Situation Report

Situation Report Number: 05.15.2020

Incident Name: COVID-19 MultCo Coordination

OERS Number: 2020-0279

EOC: Activated	**Incident Commanders**: Kim Toevs, Multnomah County Health Department Alice Busch, Multnomah County Emergency Management Jessica Guernsey, Multnomah County Health Department Jonna Papaefthimiou, Portland Bureau of Emergency Management

Date: 5/15/2020	**Time:** 21:30	Situation Reports will be released daily at approximately 8:00 p.m. All posted Situation Reports are archived on the county's website.

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 with the subject line: Update for COVID-19 Situation Report.

Multnomah County Updates

Media and Announcements

- On May 14, **Multnomah County Chair Deborah Kafoury issued a statement about reopening Multnomah County**. A video recording of the press conference is available on Facebook.
  - Chair Kafoury emphasized that **the county will reopen carefully**, "Even as the state lifts restrictions, and Multnomah County's sectors gradually reopen," the Chair said, "COVID-19 is still a highly contagious and deadly virus that we've been able to slow only through physical distancing."
  - Chair Kafoury made it clear that **equity will be Multnomah County's guiding principle steering reopening**, ensuring that populations most impacted by COVID-19, including people of color, people in long-term care facilities, people who live in corrections settings, and people who live in congregate shelter settings, receive the care, information, and intervention they need to stay safe. Kafoury emphasized that racial equity is particularly at stake:
    We must assure that people of color who disproportionately work in public-facing jobs, live in multigenerational households and are in communities with high rates of chronic disease due to lack of healthcare, have equitable access to testing, primary care and support if they become ill and must isolate...If we open too much, too fast, this virus will only continue to deepen already unacceptable health inequities, and overwhelm the healthcare system.
- As part of its public statement on reopening, Multnomah County also unveiled a new interactive dashboard illustrating Multnomah County COVID-19 reopening thresholds. The dashboard shows the

number of COVID-19 cases in Multnomah County by race, as well as hospitalizations, contact tracing, testing capacity and isolation facilities. The County also published a reopening status report that tracks Multnomah County's progress towards meeting the seven criteria that counties must meet to qualify for Phase 1 reopening in Oregon.

● Thursday, May 14, was the last day to mail ballots in time for Multnomah County Elections to receive them by the May 19 election. However, you can drop your ballot off at any 24-hour official ballot drop site location as well as any Multnomah County Library 24-hour book drop (since libraries are closed due to COVID-19, you may drop off your ballot in the book drop on the exterior of the building). You have until 8pm on Tuesday, May 19, 2020 to do so. Locations are listed here: multco.us/dropsites

Epidemiology Data

This is a dynamic situation. Information and case counts are changing rapidly and the incident is ongoing. For detailed local data, visit the Regional COVID-19 data dashboard hosted by Multnomah County.

### Standing epidemiology report

As of May 15, 2020, 8:00 AM, there were a total of **957 confirmed COVID-19 cases in Multnomah County** and 3,541 cases in Oregon. 27% of Oregon's cases are in Multnomah County. The chart below shows cases over the past two weeks (source: Oregon Health Authority).
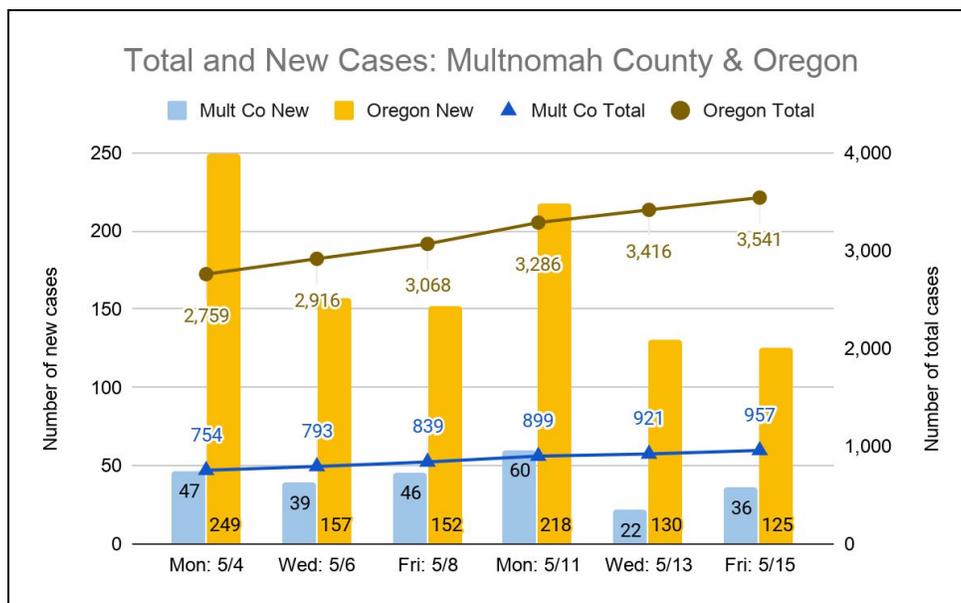
There were **two new deaths in Multnomah County** since the 5/13/20 Situation Report (now at 55 deaths). Three new deaths occurred statewide (now at 137 deaths). The chart below shows deaths over the past two weeks (source: Oregon Health Authority).
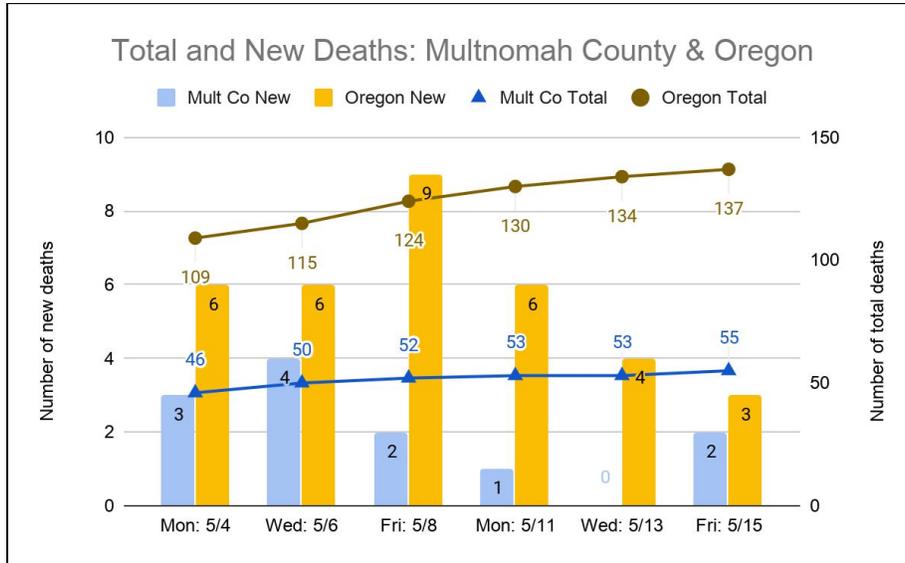
To put these data in broader context, the charts below show the total and new cases and deaths in the U.S. and across the world (source: Center for Systems Science and Engineering, Johns Hopkins University).
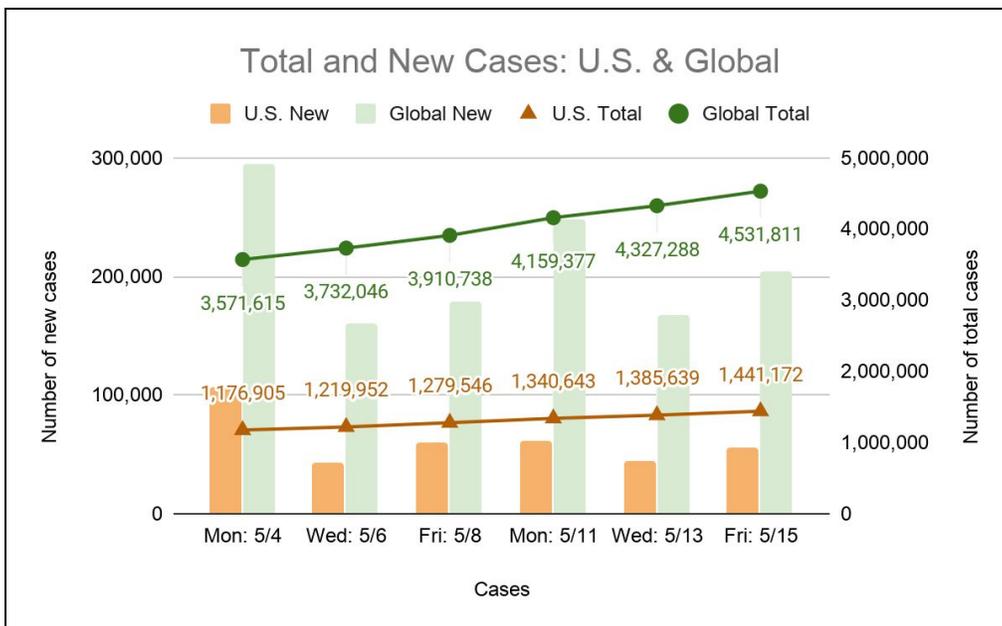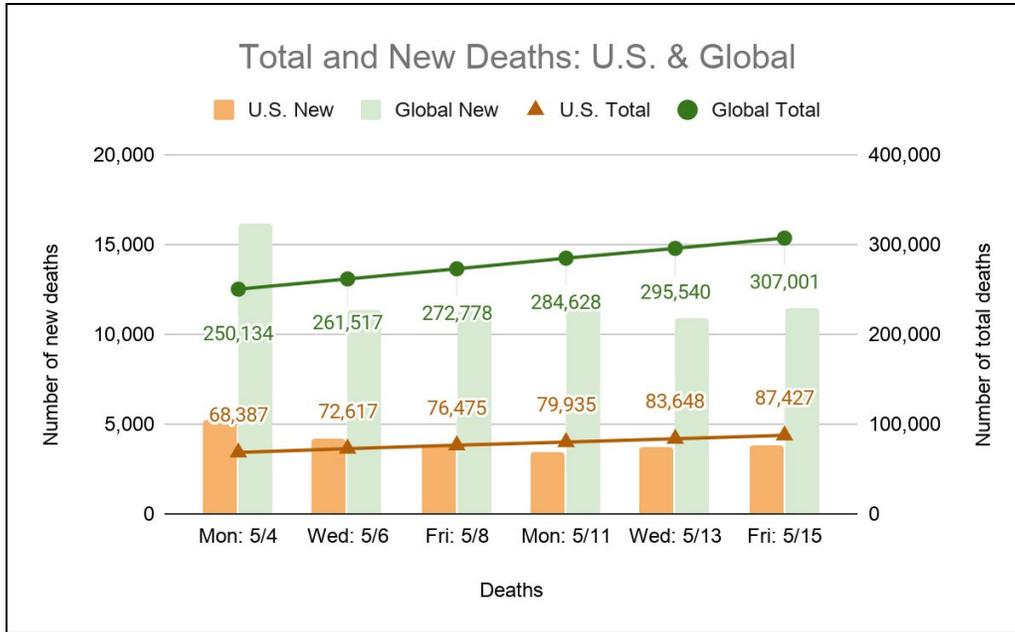
Multnomah County Emergency Operations Center Updates

EOC Section: Public Information

Media updates:

- The Reopening Multnomah County amid COVID-19 page is live. This page is the same link shared on page 2 of this Situation Report that displays Multnomah County's reopening status report tracking the county's progress towards meeting the state's seven criteria for Phase 1 reopening.

Social media highlights

Help us spread these important messages and resources by sharing on your social media accounts!

- Multnomah County Facebook
  - Multnomah County May 14 press briefing about reopening and the new dashboard tracking progress
  - Broad overview of what can open and what stays closed as of May 15, 2020.
  - It's now too late to mail in your ballot; 24-hour drop sites are available.
- Multnomah County Twitter
  - Multnomah County May 14 press briefing about reopening report and dashboard, including multiple retweets
  - It's now too late to mail ballots but 24-hour ballot drop sites are available
  - Broad overview of what can open and what stays closed as of May 15, 2020
- Multnomah County Health Department Facebook
  - Call 211 for childcare (post in Spanish)
  - Underlying conditions, #BlackHealth campaign

- ○ [Making a list of things I can and cannot control](#) (in a time when everything feels a little out of control)
- ○ [Tips from the CDC for coping with stress](#)
- ○ Shared Deborah Kafoury's post about the [new reopening dashboard](#)
- ○ Shared Seattle & King County Public Health's [tips on how to protect relatives and other family members you live with from possible infection](#)
- ○ Shared [TikTok video and a reminder of the importance of staying active](#)
- ○ Shared Partners for a Hunger-Free Oregon [post about Pandemic EBT](#)
- ● [Multnomah County Health Department Twitter](#)
  - ○ [Homemade face covering donation request](#)
  - ○ RT: [OHA State Emergency Registry of Volunteers recruitment](#)
  - ○ Underlying conditions - [COPD; #BlackHealth campaign](#)
  - ○ Shared Hunger-Free Oregon's [Pandemic EBT info](#)
  - ○ RT: [CDC's tips on how to use a cloth face covering](#)
  - ○ Shared [Deborah Kafoury's dashboard reopening message](#)
  - ○ RT: [broad overview of what can open and what stays closed as of May 15](#)
  - ○ [#OpenWithCare & #LivingWithCOVID message](#)
  - ○ [Some retail businesses in Oregon opening today but pandemic not over](#)
- ● [Multnomah County Emergency Management Facebook](#)
  - ○ [Broad overview of what can open and what stays closed as of May 15](#)
- ● [Multnomah County Emergency Management Twitter](#)
  - ○ RT: [Underlying conditions, #BlackHealth](#)
  - ○ RT: [Deborah Kafoury on reopening dashboard release](#)
  - ○ RT: [CDC's tips on using a cloth face covering](#)
  - ○ RT: [COPD, #BlackHealth](#)
  - ○ Shared Hunger-Free Oregon [Pandemic EBT info](#)
  - ○ RT: [Broad overview of what can open and what stays closed as of May 15](#)
- ● [Multnomah County Library Facebook (English)](#)
  - ○ [Online May 29 event: Uncovering Our Resilience, Gratitude and Connection](#)
 - ○ [It's now too late to mail ballots](#); ballot drop sites available

EOC Section: [Operations](#)

The Operations section has several operational areas, each of which report on daily metrics. Weekly metrics are reported each Monday.

Call Center

For the questions that are not answered on the [County's Frequently Asked Questions (FAQs) page](#), the County's Call Center serves as a safety net and ensures that everyone who calls or emails with a question, receives a timely response.

Daily Metrics: The Call Center tracks how many calls and emails it responds to each day. The chart below shows the daily number of calls and emails for this week, broken down by three topic categories.
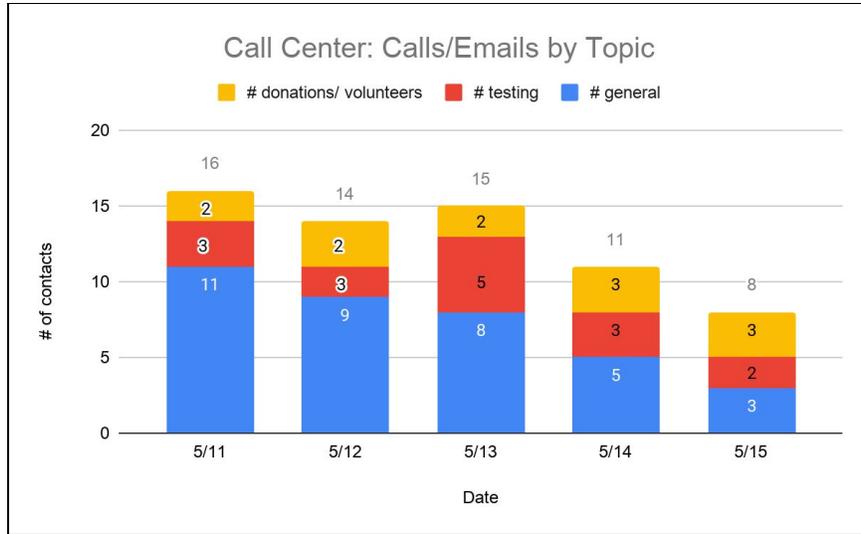
The Call Center is open Monday through Friday

- Trends: Questions about and volunteers for contact tracing, questions about testing
- The Call Center is able to connect under and uninsured individuals with testing sites.

Resource Request Unit

The Resource Request Unit is responsible for allocating Personal Protective Equipment (PPE) and supplies to health and community organizations to prevent the spread of COVID-19. When allocating PPE, the Resource Request Unit prioritizes organizations that serve communities of color, people ages 65 and older, and people with underlying health conditions. Prioritizing these organizations along with healthcare providers and congregate housing facilities is part of Multnomah County's commitment to dedicate resources to the populations most impacted by COVID-19.

Daily Metrics: The Resource Request Unit tracks how many requests for resources it processes every day. The chart below shows the number of daily requests processed over the past week.
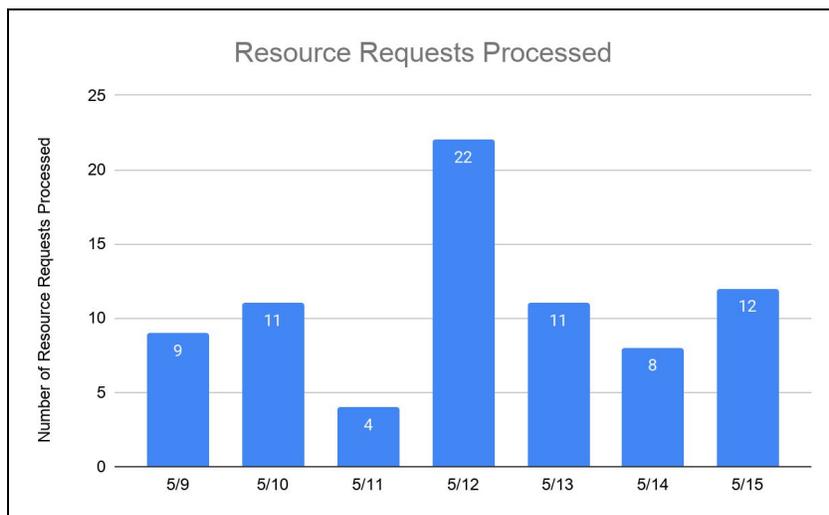
Mass Care and Shelter

Multnomah County continues to operate four Physical Distancing Shelters (PDS) with a total capacity of 390 persons and two Medical Motels (MM) with a total capacity of 120.

Daily Metrics: The Mass Care and Shelter Unit tracks how many people are housed in Physical Distancing Shelters and Medical Motels each day. The charts below show the number of persons housed for each day of the past week.
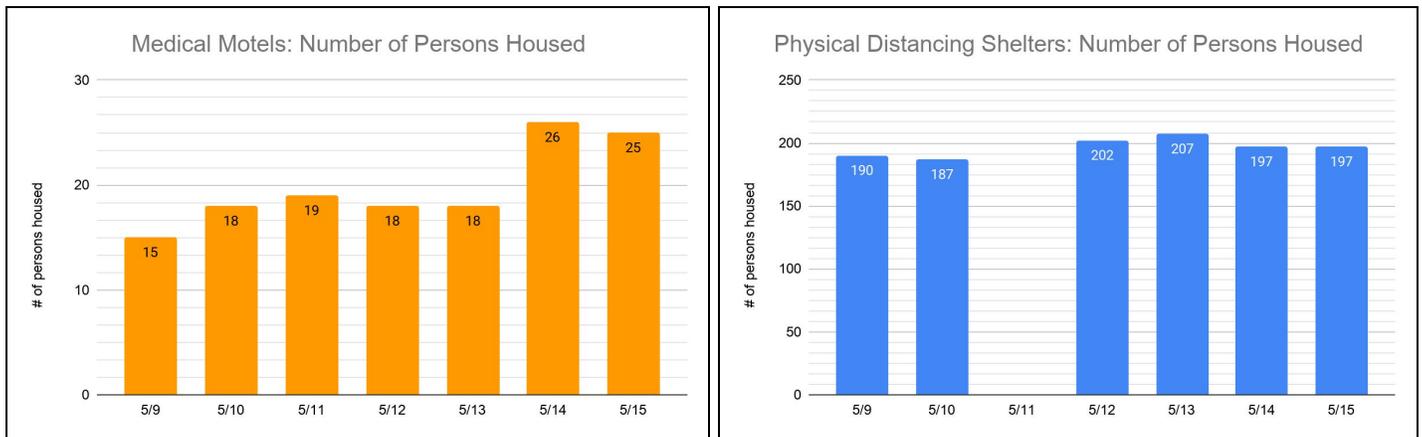
Note: Physical Distancing Shelter data are not available for Monday, May 11.

EOC Section: Logistics

The Logistics Section supports the response actions of all other EOC sections. Logistics focuses on procedures for activating, dispatching, distributing, allocating, tracking, and deactivating resources needed for emergency and disaster operations from government, private, or volunteer sources. For Multnomah County's COVID-19 response, important Logistics functions include ensuring EOC communications capacity, coordinating the donation of supplies, delivering resources to community partners, and coordinating volunteers.

Communications Unit

The Communications Unit is working to supply backup communications devices for the EOC and shelter sites to ensure communication is always available.
- Through the federal Department of Homeland Security (DHS), the team has added Wireless Priority Service (WPS) capabilities to 66 cellular devices and 50 Governmental Emergency Telecommunications Service (GETS) landline prioritization cards.
- The Multnomah Department of County Assets (DCA) programmed 50 handheld radios for use at EOC and shelter locations to ensure communication is possible at each operational site if telephones fail.
- Multnomah County Amateur Radio Emergency Services (ARES) volunteers help the Medical Motels and Physical Distancing Shelters conduct bi-weekly radio drills to make sure EOC and shelter staff are familiar with how to use the radios.

Donations Unit

Multnomah County and the City of Portland are working to match [donations and offers of service](#) with community needs. Please [fill out this form](#) so we know how you want to help. The donation and volunteer coordination team will contact you if we identify a community need that matches your offer.

Personal Protective Equipment (PPE)

Multnomah County and the City of Portland are seeking specific protective gear, which should be unused and in good condition:

- Procedural masks
- Surgical masks
- N95 respirators and N95 filters
- Other respirators (P100's, PAPR's, and PAPR supplies or parts)
- Face shields
- Splash shields
- Gowns
- Hand sanitizer
- Disinfecting wipes

Other Goods and Services

- Home-made face covers or home-made cloth face coverings
- Environmental Protection Agency (EPA) registered disinfectant

No Longer Accepting

- Medical and first-aid supplies not listed above
- Pet food

Donation drop sites

Please only drop off the supplies listed above under PPE and Other Goods and Services
Portland Fire & Rescue
      1300 SE Gideon St., Portland
      Noon to 4 p.m. Monday through Friday
Multnomah Building
      501 SE Hawthorne, Portland (loading dock on 6th St.)
      9 a.m. to 4 p.m. Monday through Friday
      10 a.m. to 2 p.m. Saturday and Sunday

Resource Deliveries

Logistics provides transportation for numerous response functions, including delivering supplies to community partners. The chart below shows daily trips delivering resources to community organizations, hospitals, County-run Physical Distancing Shelters and Medical Motels, and emergency outdoor shelters run by the City of Portland and Multnomah County's Joint Office of Homeless Services.

Logistics Section Daily Supply Deliveries
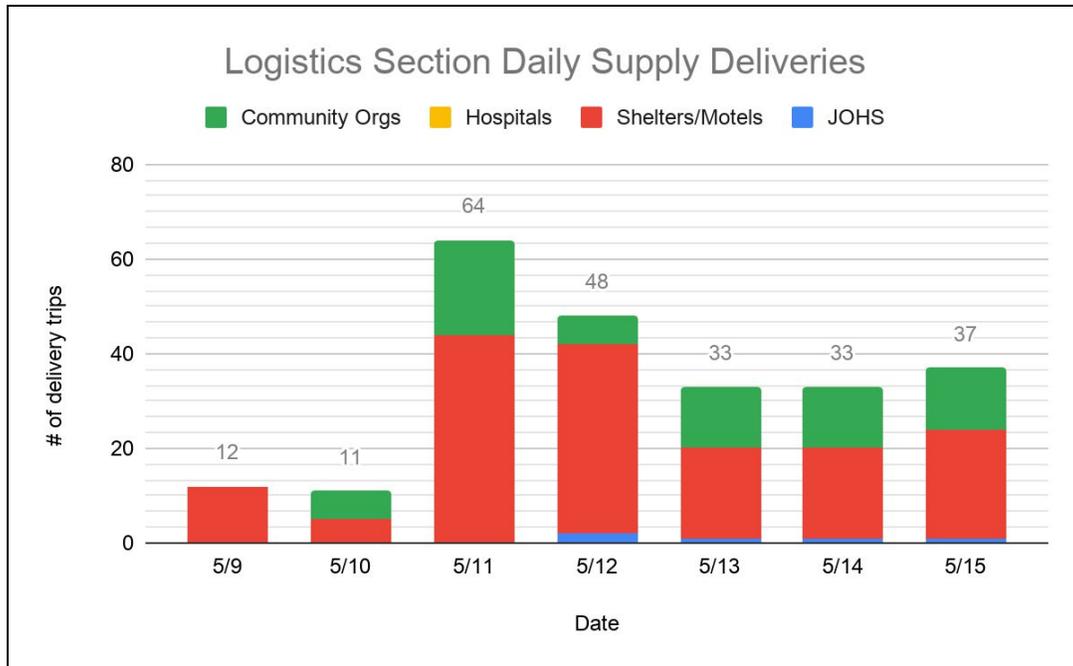
Volunteer Unit

So far in Multnomah County's COVID-19 response, the Volunteer Unit has coordinated the following:

- **675** people have filled out the form saying they are interested in volunteering
- **104** volunteers have worked in the shelters or EOC operations
- **583.5** hours have been logged by the volunteers combined

EOC Section: Community Liaisons

General

- Starting Wed May 20, Trimet will require face coverings for riders when using transit. Hand sanitizer and face mask dispensers will be installed on vehicles.

Schools

- Portland Public Schools shares quick, easy ways to promote mental health and relaxation for kids and adults.
- Oregon will participate in this Saturday's National Primetime Graduation Special Broadcast - *Graduate Together: America Honors the High School Class of 2020.*

Youth

- The Youth Liaison team elected two youth co-chairs and took a virtual group photo to share in the county's #StayAtHome social media campaign. The team is reaching out to youth-serving organizations to coordinate information sharing and support.

Culturally Specific Communities

● During this week's regularly scheduled Communities of Color Partner Call, EOC Unified Commanders joined the meeting to present a status update on reopening and answer questions from the dozens of community partners on the call.

Regularly Scheduled Liaison Calls

Contact the listed liaison for information on how to participate. Email addresses are also listed in a table below.

● 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 Wednesday 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 3 pm.**

● Business Liaisons participate on the FEMA Regional Grocer calls **every Wednesday 11-12 pm**.

● Culturally Specific Communities Liaisons hold weekly calls: a *Communities of Color* call **every Thursday 2-3:30 pm**; *Comunidad Latinx Respondiendo al COVID19* (call held in Spanish) **every Tuesday 11 am - 12:30 pm**; and support a weekly *Oregon Pacific Islander COVID-19 Emergency Response* call **every Friday 6-7 pm.**

● School & Childcare Liaison holds calls with public K-12 schools **on Tuesdays at 1pm**, calls with private K-12 schools **Wednesdays at 11 am,** and communicates with child care providers through email **regularly**.

● Licensed Residential Facilities Liaison holds phone calls with providers **twice a week**.

● Food Access Liaison holds weekly calls on **Thursdays at 9 am**.

● The Oregon Health Authority continues to hold a call **twice a month** for Migrant and Farm Workers, please email linda.s.swyers@state.or.us to join in.

● The Youth Liaison Team has a coordinating call Wednesdays 3-4pm.

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 27 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. More than 2,400 people participate in the liaison program and help spread accurate information throughout our community and beyond.

LIAISON GROUP CONTACTS

Liaison Unit Leader	Gabby Rhett, Tiffany Colburn	eoc.liaisonofficer@multco.us	**503-988-0071**
Deputy Liaison Unit Co-Leader	Devin Wilde, Molly Franks, Shalynn Robinette, Vanessa Tharp, Lizzie Fussell	eoc.liaisonofficer@multco.us	**503-988-0071**
Affordable Housing	Carolina Gomez	affordhousing.covid19@multco.us	503-988-0056
Aging and Disabilities, Veteran Services, and Intellectual and Developmental Disabilities	Erin Grahek	advsd.covid@multco.us	503-988-0057
Businesses-Grocery	Debbie Herron, Kristi McFarland	business.covid19@multco.us	503-988-0064
County Clinics (ICS)	Dawn Shatzel, Ryan Linskey	outpatientclinic@multco.us	503-988-6546
Culturally Specific Communities	Beth Poteet, Daniel Garcia, Robin Davis, Walter Rodriguez, Regina Ingabire	community.covid19@multco.us	503-988-7352
Event Venues	April Severson	eventvenues.covid19@multco.us	503-988-0074
Faith-Based/Community Organizations	Pilar Montejo	fbcocovid19@multco.us	503-988-0067
Fire	Scott Lewis	fire.covid19@multco.us	503-988-0059
Food Access	Danielle Jediny-Racies	foodaccess.covid19@multco.us	503-988-8942
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
HIV Services	Amanda Hurley	hivsvc.covid19@multco.us	503-988-5926

Homeless Congregate Housing	Celeste Duvall	JOHS-em-duty@multco.us	503-349-9946
Hospitals	Kathryn Richer	kathryn.a.richer@multco.us	503-988-8646
	Robin Holm	robin.m.holm@multco.us	503-988-8735
Law Enforcement	Harry Smith	lawenforce.covid19@multco.us	503-988-8943
LGBTQ +	Tyler TerMeer	LGBTQ.COVID19@multco.us	503-988-5942
Licensed Residential Facilities	Leticia Sainz	behavioralhlth.covid19@multco.us	503-988-9956
Maternal and Child Health	Ronnie Meyers, VaSheeta Charles	mch.covid19@multco.us	503-988-5946
Neighborhood Emergency Teams	Jeremy Van Keuren	net@portlandoregon.gov	503-988-9429
Outpatient Clinics	Christine Bernsten, Peg King	outpatientclinic@multco.us	503-988-6475
Parks	Shelby Coshow	parks.covid19@multco.us	503-988-5928
Pharmacies	James Slater	pharm.covid19@multco.us	503-988-9126
School Liaison (K-12, Childcare, Universities)	Beth Appert	eoc.liaisonschools@multco.us	503-988-0061
Small Business Liaison	Nathan Clarke	small.business.covid@multco.us	503-988-6790
Violence Prevention	Alix Sanchez	vp.covid19@multco.us	503-988-7522
Youth Liaisons	Sara Ryan	youth.covid19@multco.us	503-988-0093
	Nicole Meyer	youth.covid19@multco.us	503-988-0093

Local Updates

Media and Announcements

- OHSU opened **mobile testing sites in Portland and Hillsboro**. Anyone over two months of age with clinical signs or symptoms of upper or lower respiratory tract illness can be referred for testing. The two locations are below:
  - **Portland Expo Center**, 2060 N. Marine Dr., Portland, OR 97217
    Mon-Sat, noon to 6pm
  - **Hillsboro Stadium**, 4450 NE Century Blvd., Hillsboro, OR 97124
    Mon-Sat, noon to 6pm.

211 Calls

- There were a total of 307 calls on Thursday, May 14, which is a typical weekday volume relative to recent weeks.
- Also typical to recent past weeks, the most frequent reasons for calls were questions about rent/mortgage assistance, followed by utility assistance.
- There were 39 calls about reopening, up from five to 18 per day earlier in the week.

Data for May 14, 2020
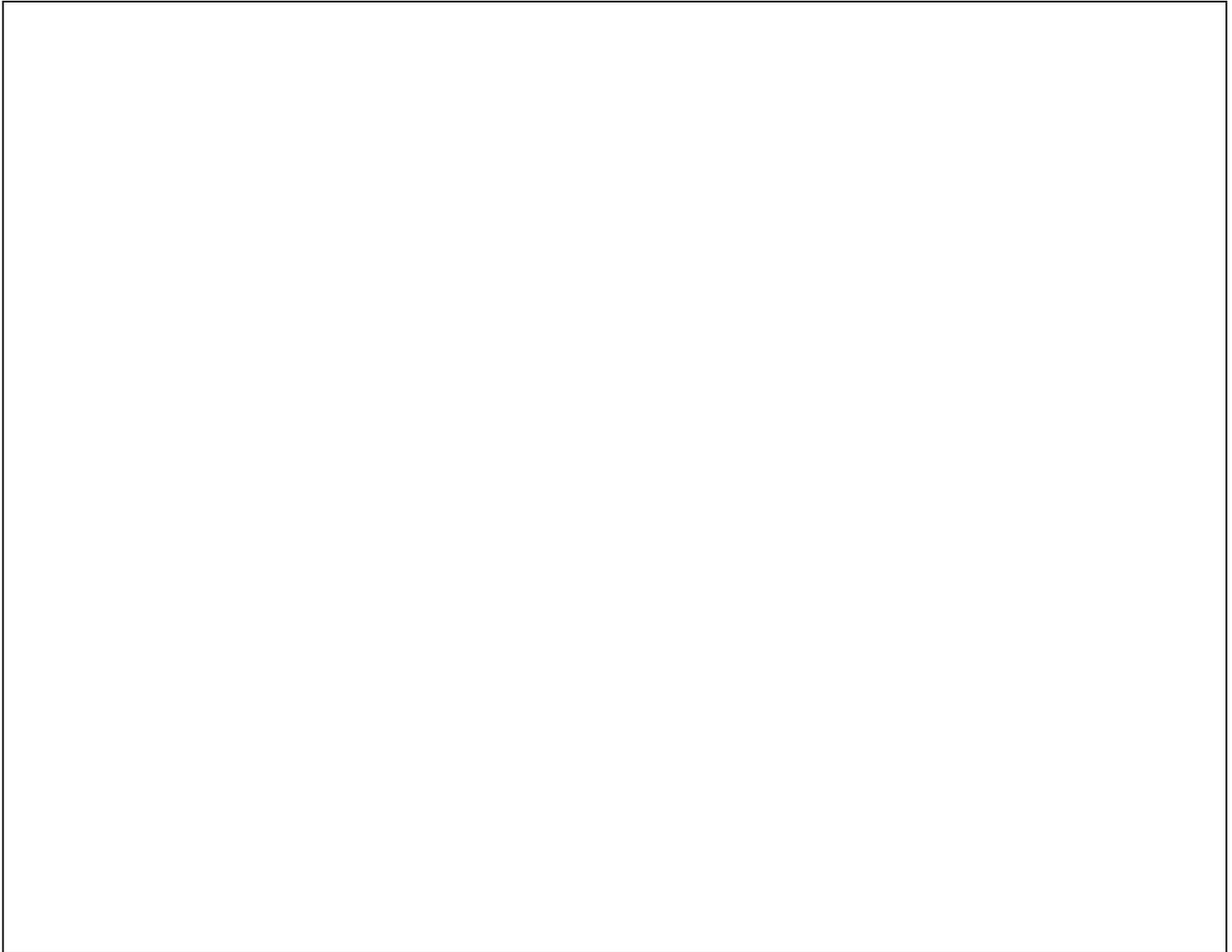
State of Oregon Updates

Media and Announcements

- On May 14, [Governor Brown announced](#) that 31 of the 33 counties that applied to begin Phase 1 of reopening on May 15 have been approved. Marion and Polk counties applied but were not approved. In addition to this announcement, Governor Brown's statement
  - Explained which businesses in counties not beginning Phase 1 can still open as of May 15, and which must remain closed..
  - Said that, in all counties, any office employee who has been able to work from home since the original stay-home order should continue to do so.
  - Stated that schools will remain closed for the remainder of the school year.

  [Full text of Governor Brown's statement](#) and [video of the press conference](#) are available to the public.
- Oregon has its first case of pediatric multi-system inflammatory syndrome, which is a rare but emerging condition in children that is believed to be associated with COVID-19. The child is being treated at Randall Children's Hospital at Legacy Emanuel. The Oregon Health Authority issued a [press release](#) on May 13, with more details.
- The Oregon Federal Executive Board has created a [reopening planning guide for Oregon and SW Washington](#), which links to up-to-date information about the current status and guidelines for childcare, schools, mass transit, and other community resources. The guide also links to the Oregon and Washington state reopening plans.
- On May 12, the Oregon Health Authority released new numbers showing the [median recovery time](#) for Oregonians with COVID-19 is 19 days and goes up to 23 days for people who were hospitalized with the infection. It reviewed the cases of 3,138 people who survived the illness. Of those, 1,406 (45%), are considered recovered and 829 (26%) are not. The remaining percentage is still under assessment.
- Recent studies show that both dogs and cats have tested positive for COVID-19 but so far have not been severely affected. They are believed to be infected from their owners and not the other way around. Dogs and cats can be tested for COVID-19 through the Oregon State Veterinary Diagnostic labs through their veterinarian with approval by our state public health veterinarian. More information can be found on the [American Veterinary Medical Association (AVMA) website](#) and the [Oregon Veterinary Medical Association (OVMA) website](#).

Health System Capacity

As of May 15, 2020

Hospital Capacity and Usage in Oregon as reported to HOSCAP*					
Overall Capacity	**Available**	**Total Staffed**	**COVID-19 Details**	**Patients with Suspected or Confirmed COVID-19**	**Only Patients with Confirmed COVID-19**
Adult ICU beds	198	781	Current hospitalized patients	161	54
Adult non-ICU beds	1,628	6,759	Current patients in ICU Beds	46	20
Pediatric NICU/PICU beds	67	302	Current patients on ventilators	19	14
Pediatric non-ICU beds	132	345			
Ventilators	791				

*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

- As organizations across the country plan for when and how to resume full operations while protecting the well-being and safety of their employees and communities, the Federal Emergency Management Agency (FEMA) has created an Exercise Starter Kit to help organizations facilitate their own internal workshops based on reconstitution planning principles, the White House's Guidelines for Opening Up America Again and a FEMA fact sheet on "Planning Considerations for Organizations in Reconstituting Operations During the COVID-19 Pandemic." The kit includes a fact sheet, sample slides, and a facilitator guide with suggested discussion questions that can be tailored to meet the needs of your organization or agency.
- The Centers for Disease Control and Prevention (CDC) published decision-tree tools to help employers decide how and when to reopen, when possible in their local jurisdiction. The tools are available on the CDC's COVID-19 website and include the following:
  - Workplace Decision Tree
  - Schools Decision Tree
  - Camps Decision Tree
  - Mass Transit Decision Tree
  - Daycare Decision Tree
  - Restaurants and Bars Decision Tree

Content below is the same as in previous reports

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.

Activated Call Centers

Call Center	Phone Number	Email	Hours
211 Call Center	211	help@211info.org	7 days a week 8am-11pm
Mental Health Call Center	503-988-4888 Toll-free: 800-716-9769 Hearing-impaired dial: 711		24/7
Aging & Disabilities Resource Connection	503-988-3646	adrc@multco.us	24-hour information and assistance to older people, people with disabilities, and caregivers
City County Information and Referral	503-823-4000		M-F 8am - 5pm

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)	Emily-Jane Dawson and Claire Nystrom, Situation Unit
Approved By (Name & Position)	Alice Busch, Unified Command
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