick, cancel or reschedule your USCIS appointment. If you become ill for any reason, regardless of whether you were exposed to COVID-19, do not come to appointments with any USCIS office. Follow the instructions on your appointment notice to reschedule your appointment or interview if you:

- Were in China within 14 days of your appointment;
- Believe that you may have been exposed to COVID-19 (even if you were not recently in China); or
- Are experiencing flu-like symptoms (such as a runny nose, headache, cough, sore throat or fever)

We will help you reschedule your appointment without penalty when you are healthy. More information at: [https://www.uscis.gov/about-us/find-a-uscis-office/if-you-feel-sick-please-consider-canceling-and-rescheduling-your-uscis-appointment](https://www.uscis.gov/about-us/find-a-uscis-office/if-you-feel-sick-please-consider-canceling-and-rescheduling-your-uscis-appointment)

If you have an appointment with SSA
Online assistance is available here [https://www.ssa.gov/locator/](https://www.ssa.gov/locator/)

If you have an appointment with CBP (Trusted Traveler Programs)
Updates are available here: [https://www.cbp.gov/](https://www.cbp.gov/) Contact CPB: [https://www.cbp.gov/contact](https://www.cbp.gov/contact)
If you have an appointment with the VA
Updates and information are available here: https://www.publichealth.va.gov/n-coronavirus/index.asp

If you are experiencing difficulties with a federal agency, please contact Congresswoman Schrier’s office for assistance at 425-657-1001; online at https://schrier.house.gov
Statewide Resources

Washington State Department of Health https://www.doh.wa.gov/Emergencies/Coronavirus

Washington State Office of Superintendent of Public Instruction

Governor’s Office
360-902-4111; online at https://www.governor.wa.gov/

UW Medicine
206-520-5000; online at https://www.uwmedicine.org/coronavirus

Seattle Children’s Hospital

See if you can still get or change 2020 health coverage, as enrollment periods have been extended: https://www.healthcare.gov/screener/
Resources for Businesses and Workers

Unemployment Insurance Flexibilities during COVID-19 Outbreak

- On March 12, 2020 the U.S. Department of labor announced new guidance outlining flexibilities that states have in administering their unemployment insurance (UI) programs to assist Americans affected by COVID-19 outbreak.
- Under the guidance, federal law permits significant flexibility for states to amend their laws to provide UI benefits in multiple scenarios related to COVID-19. For example, federal law allows states to pay benefits where:
  1. An employer temporarily ceases operations due to COVID-19, preventing employees from coming to work;
  2. An individual is quarantined with the expectation of returning to work after the quarantine is over; and
  3. An individual leaves employment due to a risk of exposure or infection or to care for a family member. In addition, federal law does not require an employee to quit in order to receive benefits due to the impact of COVID-19.

View the full press release on the U.S. Department of Labor website at https://www.dol.gov/newsroom/releases/eta/eta20200312-0

Washington State Department of Labor & Industries
360-902-5798; online at https://www.lni.wa.gov/

Washington State Office of the Insurance Commissioner
1-800-562-6900; online at https://www.insurance.wa.gov/coronavirus-insurance-information-businesses

- 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.

Disaster Preparedness Planning for your Business online at https://www.ready.gov/business

Financial Assistance for Businesses

- The Washington State Department of Revenue (DOR) can work with impacted companies that request an extension on tax filing. 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). Contact DOR at 360.705.6705
• 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:
  o A filing extension for excise tax returns (without the limitations described above); and/or
  o 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:
  o Favorable credit terms for firms that encounter cash flow problems.
  o Debt and late-penalty forgiveness for companies and workers in order to help keep people employed.
  o Deferred bills, waived fees, discounts, no-interest loans and other support.

• The federal Small Business Administration (SBA) may be able to provide assistance through the Economic Injury Disaster Loans program to businesses that have suffered substantial economic injury in an eligible disaster area. The SBA can provide a loan of up to $2 million to help meet financial obligations and operating expenses. Visit: https://disasterloan.sba.gov/ela/Information/EIDLLoans

Export Assistance for Businesses

• 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-foreign-investments-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://www.esd.wa.gov/newsroom/layoff-assistance
• 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/layoff-assistance

  Learn more about layoff assistance, unemployment, and retraining assistance: https://www.esd.wa.gov/newsroom/covid-19
Chelan County Resources

For general questions about COVID-19 or Washington State’s response, please call the Washington State Novel Coronavirus Call Center at 1-800-525-0127.

Health Department
509-886-6400 or 509-886-6499 (after hours); online at https://cdhd.wa.gov/

Chelan County Emergency Management
509-667-6851; online at https://www.co.chelan.wa.us/sheriff/pages/emergency-management

District Court
509-667-6600; online at https://www.co.chelan.wa.us/district-court

Hospitals
Chelan
- Lake Chelan Community Hospital 509-682-3300; online at https://lakechelancommunityhospital.com/

Wenatchee
- Central Washington Hospital 509-663-8711; online at https://www.confluencehealth.org/locations/wenatchee-valley-hospital-clinics/
- Wenatchee Valley Hospital & Clinics Campus 509-663-8711; online at https://www.confluencehealth.org/locations/wenatchee-valley-hospital-clinics/

Leavenworth
- Cascade Medical 509-548-5815; online at https://cascademedical.org/

For a list of school closures in Chelan County, contact the Washington State Office of Superintendent of Public Instruction at 260-725-6000; online at https://www.k12.wa.us/about-ospi/press-releases/novel-coronavirus-covid-19-guidance-resources
Douglas County Resources

For general questions about COVID-19 or Washington State’s response, please call the Washington State Novel Coronavirus Call Center at 1-800-525-0127.

Health Department
509-886-6400 or 509-886-6499 (after hours); online at https://cdhd.wa.gov/

Douglas County Emergency Management
509-884-0941; online at http://www.douglascountywa.net/departments/emergency-management

District Court
509-884-5973; online at http://www.douglascountywa.net/elected-offices/district-court

Hospitals
Chelan
- Lake Chelan Community Hospital 509-682-3300; online at https://lakechelancommunityhospital.com/

Wenatchee
- Central Washington Hospital 509-663-8711; online at https://www.confluencehealth.org/locations/wenatchee-valley-hospital-clinics/
- Wenatchee Valley Hospital & Clinics Campus 509-663-8711; online at https://www.confluencehealth.org/locations/wenatchee-valley-hospital-clinics/

King County Resources

For general questions about COVID-19 or Washington State’s response, please call the Washington State Novel Coronavirus Call Center at 1-800-525-0127.

King County Novel Coronavirus Call Center

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: 206-477-3977.

- The call center will be open daily from 8 AM to 7 PM PST.
- For general questions about COVID-19 or Washington State's response, please call the Washington State Novel Coronavirus Call Center at 800-525-0127.

Public Health Communicable Diseases Coronavirus updates www.kingcounty.gov/covid

Public Health
800-325-6165; online at https://www.kingcounty.gov/depts/health.aspx

Emergency Management
800-523-5044; online at https://www.kingcounty.gov/depts/emergency-management.aspx

District Court
206-296-0596; online at https://www.kingcounty.gov/courts/district-court.aspx

Hospitals
Auburn
- MultiCare Auburn Medical Center 253-833-7711; online at https://www.multicare.org/auburn-medical-center/

Enumclaw
- CHI Franciscan St. Elizabeth Hospital 360-802-8822; online at https://www.chifranciscan.org/st-elizabeth-hospital/

Issaquah
- Swedish Issaquah 425-313-4000 online at https://www.swedish.org/locations/issaquah-campus#laid=6707

Snoqualmie
- Snoqualmie Valley Hospital 425-831-2300; online at https://snoqualmiehospital.org/

For a list of school closures in King County, contact the Washington State Office of Superintendent of Public Instruction at 260-725-6000; online at https://www.k12.wa.us/about-ospi/press-releases/novel-coronavirus-covid-19-guidance-resources
Kittitas County Resources

For general questions about COVID-19 or Washington State’s response, please call the Washington State Novel Coronavirus Call Center at 1-800-525-0127.

Kittitas County Public Health Department
509-962-7581; online at https://www.co.kittitas.wa.us/health/

Kittitas County Emergency Management
509-933-8206; online at https://www.co.kittitas.wa.us/sheriff/emergency.aspx

Lower Kittitas County District Court
509-962-7511; online at https://www.co.kittitas.wa.us/courts/lower/default.aspx

Upper Kittitas County District Court
509-674-5533; online at https://www.co.kittitas.wa.us/courts/upper/default.aspx

Hospital
Ellensburg
• Kittitas Valley Healthcare Hospital 509-962-9841; online at https://www.kvhealthcare.org/

For a list of school closures in Kittitas County, contact the Washington State Office of Superintendent of Public Instruction at 260-725-6000; online at https://www.k12.wa.us/about-ospi/press-releases/novel-coronavirus-covid-19-guidance-resources
Pierce County Resources

For general questions about COVID-19 or Washington State’s response, please call the Washington State Novel Coronavirus Call Center at 1-800-525-0127.

Tacoma-Pierce County Health Department Coronavirus updates
https://www.tpchd.org/healthy-people/human-coronavirus

Pierce County Health Department
253-798-6500; online at https://www.tpchd.org/

Pierce County Emergency Management
253-798-6595; online at https://www.co.pierce.wa.us/104/Emergency-Management

Pierce County District Court
253-798-7487; online at https://www.piercecountywa.org/101/District-Court

Hospitals
Puyallup
  - MultiCare Good Samaritan 253-697-4000; online at https://www.multicare.org/good-samaritan-hospital/

For a list of school closures in Pierce County, contact the Washington State Office of Superintendent of Public Instruction at 260-725-6000; online at https://www.k12.wa.us/about-ospie/press-releases/novel-coronavirus-covid-19-guidance-resources
Preventing Stigma

Viruses don’t discriminate, and neither should we.

Coronavirus doesn’t recognize race, nationality or ethnicity.
2019 novel coronavirus started in Wuhan, China. That’s just geography. Having Chinese ancestry—or any other ancestry—does not make a person more vulnerable to this illness.

Wearing a mask does not mean a person is ill.
People wear masks for a variety of reasons, including to avoid pollen and air pollution and for cultural and social reasons. WE should not judge someone for wearing a mask or assume they are sick.

You can interrupt stigma. Start by sharing accurate information.
Avoid spreading misinformation. Stay informed through reputable, trusted sites:

- Centers for Disease Control and Prevention
- Washington State Department of Health
- County-operated Public Health Websites

Speak up if you hear, see, or read misinformation or harassment.
Gently correct the false information and remind the speaker: prejudiced language and actions make us all less safe. If a serious harassment occurs, consider reporting it. Find resources here: kingcounty.gov/ncov/anti-stigma

Show compassion and support for those most closely impacted.
In schools and workplaces, create learning opportunities for students and staff that dispel racist and misinformed ideas. Listen to, acknowledge and, with permission, share the stories of people experiencing stigma, along with a message that bigotry is not acceptable in your community.