

Situation Report

Situation Report Number: 06.01.2020		
Incident Name: COVID-19 MultCo Coordination		
OERS Number: 2020-0279		
EOC: Activated	Incident Commanders: Alice Busch, Multnomah County Emergency Management Kim Toevs, Multnomah County Emergency Management Casey Layton, Department of County Management	
Date: 6/1/2020	Time: 10:05	Situation Reports are released on Mondays, Wednesdays, and Fridays at approximately 10:00 am 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

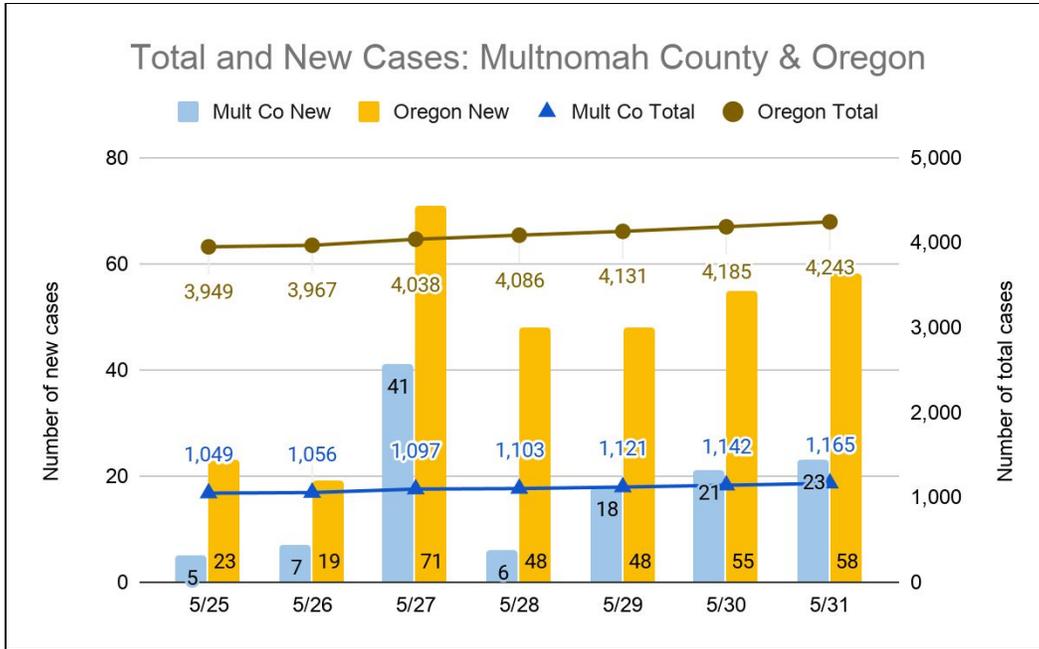
Epidemiology Data

This is a dynamic situation. Information and case counts are changing rapidly and the incident is ongoing.

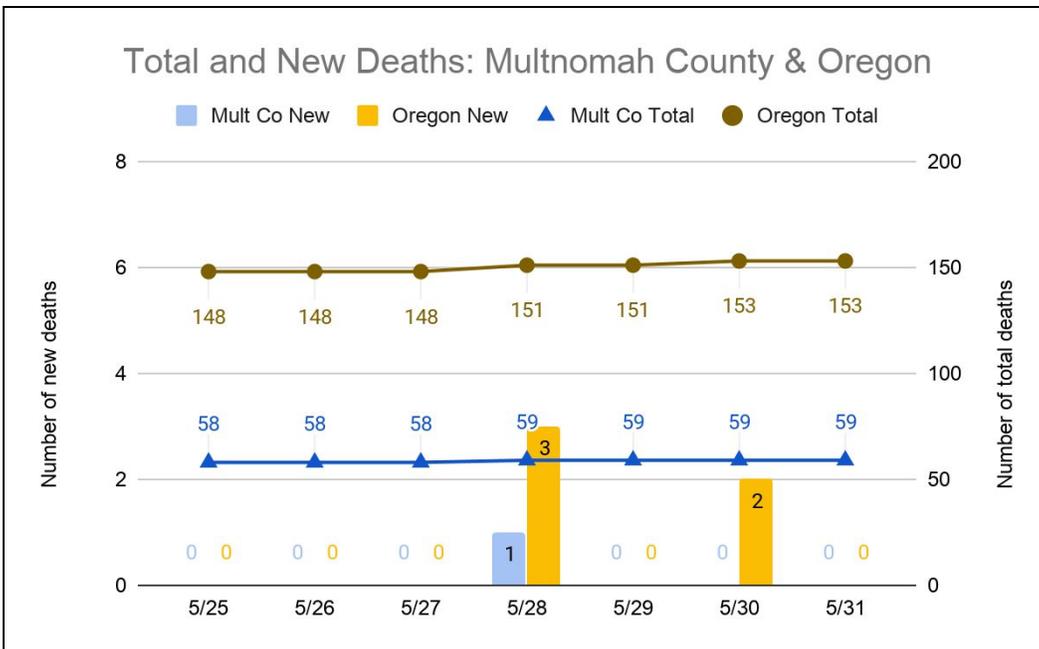
COVID-19 cases and deaths in Multnomah County and in Oregon

As of May 31, 2020, 12:01 am, there have been a total of **1,165 confirmed COVID-19 cases in Multnomah County** and 4,243 cases in Oregon. Multnomah County cases make up 27% of the state's total. The chart below shows cases over the past week (source: [Oregon Health Authority](#)).

(chart on next page)



There were **two new COVID-19 deaths in Oregon** since the 5/29/20 Situation Report. There were **zero new deaths in Multnomah County**. Multnomah County's death toll stands at 59. There have been 153 COVID-19 deaths in Oregon, statewide. The chart below shows deaths over the past week (source: [Oregon Health Authority](#)).



Race and Ethnicity Impact in Multnomah County

Detailed local data, including demographics (race, sex, age, and housing status) are available in the [Regional COVID-19 data dashboard](#) hosted by Multnomah County. The dashboard also contains data on case counts,

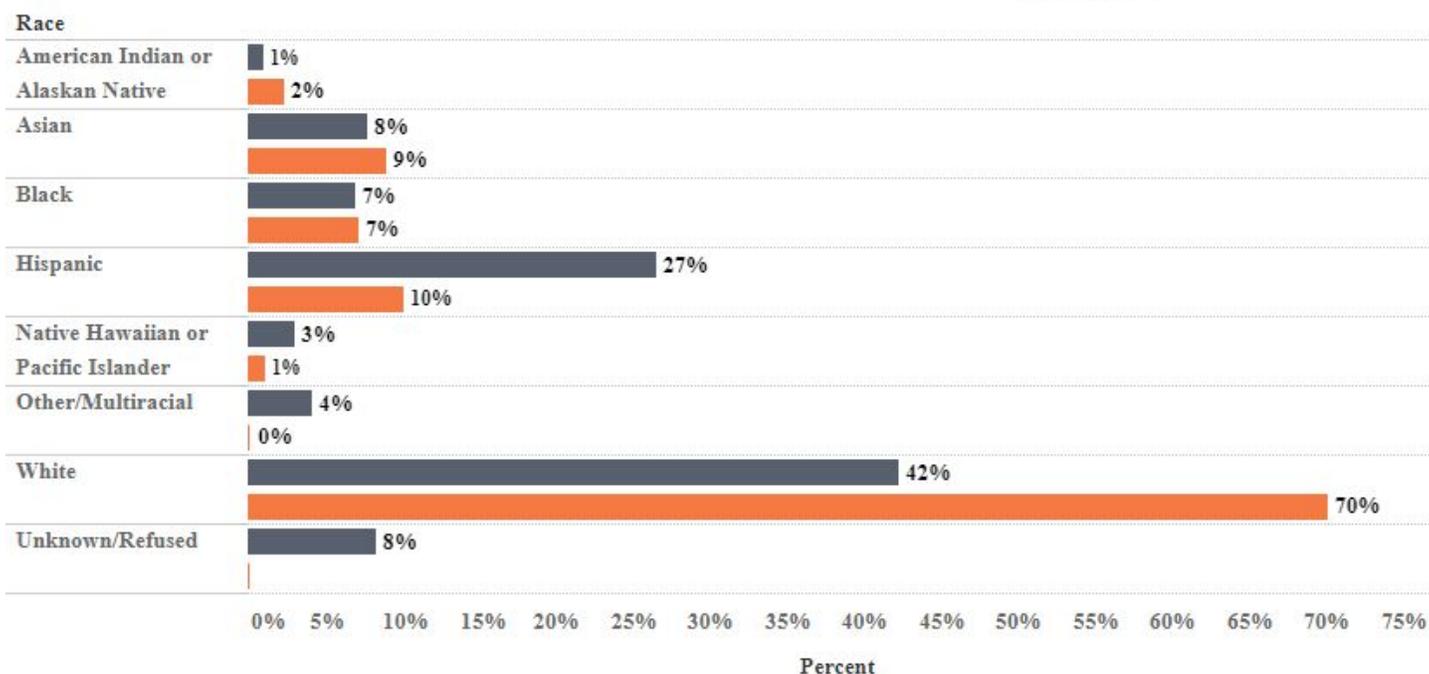
hospitalizations, symptoms and coexisting conditions, and testing for Clackamas, Washington, and Yamhill counties. For statewide data on COVID-19 cases in Oregon by sex, age group, race, and ethnicity, consult the Oregon Health Authority’s [Demographics and Disease Severity dashboard](#).

The charts below show **the percentage of total cases, deaths, and hospitalizations by race and ethnicity in gray**, as of May 30, 2020. Each chart also shows **the proportion of Multnomah County’s total population by race/ethnicity in orange**. Instances where the percentage of cases, deaths, and hospitalizations exceeds the proportion of Multnomah County’s total population by race/ethnicity indicate which communities are most impacted by health inequity from COVID-19. These differences may reflect the inequitable distribution of the risks of being exposed to COVID-19 and the opportunities to access medical care and COVID-19 testing.

Cases by race/ethnicity and population proportions

Percent of COVID-19 Cases Compared to Multnomah County Population Proportions

■ percent of COVID-19 cases
■ population



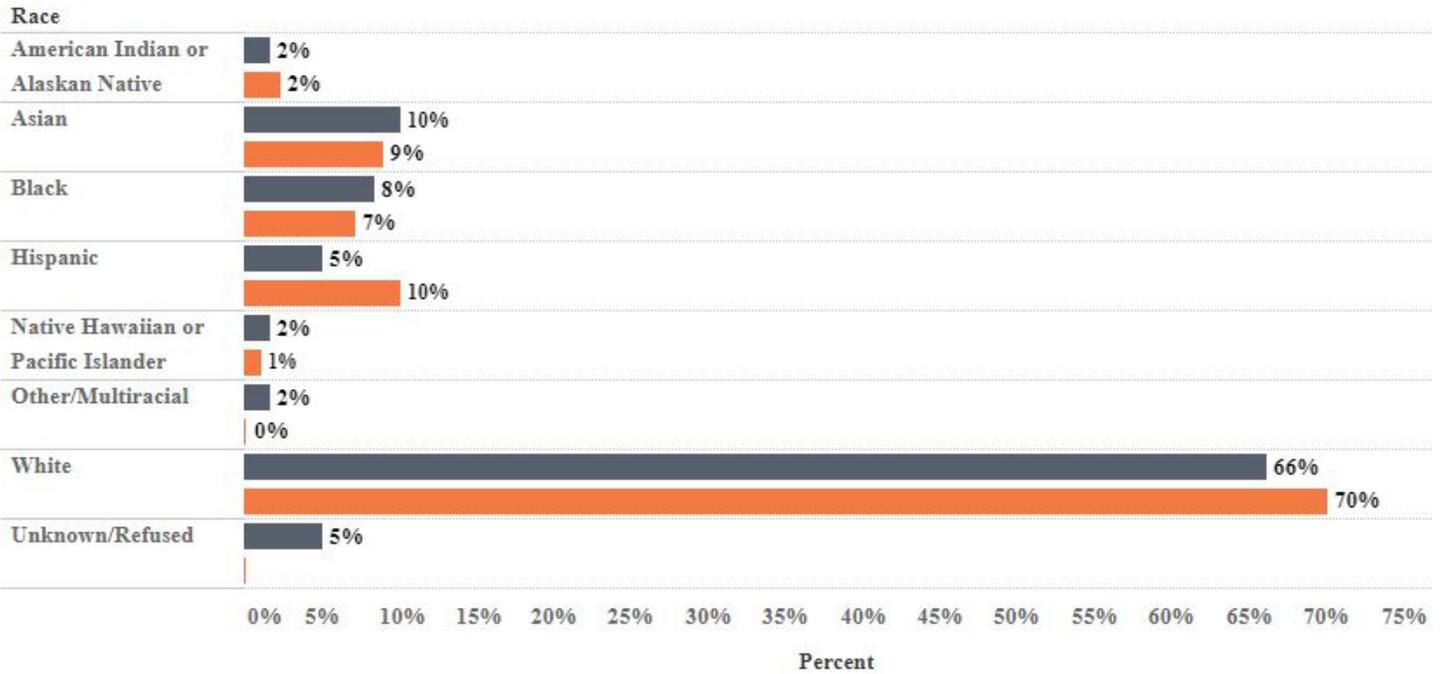
Data current as of May 30, 2020.

(additional charts on next page)

Deaths by race/ethnicity and population proportions

Percent of COVID-19 Deaths Compared to Multnomah County Population Proportions

■ percent of COVID-19 cases
■ population

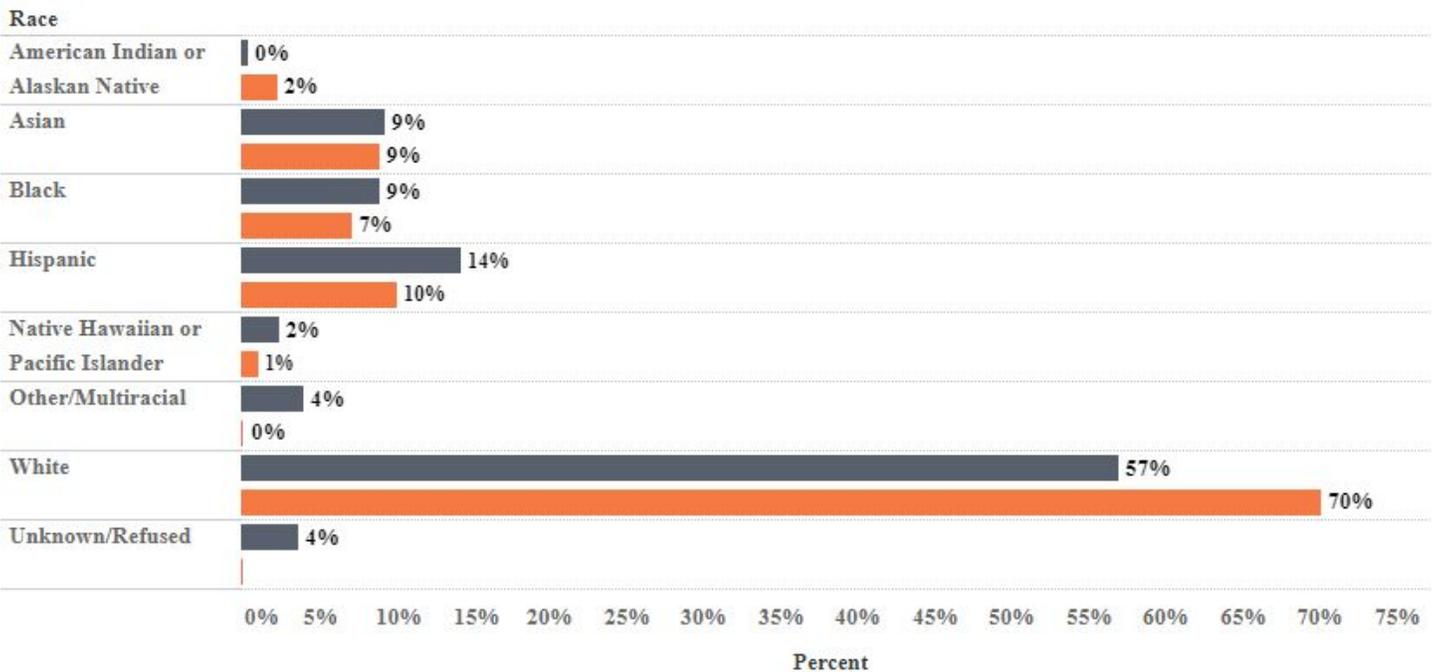


Data current as of May 30, 2020.

Hospitalized cases by race/ethnicity and population proportions

Percent of COVID-19 Hospitalized cases Compared to Multnomah County Population Proportions

■ percent of COVID-19 cases
■ population



Data current as of May 30, 2020.

Multnomah County Emergency Operations Center Updates

The Multnomah County Emergency Operations Center (EOC) is a temporary network that works within the Mission, Vision and Values of Multnomah County. The EOC develops objectives based on guidance from the Chair and Chief Operating Officer. The EOC provides wrap around services to support County departments that are operating beyond their normal capacity. The EOC provides a framework that incorporates staff from across all County departments, as well as community volunteers and representatives from partner agencies and organizations to direct the full complement of this combined effort toward accomplishing the County's objectives.

EOC Section: [Public Information](#)

Media highlights

- [Multnomah County Website](#)
 - Updated information is available in American Sign Language (ASL) on [Oregon Deaf and Hard of Hearing Services related to COVID-19](#)
 - Tips for staying healthy in shared living spaces are now available in [Amharic](#), [Arabic](#), [Burmese](#), [Chinese \(Simplified\)](#), [Chinese \(Traditional\)](#), [English](#), [Farsi](#), [French](#), [Japanese](#), [Korean](#), [Nepali](#), [Russian](#), [Somali](#), [Spanish](#), [Swahili](#), [Thai](#), [Tigrinya](#), and [Vietnamese](#).
 - Hear from other community members navigating life amidst COVID-19 with [co-parenting challenges](#) and [what curtailed contact means for Native American and Alaska Native communities](#).
 - Guidance for businesses on how to Open with Care are now available in [Spanish](#) and [Russian](#), in addition to [English](#).

Social media highlights

- [Multnomah County Facebook](#)
 - [This summer, the County is focused on helping people stay cool in their own homes](#)
- [Multnomah County Health Department Twitter](#)
 - [Keep it up, @Multco! You've done a great job of preventing #COVID19. As we move closer to reopening more businesses, we need everyone to remember that we're still living in a pandemic. #OpenWithCare: Multnomah County will submit its application to enter Phase 1 of reopening on 6/5](#)
- [Multnomah County Library Facebook \(English\)](#)
 - [More than 75,000 Oregon students don't have the tech they need for distance learning. You can help! Donate a device at a collection drive through June 7.](#)

- [If you need help finding the latest, reliable information about COVID-19 \(or any other medical issue\), Gale Health and Wellness has health and wellness information for people who are not doctors, available in both English and Spanish.](#)

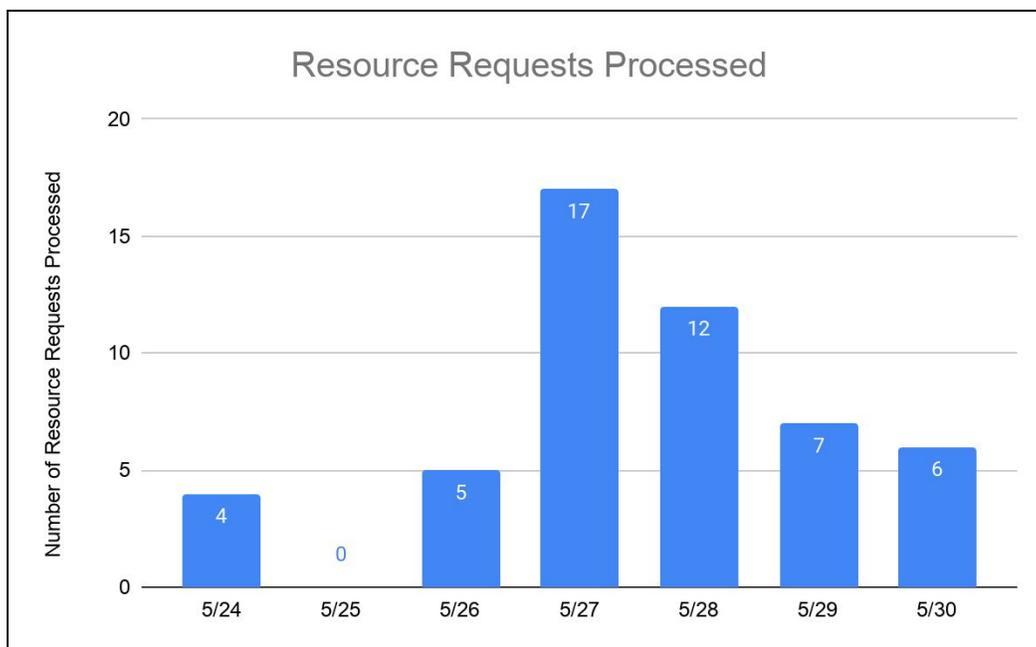
EOC Section: [Operations](#)

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

Resource Request Unit

The Resource Request Unit is a group of diverse subject matter experts that represent and advocate for the needs of the communities Multnomah County serves. The team allocates critical supplies and Personal Protective Equipment (PPE) to health and community organizations in order to prevent the spread of COVID-19. When allocating PPE, the Resource Request Unit prioritizes organizations experiencing an outbreak, organizations that perform life saving operations (hospitals, clinics, etc), and organizations that serve communities of color, people ages 65 and older, and people with underlying health conditions. These priorities are part of Multnomah County's commitment to dedicate resources to the populations most impacted by COVID-19.

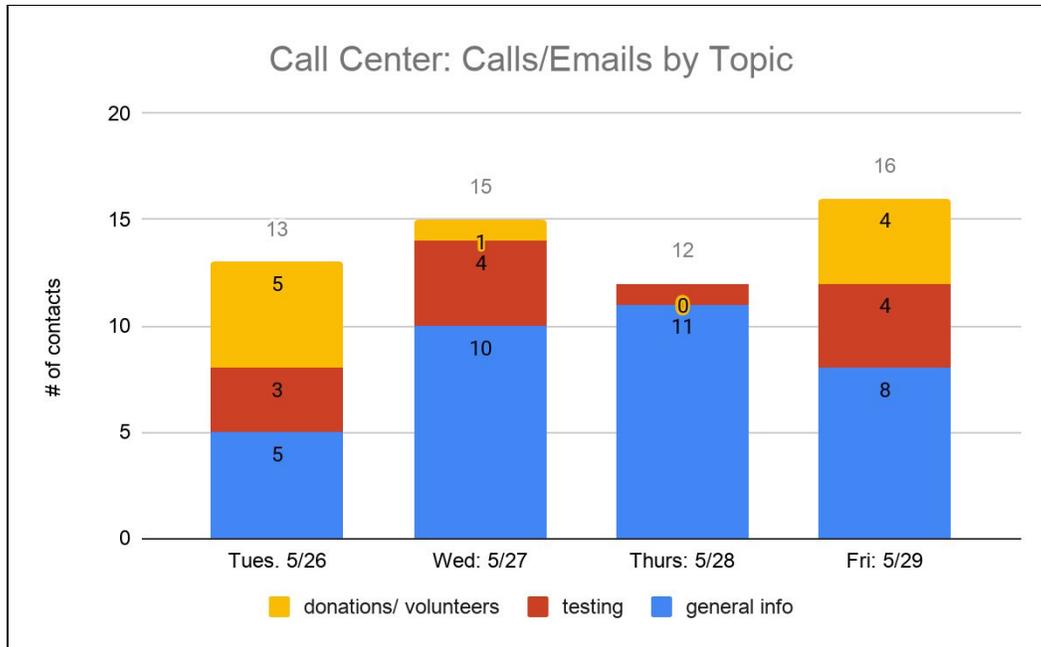
Daily Metrics: The Resource Request Unit tracks how many requests for resources it processes over a 24-hour period ending at 12 pm each day. The chart below shows the number of daily requests processed over the past week.



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 Call Center is open Monday through Friday). The chart below shows the number of calls and emails per day for the past five business days, broken down by three topic categories.



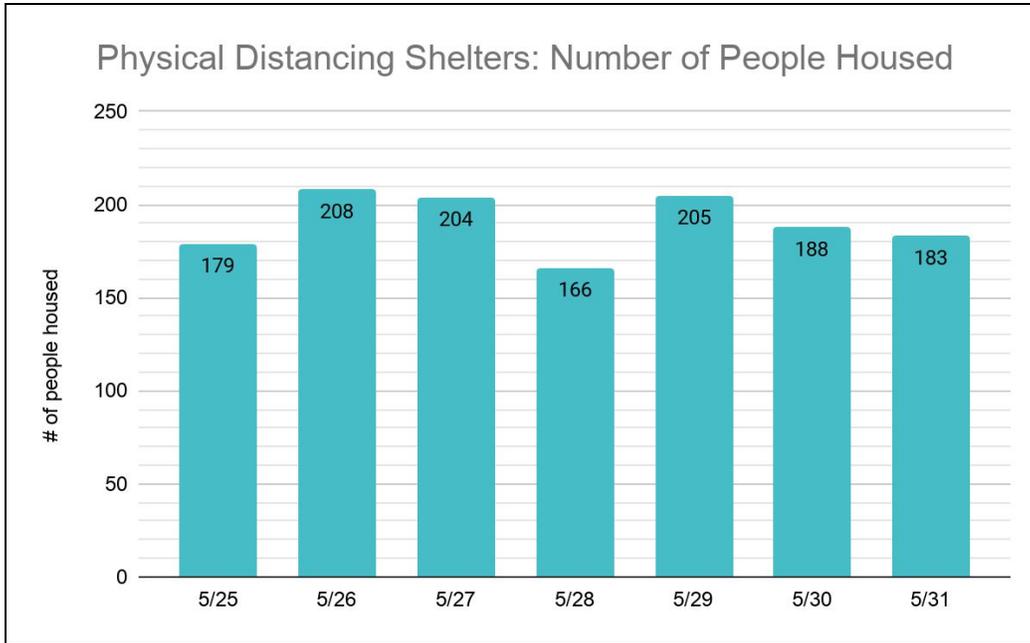
*The Call Center is open Monday through Friday.
Note: The Call Center was closed Monday, May 25, for the Memorial Day holiday.*

EOC Section: Mass Care and Shelter ([Emergency Support Function 6](#))

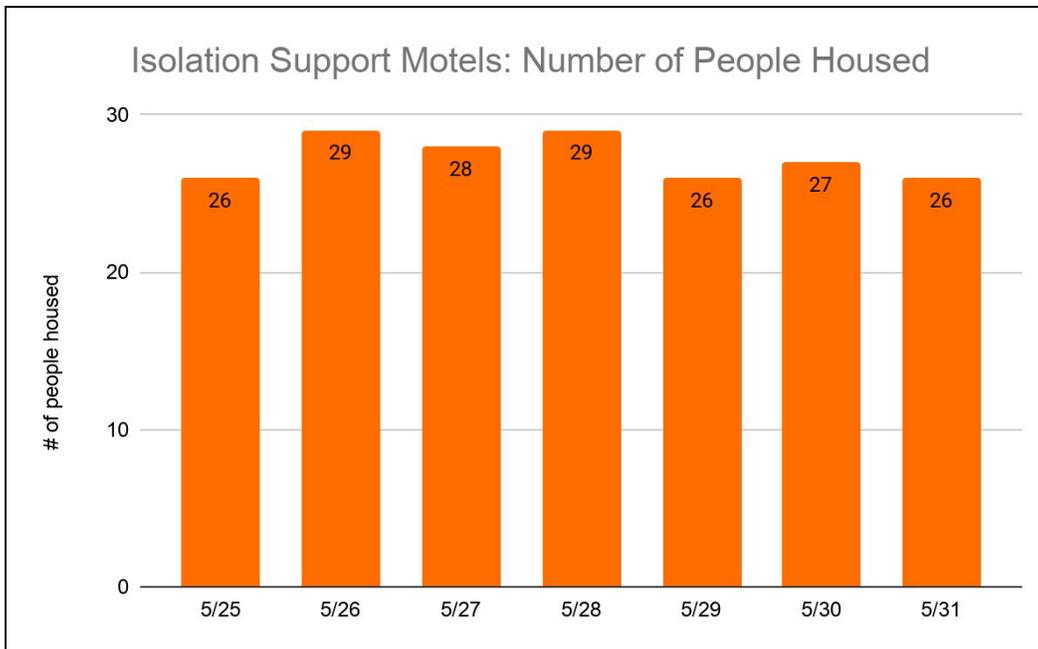
Multnomah County continues to operate four Physical Distancing Shelters (PDS) with a total capacity of 390 people and two Isolation Support Motels (ISM) with a total capacity of 120.

Daily Metrics: The Mass Care and Shelter Unit tracks how many people are housed in Physical Distancing Shelters and Isolation Support Motels each day. The charts below show the number of people housed for each day of the past week.

(chart on next page)



Note: Data from one of the four Physical Distancing Shelters was not available on 5/28.



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 coordinating the donation of supplies, delivering resources to community partners, and coordinating volunteers.

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) and other goods and services

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

- Home-made face covers or home-made cloth face coverings: Multnomah County's Operations team is dedicated to ensuring that these scarce resources are distributed to our Black, Indigenous, and People of Color (BIPOC) communities. Across the country, these communities are statistically more likely to suffer grave outcomes of COVID-19 and are, therefore, our donation priority. A multi-jurisdiction, multidisciplinary team is working with community organizations across the county to distribute these, and other supplies.
- 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
- Environmental Protection Agency (EPA) registered disinfectant

Donation drop sites:

Please only drop off the supplies listed above

Portland Fire & Rescue

1300 SE Gideon St., Portland

Noon to 4 pm Monday through Friday

Multnomah Building

501 SE Hawthorne, Portland (loading dock on 6th St.)

As of Saturday, May 23, this building only accepts donations during the following hours:

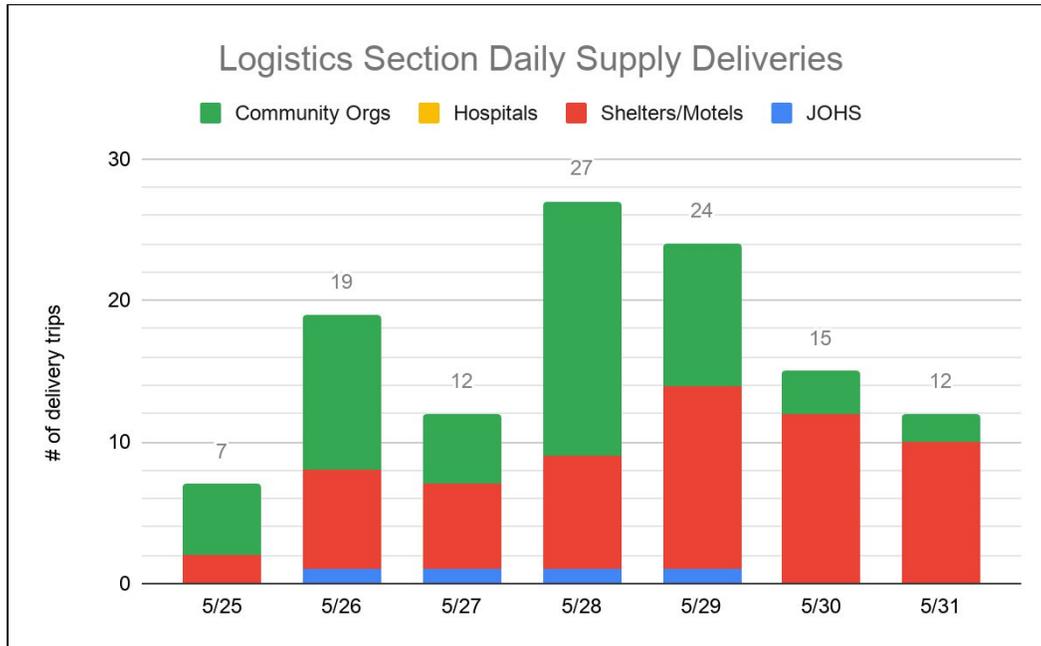
9 am to 3 pm Mondays and Wednesdays

10 am to 12 pm Saturdays

Resource Deliveries

Logistics provides transportation for numerous response functions, including delivering supplies to community partners. The chart below shows the number of 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. The chart does not represent

the quantity of supplies included in these deliveries, so a single delivery could include small or large quantities of resources.



EOC Section: [Community Liaisons](#)

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.

General

- Oregon Deaf and Hard of Hearing Services has published [a page of ASL coronavirus resources](#). The page includes links to ASL videos about COVID-19, communication resources, emergency resources (e.g., food, housing), and mental health and resources for emotional well-being.

Business

- Multnomah County Chair Deborah Kafoury, Jeff Martin from the Health Department, and Christine Longmuir from Two Rivers Bookstore held a [reopening webinar](#) with Venture Portland, on May 28.
- The City of Portland and Prosper Portland are hosting a series of listening sessions to gather feedback from local business owners on how the city can support businesses during the phased reopening. The feedback will be shared with the [Economic Recovery Task Force](#) to inform its recommendations on policy and program changes at the city level. Registration is open for the following upcoming sessions:
 - [Latinx Business Owners Listening Session](#): Wednesday, June 3, 8:30-10:00 am
 - [Asian & Pacific Islander Business Owners Listening Session](#): Wednesday, June 3, 1:00-2:30 pm

- [Black & African American Business Owners Listening Session](#): Thursday, June 4, 1:00-2:30 pm
- [Personal Services \(Nail & Hair Salons, Health & Healing\) Listening Session](#): Tuesday, June 9, 12:00-1:30 pm
- [Retail Listening Session](#): Wednesday, June 10, 9:00-10:30 am
- [Russian-Speaking Business Owners Listening Session](#): Wednesday, June 10, 1:00-2:30 pm
- Additional industry-specific sessions will also be scheduled online. Equity-based community stabilization forums will be added as well, focused on geography-based businesses, residents, and community needs. [More information is available through Prosper Portland](#).

Faith-Based and Community Organizations

- Join our next webinar hosted by the Faith-Based and Community Organizations Liaison, Responsible Reopening: Contact tracing, preventing outbreaks, and how to support your community's health. Thursday, June 4 at 11:00 am – email fbccovid19@multco.us for the invite link.

Food access

- Join Family Forward and Partners for a Hunger-Free Oregon for a webinar at 12 pm on Thursday, June 4th to get details about the expanded SNAP benefits and how to access them. [Register for the webinar ahead of time here](#).

Governmental

- What [TriMet wants you to know](#) as more riders start returning to transit.
- The [Portland Bureau of Transportation is making several adjustments](#) to downtown-area parking, as the region adjusts to reopening with COVID-19 restrictions.

LGBTQ+

- The LGBTQ+ Liaison will be holding a discussion via Zoom on June 2 from 2:00-3:30 pm with LGBTQ+ community leaders, housing, and other organizations to discuss and learn from one another. Email lgbtq.covid19@multco.us if you'd like to be invited or learn more.

Youth

- The Centers for Disease Control shares [supplementary considerations for youth sports](#).

Upcoming listening sessions and webinars

Tuesday June 2:

- 2:00-3:30 pm: Discussion (via Zoom) with LGBTQ+ community leaders, housing, and other organizations to discuss and learn from one another. Email lgbtq.covid19@multco.us if you'd like to be invited or learn more.

Wednesday, June 3:

- 8:30-10:00 am: [Latinx Business Owners Listening Session](#).
- 1:00-2:30 pm: [Asian & Pacific Islander Business Owners Listening Session](#).

Thursday, June 4:

- 11 am: Responsible Reopening webinar. Contact tracing, preventing outbreaks, and how to support your community's health, hosted by the Faith-Based and Community Organizations Liaison. Email fbccovid19@multco.us for the invite link.
- 1:00-2:30 pm: [Black & African American Business Owners Listening Session](#).

Tuesday, June 9:

- 12:00-1:30 pm: [Personal Services \(Nail & Hair Salons, Health & Healing\) Listening Session](#).

Wednesday, June 10

- 9:00-10:30 am: [Retail Listening Session](#).
- 1:00-2:30 pm: [Russian-Speaking Business Owners Listening Session](#).

Regularly Scheduled Liaison Calls

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

- [Affordable Housing Liaisons](#) hold a call **every other Monday 10-11 am**. The next calls are scheduled for June 15, and June 29.
- [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**.
- [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 1 pm**.
- [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.
- [Liaison Sector Leaders](#) have a meeting to share updates related to the EOC, public information, and activities **every Tuesday at 9 am**.
- [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**.
- [Licensed Residential Facilities Liaison](#) holds phone calls with providers **twice a week**.
- [Maternal Child Health Liaisons](#) have a call on the **second and fourth Tuesday of the month from 1 pm to 2:30 pm** to discuss issues of concern and potential responses, increase familiarity with the people involved and the work they do, and share resources.
- [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 1 pm**.
- [School & Childcare Liaison](#) holds calls with public K-12 schools **on Tuesdays at 1 pm**, calls with private K-12 schools **Wednesdays at 11 am**, and communicates with child care providers through email **regularly**.
- The [Youth Liaison Team](#) has a coordinating call, **Wednesdays from 3-4 pm**.

Community Liaison Team

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
Migrant and Seasonal Farm Workers	Daniel Garcia	msfw.covid19@multco.us	Coming soon
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

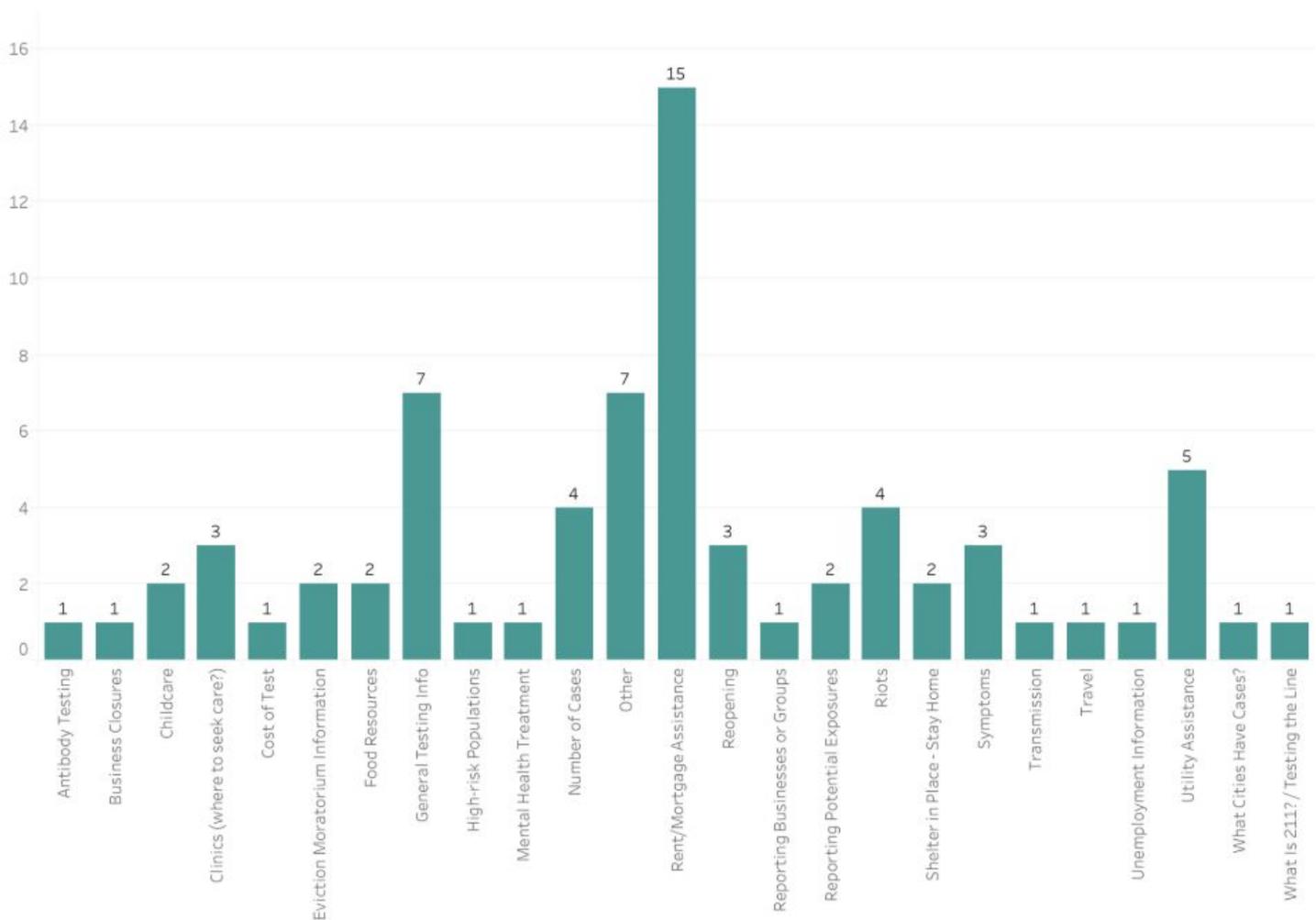
- On May 26, the City of Portland and the Multnomah County Joint Office of Homeless Services presented choices about future shelter environments to the Portland City Council at a work session.

The options presented included turning currently vacant properties into shelters and/or buying motel properties some of which are currently being used as temporary shelter space. No decisions have been reached yet. ([Video of the work session is available on the City Council's website](#); click on "May 26 2020 Work Session" to view it.) [OPB](#), the [Oregonian](#), and [KOIN](#) covered this story.

211 Calls

- There were 53 calls on Sunday, May 31, which is within the average call volume on weekends (usually 50-70 calls).
- The most common reason people called 211 continued to be to ask about mortgage/rent assistance. Other frequent inquiries were about testing and utilities assistance.

Reason for Contact



Data for May 31, 2020

State of Oregon Updates

Media and Announcements

- On May 28, the Oregon Health Authority [announced it will publicly report all past and future outbreaks that involve five or more COVID-19 cases in a workplace setting](#), no matter where the outbreak is located. The only exception to the new policy would be if the disclosure would identify an individual or a reporting source. Multnomah County will continue its practice of sharing information publicly about worksite or other group setting outbreaks if that is needed to inform employees, customers, or participants who may have been exposed when no other method can be used to contact them, and sharing the information does not jeopardize other individuals' medical privacy.
- On May 31, Governor Kate Brown asked Oregon Employment Department Director Kay Erickson to resign, citing delays in delivering unemployment insurance benefits to out-of-work Oregonians during the coronavirus pandemic. The [Oregonian](#) and [OPB](#) reported on this story.

Health System Capacity

As of May 31, 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	238	769	Current hospitalized patients	117	50
Adult non-ICU beds	1,212	4,548	Current patients in ICU Beds	33	19
Pediatric NICU/PICU beds	95	282	Current patients on ventilators	17	13
Pediatric non-ICU beds	118	334			
Ventilators	793				

*Every hospital in Oregon is asked to submit data twice daily to Oregon's Hospital Capacity Web System (HOSCAP). Data are based on the most recent report from the hospitals, available as of 9:00am. 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

- On May 29, the Centers for Disease Control (CDC) released new [Considerations for Youth Sports](#), and updated its guidelines for [Childcare, Schools, and Youth Programs](#), [Households Living in Close Quarters](#), and [Considerations for Preventing Spread of COVID-19 in Assisted Living Facilities](#). The CDC also updated its list of [COVID-19 Travel Recommendations by Country](#).
 - On May 30, the CDC updated its guidelines for [Group Homes for Individuals with Disabilities](#), [Schools and Day Camps](#), and [Considerations for Institutions of Higher Learning](#).
-

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

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 8 am-11 pm
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 8 am - 5 pm

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.
 - [Oregon Health and Sciences University is operating mobile, drive-through 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:
 - **Portland Expo Center**, 2060 N Marine Dr., Portland 97217. Mon-Sat, noon to 6 pm
 - **Hillsboro Stadium**, 4450 NE Century Blvd., Hillsboro 97124. Mon-Sat, noon to 6 pm
- **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, Kate Kerrigan, and Lauren McKinsey, Situation Unit
Approved By (Name & Position)	Alice Busch, Unified Command
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