

# Situation Report

<b>Situation Report Number:</b> 04.24.20		
<b>Incident Name:</b> COVID-19 MultCo Coordination		
<b>OERS Number:</b> 2020-0279		
<b>EOC:</b> Partially Activated	<b>Incident Commanders:</b> Alice Busch, Multnomah County Emergency Management Lisa Corbly, Multnomah County Emergency Management Jessica Guernsey, Multnomah County Public Health	
<b>Date:</b> 4/24/2020	<b>Time:</b> 18:22	Situation Reports will be released daily at approximately 8:00 pm on <b>Mondays, Wednesdays and Fridays.</b> Click here to view <a href="#">all posted Situation Reports.</a>

**Note about formatting:** This report primarily contains new information not previously posted. Information that is NOT NEW will be noted in the section header.

**To submit updates/actions to this report,** email the Multnomah County EOC Situation Unit at [eoc.situationunit@multco.us](mailto:eoc.situationunit@multco.us) with the subject line: Update for COVID-19 Situation Report.

## Multnomah County Updates

### Media and Announcements

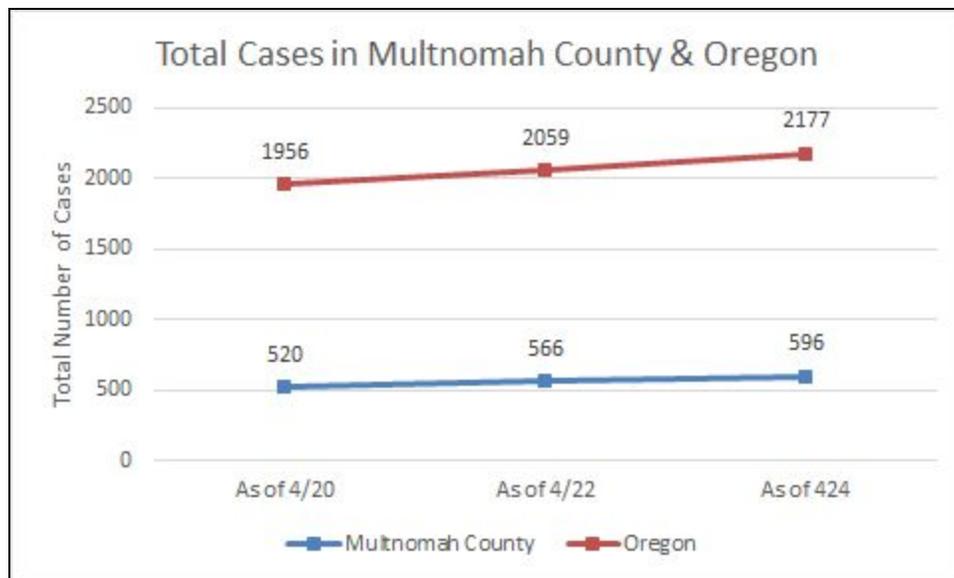
- On 4/23, Chair Deborah Kafoury made a statement about Multnomah County’s return to public life. Working closely with the Governor on the plan for Oregon, Multnomah County will:
  - Use an equity and racial justice lens as we weigh decisions and provide guidance to our community;
  - Coordinate with our Public Health team to continue to take measures to protect the most vulnerable among us from a second wave of infections, including ramping up our capacity to investigate new cases and trace contacts;
  - Work closely with our partners at all levels of government, in the community, and in our organization as we move forward;
  - Public health recommendations will also likely include the continuation of current recommendations on restrictions on large gatherings, physical distancing, use of masks, hand and cough hygiene, and strict guidance to stay home when ill.
- Equity Officers at Multnomah County are working collaboratively with the Emergency Operations Center staff to develop structures and processes that embed diversity, equity, and inclusion into our response efforts.
  - The COVID-19 pandemic reveals what we already know -- that communities of color, especially Black, Latino and Indigenous communities -- experience disparate health impacts. [This article highlights the impacts across race/ethnicity in Oregon.](#)

- This [video](#) produced by the EOC Equity Team, articulates Multnomah County Emergency Operation Center’s Command Emphasis. Please take a moment to view this [3 minute video](#) to find out why this intentional approach can mean the difference between life and death to the public we serve.
- Multnomah County now offers a culturally-specific COVID-19 response newsletter. The newsletter contains updates and resources that may be helpful to your community and your clients. Topics include food resources, financial assistance, domestic violence resources, and resources for marginalized populations. Find a list of [community resources here](#) or [sign up for the newsletter](#) for regular updates.
- [Multnomah County Sheriff’s Office developed an FAQ](#) on Stay at Home Enforcement
- FEMA has published the [Coronavirus \(COVID-19\) Pandemic: Addressing PPE Needs in Non-Healthcare Setting](#). This guidance summarizes how organizations should consider and manage their personal protective equipment (PPE) needs while ensuring the protection of workers during the coronavirus (COVID-19) pandemic response.

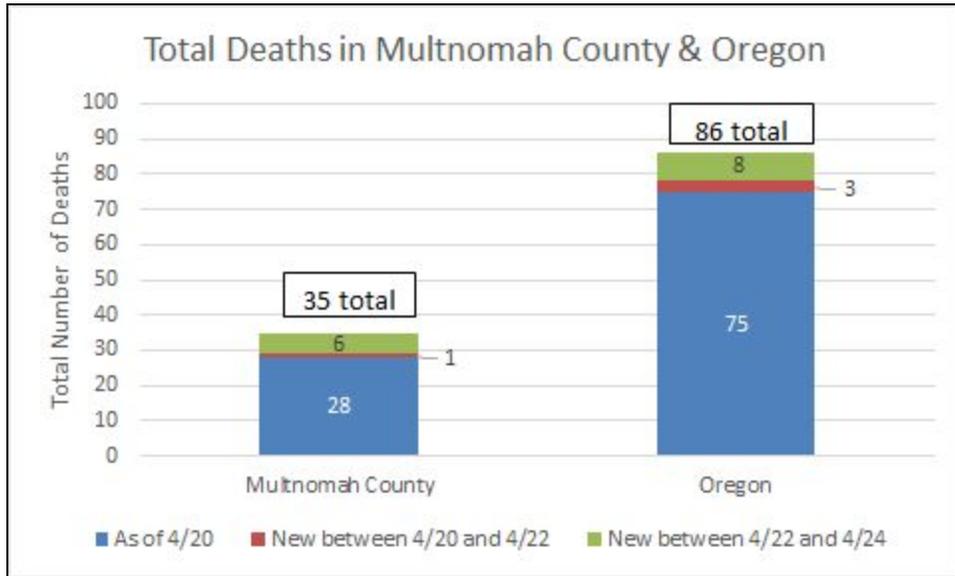
## Epidemiology Data

This is a dynamic situation. Information and case counts are changing rapidly and the incident is ongoing. For more information visit the [Regional COVID-19 data dashboard](#) hosted by Multnomah County.

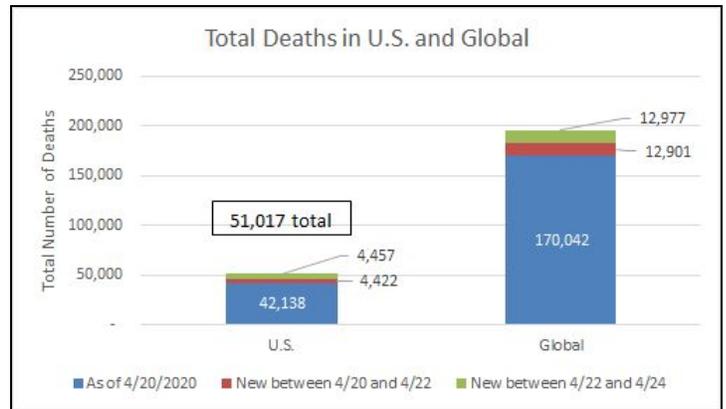
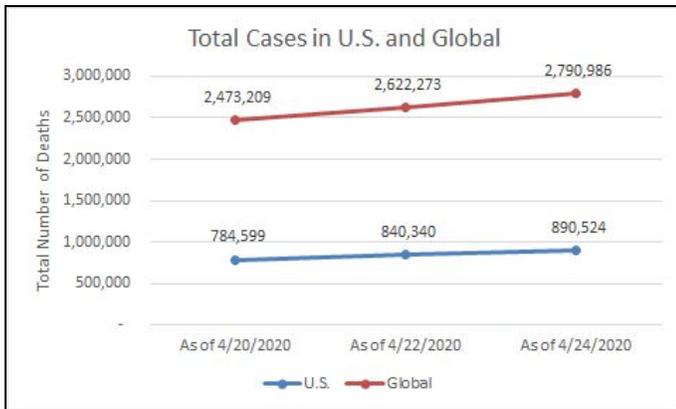
**As of April 24, 2020, 8:00 AM, there were a total of 596 confirmed COVID-19 cases in Multnomah County and 2,177 cases in Oregon. 27% of Oregon’s cases are in Multnomah County.** The chart below shows cases over this past week. ([click here for source](#))



There have been **6 new deaths in Multnomah County** since the last Situation Report (now at 35 deaths). Eight new deaths occurred statewide (now at 86 deaths). ([click here for source](#))



To put these data in broader context, the charts below show the total number of cases in the U.S. and across the world ([click here for source](#)).



# Multnomah County Emergency Operations Center Updates

## EOC Section: Equity Officers

- Equity Officers are working collaboratively with Multnomah County Unified Command in ensuring that equitable outcomes are at the forefront of decision making across the Emergency Operations Center, EOC. Current work includes:
  - Convening an Equity Committee to advise on and help implement equity and inclusion efforts within the EOC, including policy, practice and culture change. Integrating equity more fully into the Incident Command Structure

- Developing Equity Frameworks and Tools that help ensure that diversity, equity, and the practice of inclusively leading with race across all functional operations and decision making - is embedded in the Command Structure.

## EOC Section: [Public Information](#)

- Updated [Resource Request](#) page with guidance around face coverings
- Updated the [Community Resources page](#) with additional information about housing resources and Oregon Health Authority. OHA updates
- Posted social media messages on [MultCo Health Facebook page](#) and [Twitter](#) regarding:
  - Grocery delivery for TriMet LIFT customers;
  - Cloth face coverings;
  - Considerate shopping to keep grocery workers safe;
  - Urban League of Portland's community resources list;
  - Personal Protective Equipment, PPE donations;
  - Library newsletters in Russian, Spanish, and Vietnamese; and
  - Housing assistance applications through 211
  - Thanking community members for donating PPE and thanking County staff for taking on new duties to support COVID-19 response
- Created and finalized updates for Animal Services webpage (will post soon) and [Behavioral Health Facilities Guidance](#)
- Drafted talking points approved by Dr. Vines for Russian-language media appearances on Accent RTV and Slavic Family Media
- Edited draft of presentation for webinar tomorrow in partnership with Cascadia Behavioral Healthcare
- Hosted a meeting with community partners, culturally-specific liaisons, media and equity team members to brainstorm next steps for reaching out to Latinx communities via Spanish-language media

## [Social Media Themes from Oregon Emergency Management](#)

Emerging topics: Most of the topics have been staying in the following categories of

- Financial/Employment/Unemployment
- Medical/Testing/PPE
- Mental Health/Disabilities
- Other and Marginalized Populations

## EOC Section: [Operations](#)

### Health and Medical

- The Communicable Disease, CD Investigations team is building its team to ensure the capability to provide follow-up efforts for all close contacts identified during the [COVID-19](#) pandemic.
- Identifying culturally specific and multilingual Community Health Workers (CHW) to provide wrap around support for people with COVID-19 (and their households) in coordination with the case investigation/contact tracing team. A pilot effort will begin with Latinx CHWs.

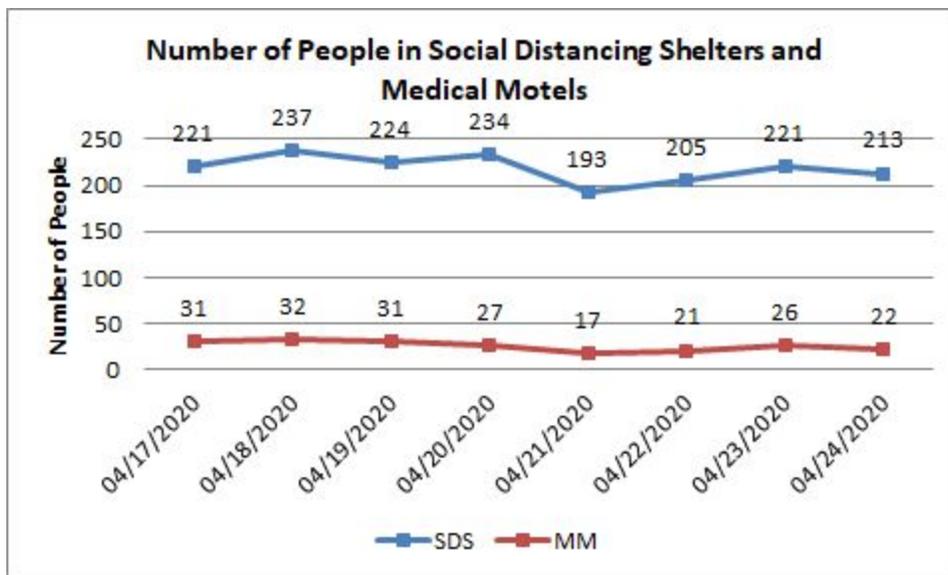
Call Center

- Trends: calls from people seeking general information on a variety of topics. Mostly asking about testing and general community concerns about safety

Mass Care and Shelter

As of 4/24/20

- Four Physical Distancing Shelters (SDS) with a total capacity of 390 are currently serving 213 people.
- Two Medical Motels with a total capacity of 120, are currently providing support for 22 people.
- The chart below shows the number of people housed in these facilities over the past six days.



Volunteers and Donations

A big 🙌 **THANK YOU** 🙌 to everyone who has donated personal protective equipment and other essential supplies. Because of your generosity, we've been able to distribute much-needed goods to area hospitals and other critical service providers. Take a look at all we've collected through our donation drop sites as of April 23:

- N95 Masks & Greater: 38,785
- Non-N95 Mask: 34,614
- Handmade Cloth Face-coverings: 13,315
- Gloves: 450,938
- Dust Masks: 1,680
- Face Shields: 1,023
- Filter Adapter/Retainer: 441
- Flu Kits: 121
- Gowns: 2,335
- Hand Sanitizer: 1,010

- Safety-Glasses Goggles: 2,752
- Sanitizing Wipes: 1,365
- Sharps Containers: 10
- Shoe Covers: 3,900
- Splash Guards: 44

For information on how to make a donation, please visit our “Donate, volunteer to slow spread of COVID-19” page: [multco.us/donate-volunteer](https://multco.us/donate-volunteer)

## EOC Section: [Community Liaisons](#)

### Faith-based

- Ramadan began Thursday April 23. [Islamic Relief USA](#) has put together a list of resources and initiatives called “[Ramadan Ready](#)” to help make the best of this special month.
- The World Health Organization shared [Safe Ramadan Practices in the context of COVID-19](#).
- The Faith-based Liaisons held a Webinar: Facing Death and Life All Together on Thursday, 4/23.

Below is a summary of some of the key points:

- Many people are waiting to hold funerals/memorials.
- Frustration and grief over not being able to meet in person, and the inability to hold some of the traditional rituals associated with funerals, burials, and mourning.
- Acknowledgment of the difficult position that funeral directors (and clergy) are put in, and recognition that accommodating the wishes and needs of families must be balanced with safety.
- People are not only mourning the loss of a loved one, but also mourning the loss of the process of grief. Acknowledging and validating this is huge. Don't underestimate the power of reminiscing and just listening to someone's story.

### Governmental and Served Agencies Liaison

- Tri-Met is fulfilling a request from Oregon Governor Kate Brown to [operate a free, temporary shuttle bus](#) to connect the emergency bottle return to NW Portland. Line 297-NW Yeon/OBRC will run hourly between 8:00 am and 5:30 pm, 7 days a week.
- Governor Brown [announced](#) the first Walgreens Rapid COVID-19 Testing Location site in Hillsboro, Oregon. The drive-through testing will be available by appointment only for patients who have completed an [online health assessment](#) and meet federal and state [eligibility standards](#).

### Hospitals

- Oregon Governor Kate Brown to [allow hospitals and health systems to reopen](#) non-essential medical services beginning May 1, as long as they can demonstrate that they have met [new requirements for COVID-19 safety and preparedness](#).

### LGBTQ+

- LGBTQ+ Public Health Virtual Town Hall on **April 28, 1:00 - 2:30pm**. A moderated discussion between Portland's LGBTQ+ community and the Portland Police Bureau (PPB) about Governor Brown's Stay at Home Order, Portland Police Bureau's internal work on equity, and the [CDC's recommendation](#) to

wear cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies). Email [lgbtq.covid19@multco.us](mailto:lgbtq.covid19@multco.us) for the registration link.

#### Webinars

- [Behavioural Insights](#) is hosting a webinar on April 29 at 7am on “Crafting effective communications during a crisis: Applying behavioural insights to COVID-19 comms.” [Register here](#).

#### Regularly Scheduled Liaison Calls

- [Fire Department Liaison](#) joins a regular call with multiple departments, EMS services, 9-1-1 Bureau of Emergency Communications (BOEC), and Multnomah County **every Monday at 1pm**.
- [Liaison Sector Leaders](#) have a meeting to share updates related to the EOC, public information, and activities **every Tuesday at 9am**.
- [Parks Liaison](#) holds a meeting with other parks jurisdictions in the county to share news and gather questions or themes from the group **every Tuesday at 1pm**.
- [Law Enforcement Liaison](#) hosts a weekly Zoom meeting with Portland Police Bureau, Gresham Police Department, Oregon State Police, Multnomah County Sheriff’s Office, Port of Portland and Oregon Department of Justice **every Tuesday at 3pm**.
- [Business Liaisons](#) participate on the FEMA Regional Grocer calls **every Wednesday 11-12pm**.
- [Culturally Specific Communities Liaisons](#) hold a Communities of Color call **every Thursday 2-3pm**.
- [School & Childcare Liaison](#) holds calls with private K-12 schools **Wednesdays at 11am**, calls with public K-12 schools **daily at 1pm** and communicates with child care providers through email **daily**.
- [Licensed Residential Facilities Liaison](#) holds phone calls with providers **twice a week**.

#### Community Liaison Team

Liaisons with subject-matter expertise have been identified to support community organizations, businesses, and agencies and are meeting weekly. Liaisons are listed below and are available to members of their respective sectors. Requests for additional sectors to be created that are not covered by the established liaisons can be sent to the Liaison Group Supervisor. If you are interested in serving as a liaison, please contact the Liaison Unit Leader. Please note that the cost for non-county staff interested and able to fill vacant roles will be the responsibility of their organization.

**The liaison unit comprises 23 sector liaisons.** These liaisons support community members by providing education and resources. They also listen to their members and elevate creative ideas and any questions to the EOC. Over 2,463 people participate in the liaison program and help spread accurate information throughout our community and beyond.

LIAISON GROUP CONTACTS: See contact list without names [here](#).

<b>Liaison Unit Leader</b>	Molly Franks	<a href="mailto:eoc.liaisonofficer@multco.us">eoc.liaisonofficer@multco.us</a>	<b>503-988-0071</b>
<b>Deputy Liaison Unit Co-Leader</b>	Tiffany Colburn	<a href="mailto:eoc.liaisonofficer@multco.us">eoc.liaisonofficer@multco.us</a>	<b>503-988-0071</b>

<b>Deputy Liaison Unit Co-Leader</b>	Shalynn Robinette	eoc.liaisonofficer@multco.us	<b>503-988-0071</b>
<b>Deputy Liaison Unit Co-Leader</b>	Devin Wilde	eoc.liaisonofficer@multco.us	<b>503-988-0071</b>
<b>Deputy Liaison Unit Co-Leader</b>	Vanessa Tharp	eoc.liaisonofficer@multco.us	<b>503-988-0071</b>
School Liaison (K-12, Childcare, Universities)	Beth Appert	eoc.liaisonschools@multco.us	503-988-0061
Aging and Disabilities, Veteran Services, and Intellectual and Developmental Disabilities	Erin Grahek	advsd.covid@multco.us	503-988-0057
Homeless Congregate Housing	Celeste Duvall	JOHS-em-duty@multco.us	503-349-9946
Law Enforcement	Harry Smith	lawenforce.covid19@multco.us	503-988-8943
Fire	Scott Lewis	fire.covid19@multco.us	503-988-0059
Hospitals - primary	Kathryn Richer	kathryn.a.richer@multco.us	503-988-8385
Hospitals - backup	Robin Holm	robin.m.holm@multco.us	503-988-8385
Pharmacies	James Slater	pharm.covid19@multco.us	503-988-9126
Faith-Based/Community Organizations	Pilar Montejo	fbcocovid19@multco.us	503-988-0067
Neighborhood Emergency Teams	Glenn Devitt	net@portlandoregon.gov	503-988-9429
Businesses-Grocery	Debbie Herron Kristi McFarland	business.covid19@multco.us	503-988-0064
Affordable Housing	Carolina Gomez	affordhousing.covid19@multco.us	503-988-0056
County Clinics (ICS)	Dawn Shatzel Ryan Linskey	outpatientclinic@multco.us	503-988-6546
Outpatient Clinics	Christine Bernsten Peg King	outpatientclinic@multco.us	503-988-6475
Event Venues	Chris Oxley	eventvenues.covid19@multco.us	503-988-0074
Culturally Specific Communities	Regina Ingabire Beth Poteet Virginia Luka	community.covid19@multco.us	503-988-7352
Licensed Residential Facilities	Leticia Sainz	behavioralhlth.covid19@multco.us	503-988-9956

Food, Pools, Lodging, & Hospitality	Jeff Martin	FPLH.COVID19@multco.us	503-988-9317
Governmental & Served Agencies	Taylor Steenblock	taylor.steenblock@multco.us	503-988-0063
LGBTQ +	Tyler TerMeer	LGBTQ.COVID19@multco.us	503-988-5942
HIV Services	Amanda Hurley	hivsvc.covid19@multco.us	503-988-5926
Parks	Shelby Coshow	parks.covid19@multco.us	503-988-5928
Maternal and Child Health	Ronnie Meyers	mch.covid19@multco.us	503-988-5946
Food Access	Danielle Jediny-Racies	foodaccess.covid19@multco.us	503-988-8942

## Local Updates

### Media and Announcements

- Reminder that the Portland Housing Bureau will begin accepting applications on Monday, April 27 at 10 a.m. for direct cash assistance to help cover urgent needs like groceries, rent, utilities, and medical expenses for low income households.
  - The [COVID-19 Emergency Household Stabilization Fund](#) will provide \$250 VISA gift cards to households suffering a loss of income due to the COVID-19 pandemic. Households can apply by contacting 2-1-1 or going to <https://www.211info.org/covid19>.
  - An additional \$800,000 in aid is being dispersed via 19 local nonprofits who serve communities of color, people with disabilities, people experiencing homelessness, immigrants and refugees, domestic violence survivors and at-risk youth.
- [Portland Parks & Recreation Urges Physical Distancing, other Health Directives to be Followed](#). Advisory on maintaining physical distancing and how staff will be at parks to help people remember the public health guidelines - especially during this warm weather.
- Portland Police Bureau Guidance on [Public Safety Call Response](#) and [Q&A on Portland Police Bureau's Response to the Governor Brown's Executive Orders](#)

### Activated Call Centers

Call Center	Phone Number	Email	Hours
<a href="#">211 Call Center</a>	211	<a href="mailto:help@211info.org">help@211info.org</a>	7 days a week 8am-11pm
<a href="#">Mental Health Call Center</a>	503-988-4888 Toll-free: 800-716-9769 Hearing-impaired dial: 711		24/7

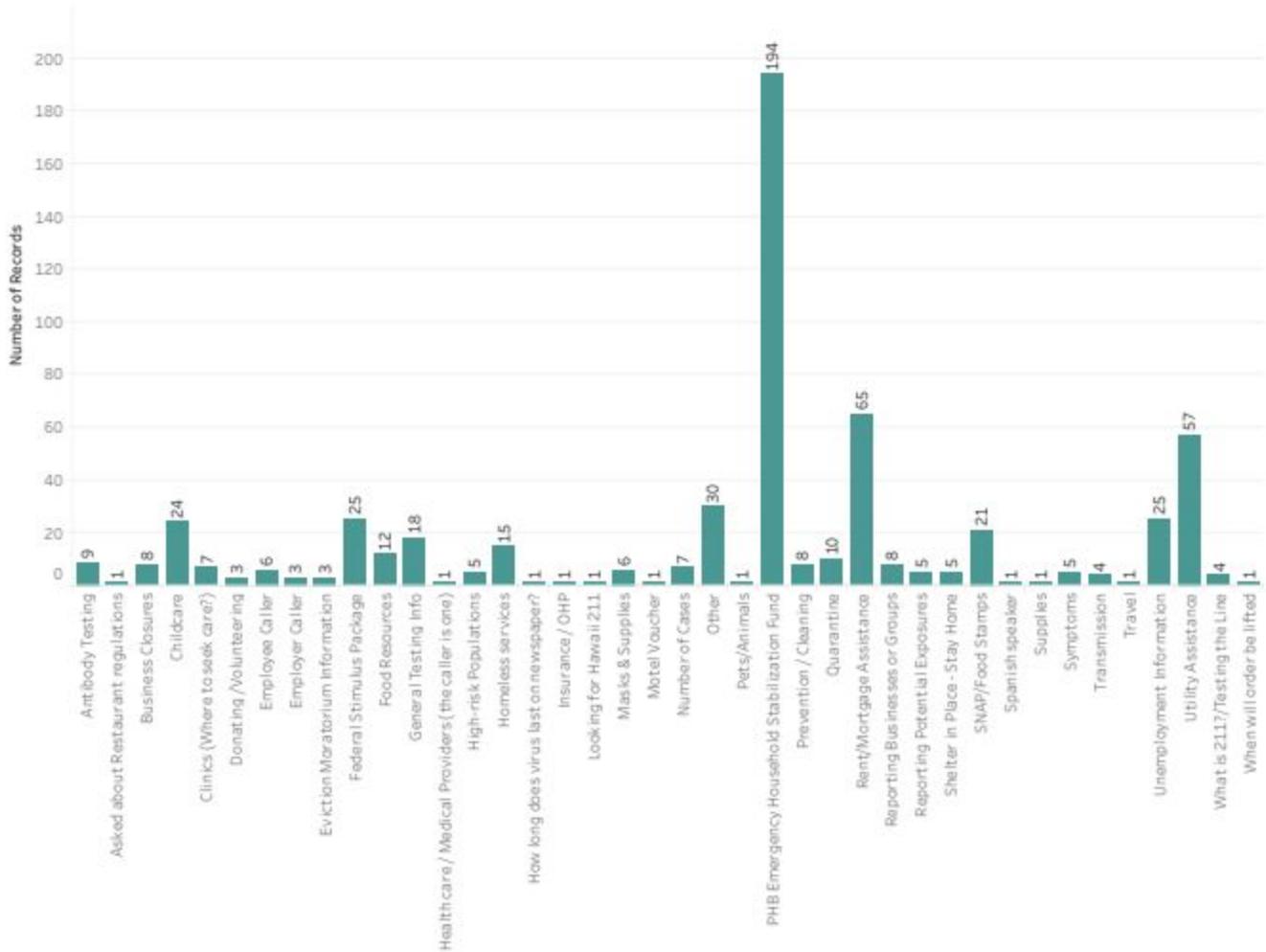
<a href="#">Aging &amp; Disabilities Resource Connection</a>	503-988-3646	<a href="mailto:adrc@multco.us">adrc@multco.us</a>	24-hour information and assistance to older people, people with disabilities, and caregivers
<a href="#">City County Information and Referral</a>	503-823-4000		M-F 8am - 5pm

## 211 Calls

- Overall call volume was higher with 426 calls on 4/23, up from 233 on Wednesday, 4/22 .
- The most frequent reason for calls was to ask about Portland Housing Bureau’s Emergency Housing Stabilization Fund, followed by rent/mortgage assistance.

**Updated April 23, 2020**

Reason for Contact



## Public Service Updates

### Posted in Previous Reports

- All Metro parks/natural areas remain open, except for camping areas which are closed through July 1.
- PBOT has [reduced SmartPark rates](#) to bring relief to residents and visitors who must travel downtown by car. All-day parking rate in the city's five SmartPark garages is \$5, the same cost as a round-trip TriMet ticket.
- BIKETOWN, the city's bikeshare system, is [offering significantly discounted pricing](#) through April 30 to provide all Portlanders who need to complete essential trips with a convenient and affordable transportation option that allows for physical distancing.
- [Portland Streetcar service](#) is reduced to every 20 minutes on weekdays. OHSU Aerial Tram limited to hospital employees and patients.
- The City of Portland created a [map of public restrooms and hygiene stations](#) to help stop the spread of coronavirus.
- Beginning April 20, [Trimet LIFT-eligible customers can get orders from grocery stores and food banks](#) delivered to their front door by LIFT.
- Portland Fire & Rescue and the Multnomah County Aging, Disability and Veterans Services launched a [Meds on Wheels](#) program on April 14.

## State of Oregon Updates

### Media and Announcements

- [Oregonians of all parties support coronavirus stay-at-home orders, new survey finds](#). A new survey from DHM Research shows that Oregonians overwhelmingly support [Gov. Kate Brown's stay-at-home order](#). The survey, which polled 900 Oregonians from April 17 to 21, concluded that 82% of Oregonians are in favor of the governor's coronavirus mitigation measures that have shut down much of Oregon since March 23.
- State officials [reported no new deaths](#) for the first time since March 29. Of the state's 2,059 cases, at least 595 patients [have fully recovered](#) from the virus.
- Oregon Health launched a new Facebook page exclusively in Spanish, called [OHA en Español](#).
- Oregon OSHA is ramping up [spot-checks](#) to verify businesses are complying with efforts to stop the spread of COVID-19.
- The State's new [Safe + Strong campaign](#) provides health information and resources in 12 languages for Oregonians who face barriers to health and wellbeing. About the [campaign](#).
- [New research](#) indicates that Oregonians expect it to take months before they feel safe resuming normal activities.

## Health System Capacity

Hospital Capacity and Usage in Oregon as reported to HOSCAP*					
Overall Capacity	Available	Total	COVID-19 Details	Patients with Suspected or Confirmed COVID-19	Only Patients with Confirmed COVID-19
Adult ICU beds	324	826	Current hospitalized patients	258	133
Adult non-ICU beds	2,150	7,366	Current patients in ICU Beds	56	34
Pediatric NICU/PICU beds	90	296	Current patients on ventilators	29	23
Pediatric non-ICU beds	165	347			
Ventilators	811				

\*Every hospital in Oregon is asked to submit data twice daily to Oregon's Hospital Capacity Web System (HOSCAP). Hospital staff are asked to enter bed capacity information, by type, as well as the number of patients with suspected or confirmed COVID-19 illness who are currently hospitalized at the time of data entry. These data may conflict with hospitalization status in Orpheus due to case reporting and investigation lags and temporary discrepancies in case classification.

## National Updates

### Media and Announcements

- HHS's Administration for Community Living (ACL) [announced](#) nearly \$1 billion in [CARES Act](#) grants to support older adults and people with disabilities in the community during the COVID-19 emergency. The grants will offer a boost to programs that already support community living including those that deliver meals, ensure safe transitions home following hospitalizations, and provide other essential services to older Americans and Americans with disabilities during this challenging time.
- The US Senate passed a \$484 billion deal to [replenish the funds for the Paycheck Protection Program](#) and other Small Business Administration relief programs. The bill would also provide funding for hospitals and health care providers and to facilitate and expand testing. The house is expected to vote Thursday on the bill.
- [FEMA makes additional \\$100 million available to Firefighters for COVID-19 Response](#). Fire service organizations nationwide with membership on the front lines in the fight against the coronavirus (COVID-19) pandemic will soon be able to apply for a share of \$100 million in funding to purchase personal protective equipment and supplies.
- The Secret Service in partnership with the U.S. Department of the Treasury is leading the charge to bring awareness to citizens, retailers and financial institutions on [how to protect themselves from becoming a victim of easy to detect counterfeit U.S. Treasury Checks](#). This announcement contains

information that consumers and financial institutions can use to identify counterfeit U.S Treasury checks by knowing what to look for and where to look.

- The Social Security Administration is closed to the public, but has released the following Medicare Part B enrollment options: Now Medicare beneficiaries can now fax Medicare Part B form, [CMS-40B](#) and [CMS L564- Request for Employment Information](#), along with proof of employment, Group Health Plan (GHP), or Large Group Health Plan (LGHP) to 1-833-914-2016, if unable to mail the forms directly to your local Social Security office. To find your local office mailing address, please use our [Social Security Office Locator](#)
- Census Bureau Launches [COVID-19 Data Hub](#). Today the U.S. Census Bureau released a new resource page on Census.gov to help federal agencies, businesses, and communities make decisions related to the COVID-19 pandemic.
- [FEMA Implementation of Allocation Order on Exports of Scarce PPE and Notice on Exemptions](#). FEMA is working in close coordination with Customs and Border Protection, CBP to review shipments of five types of covered materials before allowing their export from the U.S. to ensure PPE needs are met for our frontline healthcare workers and the American public. Covered materials include N95 respirators, other respirators, surgical masks, and PPE gloves.
- Calls to US poison centers about [cleaners and disinfectant exposures](#) have increased by 20% amid the COVID-19 pandemic.
- From CDC: new [pet guidance](#) is out after two house cats in NY were found to be infected with COVID-19.
- The US Forest Service kicked off their [“Bring the Outdoors In” campaign](#), which complements the “Do The Right Thing” message by encouraging outdoor enthusiasts to find ways to keep connecting with the outdoors from their homes, yards, and neighborhoods.
- [DHS has extended the REAL ID enforcement deadline](#) (originally scheduled for 1 Oct 2020) for 12 months. The new deadline is 1 Oct 2021.
- Ruth’s Chris Steak House says it will [return the \\$20 million](#) in [COVID-19](#) stimulus funds it was awarded through the Paycheck Protection Program meant to [help small businesses](#) stay afloat.

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## Stay Informed, Get Involved

### COVID-19 Response

- **Local response:** [Multnomah County COVID-19 website](#) continues to be updated, including an [interactive data dashboard](#) with COVID-19 regional health statistics updated in real-time.
- **State response:** [Oregon Health Authority COVID-19 website](#)
- **National response:** [CDC website](#)

### Learning Opportunities

- [CERC Corner: Addressing Stigma](#): Stigma occurs when people associate a risk with something specific—like a minority population group. Click the link above to learn how to counter stigma in an emergency.

- [Taking Care of Your Behavioral Health During an Infectious Disease Outbreak](#): This fact sheet by SAMHSA explains social distancing, quarantine, and isolation in the event of an infectious disease outbreak.
- [OpenWHO Offers Free Online Courses for Responders](#): OpenWHO is the World Health Organization's (WHO) interactive, web-based platform offering online courses to improve the response to health emergencies.

## Media

For media inquiries related to COVID-19 please **contact Julie Sullivan-Springhetti**, Public Information Media Coordinator: **503-502-2741**

- Check out our [list of trustworthy resources](#) for current national and regional COVID-19 information.
- Multnomah County Public Information Officers Group is working to improve COVID-19 culturally-specific communications strategies to ensure that public information and crisis communications are addressing the needs of culturally-specific communities and racial and ethnic groups most at risk for COVID-related morbidity and mortality.

## Social Media Sites

- [Multnomah County Facebook](#)
- [Multnomah County Twitter](#)
- [Multnomah County Health Department Facebook](#)
- [Multnomah County Health Department Twitter](#)
- [Multnomah County Emergency Management Facebook](#)
- [Multnomah County Emergency Management Twitter](#)
- Multnomah County Library Facebook in [English](#) and [Spanish](#)

## Volunteers and Donations

- For information on how you can help during this incident, visit our [Donate or Volunteer to slow the spread of COVID-19](#) or call 503-406-3696 to volunteer, donate supplies and services, or for more information.
- Multnomah County encourages everyone who is interested in assisting during this incident to complete a [volunteer interest form](#).

## Resource Requests

Resource requests are for agencies, organizations, and businesses engaged in response or impacted by COVID-19--not for individuals.

- To submit a **resource request**, please use the instructions on this [webpage](#). The page has the [form](#) and guidance as to where specific types of requests should be directed.

## Help and Resources

- **Questions?** Below are some useful resources:
  - [Multnomah County COVID-19 FAQs](#)
  - [Call 211](#)

- Still can't find the answer you're looking for? Submit [questions about the novel Coronavirus](#) to Multnomah County
- **Having symptoms?** [C19Oregon.com](#) is an online triage tool that helps public health officials track COVID-19 cases and allows community members to check their symptoms and receive guidance.
- **Need legal advice?** Call the Legal Aid / Oregon Law Center Public Benefits hotline at 1-800-520-5292 for legal advice for immigrants and refugee communities to access health care during shelter in place.
- **Are you an essential employee and need child care?** Call 1-800-246-2154, [211 website](#), or the following:
  - [OHSU/Portland Public Schools \\*Request for Care\\*](#) (West Side Portland)
  - [Gresham-Barlow/Centennial/Estacada \\*Request for Care\\*](#) (All served in west Gresham-Barlow area)
  - [Beaverton/Sherwood/Hillsboro \\*Request for Care\\*](#) (SW Beaverton, N Sherwood, E Hillsboro)
- **Want to know what Multnomah County services are open and closed?** Visit this [website](#) for a list of County services that are open and closed during the COVID-19 outbreak.
  - While some buildings are physically closed, services may still be offered online, via telephone or via virtual venues.
  - See this website for information about [Multnomah County Student Health Centers](#)
    - Parkrose Student Health Center is open during school closures.
    - Other Multnomah County Student Health Centers are closed.

Document Development Information	
Prepared By (Name & Position)	Jennifer Moore and Claire Nystrom, Situation Unit
Approved By (Name & Position)	Alice Busch, Unified Command
Date / Time Approved	4/24/20 22:20 hrs
Date of Next Situation Report	4/27/20