SPOKANE FALLS COMMUNITY COLLEGE

Occupational Therapy Assistant Program

Information and Application Booklet

For Admission: Fall Quarter 2022



Community Colleges of Spokane

Spokane Falls Community College

Occupational Therapy Assistant Program 2917 W Whistalks Way Spokane, WA 99224-5202 509-279-6073

www.sfcc.spokane.edu/OTA

The OTA program is accredited by the Accreditation Council for Occupational Therapy Education (ACOTE®), of the American Occupational Therapy Association (AOTA). Information regarding accreditation can be obtained at:

ACOTE 6116 Executive Boulevard Suite 200 North Bethesda, MD 20852-4920

301-652-6611 accred@aota.org

All states require licensure in order to practice, however state licenses are usually based upon the results of the NBCOT examination. **Be advised that a criminal record may render an individual ineligible to take the certification exam and consequently ineligible to practice as an occupational therapy assistant.** If you have concerns pertaining to a past criminal record, you should contact NBCOT at (301) 990-7979 to determine your eligibility for the exam.



Occupational Therapy Assistant Program

Associate in Applied Science Degree

PROGRAM INFORMATION

Occupational Therapy is a health rehabilitation profession that helps people of all ages to participate more fully in their day-to-day lives. Occupational therapy assistants work under the supervision of an occupational therapist to:

- Promote independence & participation in activities meaningful to the individual
- Adapt home, work, school, and play environments
- Teach adapted techniques for greater independence in self-care, home care and work performance
- Consult with businesses on proper ergonomic procedures to prevent worker injuries
- Provide assistive technology for increased independence at home, work, and school
- Help people gain greater self-esteem and self-confidence through activities

Occupational therapy practitioners work with people of all ages and are employed in a wide variety of settings including: hospitals and medical centers, rehabilitation centers, pediatric facilities or school systems, hand therapy clinics, home health care agencies, convalescent centers, extended care facilities, and mental health facilities.

Spokane Falls Community College (SFCC) offers a two-year associate in applied science (A.A.S.) degree program to prepare occupational therapy assistants for immediate employment. The program includes study in anatomy and physiology, social science, occupational therapy courses, and clinical education in area healthcare facilities.

Spokane Falls Community College is accredited by the Northwest Commission on Colleges and Universities. The OTA program is fully accredited through the Accreditation Council for Occupational Therapy Education (ACOTE®), through the American Occupational Therapy Association (AOTA). The program has been granted accreditation 2020–2030. Questions about accreditation may be addressed nationally through the Accreditation Department at AOTA: 301-652-6611.

WHEN CAN NEW STUDENTS ENROLL?

The Occupational Therapy Assistant (OTA) Program is a two-year program with applications due in the winter and coursework beginning in the fall after acceptance into the program. Admission into the program is limited and requires a specific application process. Upon review of applications, qualified applicants are invited to interview for selection. Please be aware that the admission process is competitive. The completion of all requirements **does not ensure** admission into the program. The program is designed to be completed in six full-time academic quarters. OTA courses must be taken in sequence and are only offered to students accepted into the OTA program. Students are required to complete general education requirements and related coursework no later than the summer quarter prior to entering the OTA program.

WHERE CAN I GET MY QUESTIONS ANSWERED?

OTA Program Application Booklets are available at the program location: SFCC Campus, Magnuson Building 27, Room 356 or online at: www.sfcc.spokane.edu/OTA.

Questions concerning the application process or the OTA program may be addressed to the OTA Program Director, Jessica Cusack, MEd, OTR/L at 509.279.6094 or e-mail: jessica.cusack@sfcc.spokane.edu

Questions regarding transfer credits may be directed to Laura Woods, OTA Counselor, at 509.533.3530 or e-mail: laura.woods@sfcc.spokane.edu

THE DEADLINE FOR SUBMITTING ALL APPLICATION MATERIALS FOR FALL QUARTER IS FRIDAY, MARCH 11, 2022.

ADDITIONAL PROGRAM INFORMATION

The OTA faculty coordinates the process of application for admission and in conjunction with the admissions committee of the **OTA Advisory Committee**, determines eligibility for the program.

What is an advisory committee?

The primary purpose for advisory committees is to serve as advisors to the college, providing support and advocacy for quality professional-technical education programs. Advisory committees have three major roles. They advise, assist, and provide support and advocacy for Spokane Falls Community College professional-technical programs.

Eligibility review includes academic achievement, writing competence, demonstration of understanding of occupational therapy through observation experiences and in writing, letter of recommendation and ability to work within a group and communicate effectively.

Applications are reviewed and ranked. Those selected for an interview will be notified of the date and are required to attend a group interview and activity process on the SFCC campus. Additional scoring is provided to veterans.

Additional Student Fees/Special Requirements			
In addition to the usual tuition and fees charged at SFCC, OTA students will be responsible for additional costs. All prices are subject to change.			
Required OTA Textbooks	Based on approximate costs of textbooks for OTA technical courses: \$2,300+ for two (2) years		
Name Badge	Included in lab fee		
Watch with Second Hand or Digital Watch	\$30 approximately (to be purchased by student)		
Professional & General Liability Insurance	\$8.00 per clinical course, paid with tuition		
Injury Insurance	Medical insurance is strongly recommended; available to purchase through https://4studenthealth.relationinsurance.com/ (student injury only insurance)		
AOTA Student Membership	\$75 a year; included in lab fees		
CPR Certification/First Aid for Health Care Professionals	Approximately \$100 for both Available through college or student may take privately. Due December 31 in first year of program. Online not accepted.		
Immunization Requirements	Current 2-step TB test; proof of immunity (via blood titer) or immunization for: measles, mumps, rubella; chickenpox; tetanus/diphtheria; Hepatitis B (3 part series); flu shot; Covid-19 immunization.		
CastleBranch Credentialing Account	\$84 — Upon acceptance into the OTA program, all students will be required to create a CastleBranch account in June. The account covers national background checks. More information will be available to the student upon acceptance. Costs beyond \$84 will vary depending on student's site-specific requirements.		
Lab Fees	Approximately \$150 per course		

ADMISSION PREREQUISITES/REQUIREMENTS

A.A.S. Degree: SFCC

Admission Prerequisites/Requirements:

- Volunteer experience of 30 hours, in at least **two (2) facilities** under the direct supervision of an OT or OTA. Signed documentation/verification required.
 - (SFCC cannot assist in finding or securing volunteering opportunities).
- Apply for admission to SFCC. https://sfcc.spokane.edu/Apply-Now
- Completion of the Occupational Therapy Assistant Program Application (locations listed page 1.)
- Biology 160 is recommended but not required for Biology 241. (to waive Biology 160 contact: Laura Woods, OTA Counselor, at 509.533.3530 or e-mail: laura.woods@sfcc.spokane.edu)
- Biology 241 Human Anatomy & Physiology is a prerequiste to enter the program. (**Preference given to in-person labs.**)
- Completion of elementary Algebra (or higher) or Business Math.
- Completion of ENGL&101- English Composition I or equivalent.
- PSYCH&100 General Psychology.
- Minimum GPA of 2.0 in all prerequisites.
- Preference given to students who have completed the prerequisites prior to application.
- If student is accepted, the student will be informed of documentation needed: current immunizations Washington State Patrol and national criminal background check, CPR, and first aid.

Applications are accepted during winter quarter for entry into the program the following fall.

- 1. The OTA program incorporates a selective process for admission. This admission process uses a point system based on:
 - Relevant coursework completed at the time of application
 - Verification of work and volunteer experience in occupational therapy settings
 - A letter of recommendation
 - Essay question scoring
 - Group and individual verbal communication skills.

Please be aware that the completion of all prerequisites **does not ensure** admission to the program.

- 2. It is required that students take the general education requirements prior to entering the program. These include Psych&100, Elementary Algebra or Business Math, ENGL&101 and BIO 241 equivalent.
- 3. The OTA courses are primarily offered during the day Monday-Friday, with occasional Saturday and evening classes. The courses are typically scheduled between 8:00am-5:00pm, Monday-Friday with limited breaks. Participation in this program is a **full-time commitment** and ability to work an outside job may be very limited.
- 4. TOEFL: Student who speak English as a second language may be required to take and pass the TOEFL test. Please contact the OTA Program Director for more details regarding score requirements.

SPECIAL REQUIREMENTS

Because the OTA program requires each student to complete approximately 1,000 hours of clinical education in health care facilities, there are several special requirements:

- 1. Students are required to have access to reliable transportation. Clinic sites will be located throughout surrounding areas of the Pacific Northwest. Students may also be required to be on campus the same day. Bus service will not accommodate transportation needs and car pools are rarely feasible, as it is unusual for more than one student to be assigned to a site.
- 2. Students are required to have health insurance during the quarters that they are in clinics (beginning fall quarter of the first year). Injury insurance may be available through https://4studenthealth.relationinsurance.com/; although any private health insurance is acceptable.

SPECIAL REQUIREMENTS (continued)

- 3. Students are also required to have malpractice/liability insurance organized by the program. This is billed at time of registration.
- 4. Student may be required to meet requirements of the fieldwork site including drug testing, additional background checks and fingerprinting—at additional cost.
- 5. Healthcare workers are required to have current TB tests, immunizations and background checks. These are to be obtained the summer prior to entering the program and will be explained in detail at the student orientation. CPR and First Aid are both required; a course will be offered in the fall of the first year.
- 6. The OTA program complies with the "Child/Adult Abuse Information Act." RCW 43.43.830 through 43.43.840. Each OTA student is required to participate in an investigation for criminal history information prior to entry into the program.
- 7. All tattoos and alternative body piercings are expected to be covered during clinical experiences, including guest speakers, clinical labs where guest participate, and during fieldwork.
- 8. Winter and Spring quarters of the second year, students work in the clinical setting for 40 hours a week and will continue to pay tuition during this time. Out of the area or state travel may be required at this time. Please plan ahead for this financial consideration.
- 9. Students are required to have access to reliable transportation. Clinic sites will be located throughout the greater Spokane area and beyond. Students may also be required to be on campus the same day. Bus service will not accommodate transportation needs, and car pools are rarely feasible, as it is unusual for more than one student to be assigned to a site.

REQUIREMENTS FOR SUCCESS FOR THE OTA PROGRAM

The following information is provided to assist students in achieving a better understanding of the sensory, physical, communication, cognitive, behavioral, social, and professional skills necessary to successfully work as an OTA. These criteria are identified as being **essential job functions** for occupational therapy assistants and as such, closely match the abilities needed to successfully complete the clinical and laboratory components of the OTA program at SFCC. Students must be able to meet these minimum standards throughout the program, with or without reasonable accommodation, for successful completion of the program requirements. Please note that reasonable accommodation may be defined differently in the classroom, lab and clinical settings.

It is the policy of Spokane Falls Community College to provide reasonable accommodation to qualified students with a disability so that they can meet these required standards. If you are disabled and need some special accommodation, please contact the program supervisor of disability support services program at 533-4166.

1. SENSORY/PHYSICAL SKILLS The student must be able to:

- a) Provide general and emergency treatment to patients; including CPR.
- b) Execute actions which require strength and coordination of both gross and fine motor movements, balance and functional use of the senses of touch, vision and hearing.
- c) Observe and interpret patient movement, non-verbal communication, skin condition including changes in appearance or color, anatomical structure, etc.
- d) Read and interpret equipment dials, graphs, patient charts, professional literature, and notes from physicians and other professionals.
- e) Lift, carry, push, and pull patients, equipment and objects equivalent to:
 - 1. Lifting 0-10 lbs constantly, 11-35 lbs frequently, 36-50 lbs occasionally, and greater than 50 lbs seldom.
 - 2. Carry 0-25 lbs constantly, 25-35 lbs frequently, 36-45 lbs occasionally, and greater than 45 lbs seldom.
 - 3. Pushing 5 lbs of force (lbf) constantly, 6-3 lbf frequently, 31-50 lbf occasionally, and greater than 50 lbf seldom.
 - 4. Pulling 20 lbf constantly, 21-35 lbf frequently, 36-55 lbf occasionally, and greater than 55 lbf seldom.

- f) Manipulate equipment including bolsters, pillows, plinths, mats, and assistive devices to aid in positioning and moving or treating a patient effectively.
- g) Respond to a patient calling from behind a curtain, warning calls from anyone (patient, staff, etc.), bells, and alarms/signals.
- h) Adapts treatment to perform tasks safely and within safe physical limits to avoid injury to self patient and classmates.

2. COMMUNICATION The student must be able to:

- a) Provide patients with clear instructions that are adapted to their cognitive levels and communication needs.
- b) Communicate effectively, compassionately and respectfully with patients, their families, and co-workers including perception of non-verbal communication.
- c) Document clear and legible progress notes in patient charts, written home programs and instruction to patients and family members.
- d) Interact respectfully and effectively with many professionals including members of a multidisciplinary team and convey essential information for safe and effective care.
- e) Deliver clear oral presentations to classmates and healthcare professionals.
- f) Communicate effectively 1:1, as well as in group settings.

3. COGNITIVE DEMANDS The student must be able to:

- a) Concentrate and attend to detail amidst a variety of environmental distractions.
- b) Prioritize multiple tasks and carry out complex sequence of instructions.
- c) Read, measure, calculate, reason, and analyze information from a variety of sources accurately, thoroughly, and quickly.
- d) Use problem-solving skill to promote safety and to transfer learning from one situation to another and make appropriate decisions in a timely manner.
- e) Interact effectively and appropriately with patients of various ages, behaviors, cognitive abilities, cultures, and ethnic backgrounds.

4. BEHAVIOR, SOCIAL, AND PROFESSIONAL SKILLS The student must be able to:

- a) Effectively adapt to frequent changes in work environment and patient/client population. Tolerate emotionally stressful workloads effectively.
- b) Comply with legal and ethical standards set forth by the American Occupational Therapy Association and Washington State regarding Occupational Therapy.
- c) Adapt treatment styles to effectively work with a variety of different supervisors, coworkers and patients.
- d) Possess emotional stability in order to provide safe and effective care.
- e) Acknowledge and respect individual values, beliefs, and opinions to successfully foster harmonious working relationships with fellow students, patients, and other professionals.
- f) Self evaluate capabilities, needs, and performance.
- g) Maintain personal appearance and hygiene appropriate to classroom and clinic settings.

EMPLOYMENT OUTLOOK

Regionally and nationally, job placement of graduates of Occupational Therapy Assistant programs is excellent. The OTA profession is rated by the United States Department of Labor Bureau of Labor Statistics as one of the fastest growing professions, and current projections indicate that this trend will continue. Graduates of SFCC's OTA program can expect to be hired immediately. There are many job opportunities, and career opportunities for pursuit in rehabilitation, including: school districts, acute care hospitals, home healthcare, geriatrics and mental health settings. Starting salaries vary in range depending on demand and usually include benefits.

SPOKANE FALLS COMMUNITY COLLEGE

Occupational Therapy Assistant Program

Application Forms

For Admission: Fall Quarter 2022



Community Colleges of Spokane

Spokane Falls Community College

Occupational Therapy Assistant Program
2917 W Whistalks Way
Spokane, WA 99224-5202
509-279-6073

www.sfcc.spokane.edu/OTA



Spokane Falls Community College Occupational Therapy Assistant Program APPLICANT CHECKLIST

Stu	Student Name SFCC ID#				
API	APPLICATION DEADLINE: Friday, March 11, 2022 (or postmarked by March 11, 2022)				
	☐ Apply for admission to Spokane Falls Community College (SFCC).				
	Contact Admissions at 509.533.3503 or www.sfcc.spokane.edu .				
	 If you are enrolled at Spokane Community College (SCC), you still must apply to SFCC. 				
	 If you have previously been enrolled at SFCC, yo 	u must reactivate your application.			
	Print and complete this application booklet.				
	Page 2: Demographic Information and College Educa				
	 Request an official transcript from each college you have attended (with the exception of SFCC and SCC). 				
	 Have the transcript(s) sent directly to: 				
	Spokane Falls Community College				
	Admissions Office MS 3011				
	3410 W. Whistalks Way				
	Spokane, WA 99224-5288				
	Page 3-4: Student Essay Form				
ч	Page 5-8: Volunteer Experience Forms	hataaan, aa maaaaan			
	 Complete a separate form for each experience (p Each form must be signed by your supervisor. (S 	• • • • • • • • • • • • • • • • • • • •			
П	Page 9: Work Experience Form	upervisor must be an OT or OTA.)			
_	 For work completed in a health care or education 	setting please submit signed copies of work			
	experience forms (photocopy as necessary).	setting, piedse submit signed copies of work			
_	 Include an <u>unofficial</u> copy of all of your transor Audit is not acceptable. (If you don't already have 				
	available online).				
	Note: This is in addition to your official transcript s	sent to admissions. Include this one with			
	your application packet.				
	Complete the form noting transfer courses where				
	Page 11: Permission for Mid-Quarter Grades for Anat				
	Page 12: Letter of Recommendation (one), (mailed bPrepare a cover letter: The letter should be addressed				
	should discuss what makes you an outstanding applic				
	Submit a resume outlining all work, educational, and				
	1 Verify all parts of your completed application	votoran imorniation.			
_	Your application includes the following (in this	s order):			
		Copies of all of your transcripts			
		Resume			
	Confirm letter of recommendation has been sent.				
	Submit your application. It should appear profession	nal and organized.			
НΑ	IAND DELIVER by Friday, March 11, 2022 to:	Postmarked by March 11, 2022 to:			
	SFCC — OTA Program Office OR OTA Admissions Committee MS 3029				
Mag	lagnuson Building 27, Room 357	SFCC — OTA Program			
		2917 W. Whistalks Way			
-	•	Spokane, WA 99224-5202			
	NEACE NOTE: If you mand All the basis accompany we				

PLEASE NOTE: If you meet ALL the basic acceptance requirements of the OTA program, you will be required to attend an in-person and group interview on the campus of SFCC. You will be notified if selected for an interview.

Participation in the interview is required.

DEMOGRAPHIC INFORMATION

Student Name SFCC ID#					
Address					
City State			Zip		
Phone (cell)		_(alternative)			
E-mail 1. I have reviewed the Clinical Education Requirements and the Essential Functions for Success as outlined on pages 4-5 of the <i>Occupational Therapy Assistant Program Information</i> section and believe I am able to meet the standards with or without reasonable accommodations. 2. Select college you are currently enrolled at:					
3. Are you attending c	ollege Winter Quarter 2022	??	☐ Yes ☐ No		
If ves, which school					
		2022?			
4. Are you attending college Spring Quarter 2022? If yes, which school: 4a. What classes are you taking Spring Quarter 2022? 5. Are you a veteran, on active duty, military, reserve service, or member of Washington National Guard? 6. Are you a spouse of a veteran, on active duty, military reserve service, or member of Washing National Guard? 7. Would you be willing to be employed in a small rural community following graduation? Yes No					
	COLLEGE	EDUCATION			
Institution	Location	Degree/Diploma	Dates Attended		
1.			From/ to/		
2.			From/ to/		
3.			From/to/		
4.			From/ to/		

STUDENT ESSAY

Student Name	SFCC ID#		
Please handwrite answers to the three questions below.	(Use the paper provide d on the next page.)		
1. In your own words, please describe what occupational work/life experience. Please describe what an average d like.	• • •		
2. How did you become interested in the field of occupational therapy? Include information regarding prior work, educational or personal experience and exposure to people with disabilities.			
3. As an OTA, how would you describe your role as a me	mber of a health care team?		

STUDENT ESSAY — Please answer the three questions below. Maximum of 1 page for all 3 questions.

VOLUNTEER SUMMARY SHEET

Student Name		SFCC ID#		
The OTA program requires 30 total hours of volunteer experience divided between at least two occupational therapy settings and with an Occupational Therapist/Occupational Therapy Assistant for admission to the program. Please summarize your volunteer experience. 1. Volunteer in occupational therapy setting (clinic, hospital, nursing facility, school, etc.)				
SETTING NAME	SUPERVISOR	OT or OTA	HOURS	
1.		□ ОТ/ОТА		
2.		□ ОТ/ОТА		
3.		□ ОТ/ОТА		
4.		□ ОТ/ОТА		
5.		□ ОТ/ОТА		
6.		□ ОТ/ОТА		

For each setting listed above, a Volunteer Experience Form needs to also be submitted.

VOLUNTEER EXPERIENCE VERIFICATION FORM

(Make copies for each volunteer experience)			
Student Name	SFCC ID#		
Name of Supervisor			
Facility Address			
Dates volunteered: from// Total hours volunteered: Duties and responsibilities performed or observ	to /		
I certify that the above information is correct. Name of Supervisor	Date		
	Datc		
Title			

VOLUNTEER EXPERIENCE VERIFICATION FORM

(Make copies for each volunteer experience)			
Student Name	SFCC ID#		
Name of Supervisor			
Name of Facility			
Facility Address			
Dates volunteered: from/ to	/		
Total hours volunteered:			
Duties and responsibilities performed or observed:			
I certify that the above information is correct.			
Name of Supervisor	Date		
Title			

VOLUNTEER EXPERIENCE VERIFICATION FORM

(Make copies for each volunteer experience)			
Student Name	SFCC ID#		
Name of Supervisor			
Name of Facility			
Facility Address			
Dates volunteered: from/t Total hours volunteered: Duties and responsibilities performed or observed:			
I certify that the above information is correct.			
Name of Supervisor	Date		
Title			

WORK EXPERIENCE VERIFICATION FORM

OTA applicants have often been employed in facilities in which they work with individuals with disabilities.

Please reflect on your work experiences related to working with individuals with disabilities, or during employment situations in which you used skills and knowledge which contribute to your understanding of occupational therapy. Each work experience needs to be verified by completion of this form. (Make additional copies as needed).

Student Name	SFCC ID#
Name of Supervisor	
Dates worked: from/	to /
Hours per week:	Total hours worked:
Job duties and responsibilities included:	
I certify that the above information is correct.	
Supervisor Signature	Date
Title	

COURSEWORK EXPERIENCE FORM

Student Name	SFCC ID#		
Based on your transcripts, list your grades for the classes taken.			
Note: Academic work older than 5 years shall be evaluated on a case-by-case basis.			
IMPORTANT : The Application Committee must have a copy of y section of your application (this includes classes taken Winter Quantum Committee must have a copy of y section of your application (this includes classes taken Winter Quantum Committee must have a copy of y section of your application (this includes classes taken Winter Quantum Committee must have a copy of y section of your application (this includes classes).			

PREREQUISITES

		SCHOOL WHERE		
COURSE	CREDITS	TAKEN	GRADE	COURSE NO
Biology&160: General Biology with Lab	5			
Biology 241: Human Anatomy and Physiology	5			
Psych&100 (or equivalent Introduction to Psychology):	5			
Algebra, Math 107, Business Math 123 or higher	5			
English&101 (or equivalent English Composition Class)	5			

Comments about Coursework:



Spokane Falls Community College Occupational Therapy Assistant Program APPLICATION

PERMISSION FOR MID-QUARTER GRADES FOR ANATOMY AND PHYSIOLOGY

Student Name If you are planning to take Anatomy and Physiology (Biol&241) during Spring Quarter, then you must complete this form in order for us to consider your mid-quarter grades in calculating your points for acceptance in the program. Please note that your final grades in anatomy and physiology must meet or exceed your mid-quarter grades to be assured a position in the program.		
Course Name and Number		
College Name		
Instructor's Information:		
Name		
• E-mail		
DI NI I		
	ll be available	
Student ID from College other than SFCC:		
I give permission for my mid-quarter Anatomy and Pl Spokane Falls Community College Occupational The		
Signature	Date	

LETTER OF RECOMMENDATION

Studen	t Name	SFCC ID#
Please give this form to the person from whom you are requesting a letter of recommendation. <i>Note:</i> Your recommendation needs to be from someone who has known you in a volunteer, work or educational setting. A letter from an occupational therapy practitioner is recommended, but not required.		
Dear C	olleague:	
Assistant Program at Spokane Falls Community College. This is a competitive application process, and your letter of recommendation is important to the Application Committee. In your letter, please address as much of the following as you are able:		
•	How long you have known the applicant and in what of	capacity.
•	Your opinion regarding the candidate's ability to relate personal characteristics that would contribute to their	
	Any concerns you have regarding this applicant enter therapy.	ing the health care field of occupational

Please mail your letter **directly** to the <u>OTA Admissions Committee</u> at the address below. **Letters received directly from applicants will not be considered.**

Your credentials and letter should be on your professional letterhead, if possible.

OTA Program, MS 3029 Spokane Falls Community College 2917 W. Whistalks Way Spokane, WA 99224-5202



Occupational Therapy Assistant Program

2917 W. Ft George Wright Drive Spokane, WA 99224-5202

Community Colleges of Spokane does not discriminate on the basis of race, color, national origin, sex, disability, sexual orientation or age in its programs, activities and employment. Please direct all inquiries regarding compliance with access, equal opportunity and/or grievances to chief administration officer, CCS, 501 N Riverpoint Blvd, PO Box 6000, MS1004, Spokane WA 99217-6000 or call 509-434-5037, SCCTTY533-8610/VP 866-948-2811, SFCCTTY 533-3838/VP 509-315-2310. Marketing and Public Relations, 21-039 L-B, Nov 2021