



City of Portland Office of Community and Civic Life Community Safety Program Frequently Asked Questions (FAQ)

Q: Where can I find good information about the COVID-19 pandemic and best practices to avoid contracting or transmitting the virus?

A: [The Centers for Disease Control](#) (CDC; Federal), [Oregon Health Authority](#) (OHA; State) and [Multnomah County](#) (local) are all providing accurate and timely information.

The FBI and the Portland Police Bureau are advising that there are scammers trying to take advantage of fear about COVID-19 to profit. [Be wary](#) of offers of masks and testing kits sold privately and similar things that appear to be too good to be true. The FBI urges everyone to be cautious of anyone selling products that claim to prevent, treat, diagnose, or cure COVID-19. Be alert to counterfeit products like sanitizing products and personal protective equipment (PPE), including N95 respirator masks, goggles, full-face shields, protective gowns, and gloves.

If you think you have information of suspicious activity by a vendor claiming to sell COVID-19 related items, or believe you were a victim of a scam or attempted fraud involving COVID-19, please report it:

- Submit a tip to the FBI online at tips.fbi.gov
- If it's a cyber scam, submit your complaint to the Internet Crime Complaint Center at ic3.gov
- Contact the National Center for Disaster Fraud Hotline at 866-720-5721 or via email at disaster@leo.gov, and the FBI's Internet Crimes Complaint Center at www.ic3.gov,
- Crime Stoppers of Oregon <http://www.crimestoppersoforegon.com/sitemenu.aspx?ID=823&>

Q: How can I help donate supplies or volunteer to be helpful during the COVID-19 pandemic?

A: Multnomah County and the City of Portland have launched the [Joint Volunteer Information Center](#) to coordinate a regional volunteer and donation response to COVID-19. Organizations and individuals across the area have asked how they can help, offering their time and goods to help slow the spread of this virus.

Please check back in frequently as needs for donations and volunteers will change rapidly.



City of Portland Office of Community and Civic Life Community Safety Program Frequently Asked Questions (FAQ)

**Q: What is being done to educate people experiencing homelessness about COVID-19?
How can I learn more?**

A: There are outreach teams that work throughout Portland to build relationships with people experiencing homelessness. The [Navigation Teams](#) are one example. These outreach teams ordinarily work to connect people experiencing homelessness to services and housing opportunities. Now, they are working with members of the homeless community to also share information about the pandemic, and to encourage social distancing, hand sanitization and other best practices.

You can learn more about outreach to the homeless community at [A Home For Everyone](#). The Portland Police Bureau has a [Homeless Community Liaison](#). Officers who make contact with people experiencing homelessness are also providing education about COVID-19.

Q: How can I support minority-owned businesses and the broader community who may be experiencing hate or discrimination due to the COVID-19 pandemic?

A: Get educated on [hate intervention and being an upstander](#)

- Shop at minority-owned and other local, small businesses
- Let others know: COVID-19 does not discriminate
- Don't make assumptions about someone's health status

Remember that we are all in this together

Q: Where can I report an incident of hate that I experienced or witnessed?

A: [Portland United Against Hate](#) is a good resource for reporting incidents of hate.

Q : How is the City planning to patrol areas with closed retail shops, restaurants, and other businesses?

A: The Portland Police Bureau is the responding agency. [Listen to a podcast](#) with Chief Jamie Resch from March 21st, 2020. Chief Resch also spoke at a [joint press](#)



City of Portland Office of Community and Civic Life Community Safety Program Frequently Asked Questions (FAQ)

[conference](#) with Mayor Wheeler, PFB, and PBOT representatives. In addition, PPB posted this [update](#) on March 24th, 2020 about their services.

Q: I need food. What services can help me?

A: The [Oregon Food Bank](#) has some helpful resources. You can search by your zip code for food resources. The Portland Police's [Sunshine Division](#) continues to distribute food for Portland residents and is [accepting donations](#). Some school districts, including Portland Public Schools are continuing to provide meals to students. Portland Public Schools has a [coronavirus page](#) focused on meals, childcare, health and safety.

Q: I am experiencing financial hardship due to COVID-19. Can I get financial assistance?

A: The Portland Housing Bureau has [resources for renters and homeowners](#). Many banks and credit unions are offering loan payment deferrals and/or interest waivers.

You can [apply for Oregon Department of Human Services benefits](#) which could include cash, childcare, food (SNAP), medical, and temporary assistance for domestic violence survivors.

Q: My business is shut down due to COVID-19. What are local and state governments doing to support Oregon businesses that are shut down or experiencing financial hardship?

A: The City of Portland and the [State of Oregon](#) are creating [funds and programs](#) to support the recovery of Oregon businesses and workers who are suffering economic impacts from COVID-19.

Also, please refer to this online resource for local businesses here: [COVID-19 Business Resources – Prosper Portland](#)



City of Portland Office of Community and Civic Life Community Safety Program Frequently Asked Questions (FAQ)

Q: Who do I call if a street needs repair?

A: If you see a street that needs to be repaired, call Street Maintenance at 503-823-1700. It is staffed all day, every day.

Q: What do I do if I see a group of people gathering in the park in violation of the stay at home measures?

A: You could report to Portland Police Non-Emergency at 503-823-3333. Please be aware that police response depends on call volume and what is happening around Portland at the time of the call. Sometimes, demand for police resources for urgent or emergency situations requires them to prioritize calls. Reporting people gathering in a park may be a lower-priority call. The Police are currently emphasizing education about COVID-19 best practices over enforcement.

Q: What are the current resources available for domestic violence survivors?

A: The [Gateway Center](#) is closed for in person services but they are offering support for survivors by phone at 503-988-6400. The Gateway Center strives to prevent and reduce the impact of intimate partner violence and its related trauma by providing comprehensive, survivor-centered advocacy and services within a welcoming and culturally sensitive environment. They prioritize survivors' safety, promote survivors' rights and support survivors' desires to be free from violence and abuse.

Apply for the Oregon Department of Human Services [temporary assistance](#) to domestic violence survivors.

The program provides temporary financial help to support families whose safety is at risk due to domestic violence. Most often this is when the domestic violence survivor and the children are fleeing domestic violence or at risk of returning to an abusive situation. During this public health crisis, the Portland Police Bureau created a domestic violence resource flyer that is being shared on its social media sites. We ask community members to continue to share it: <https://www.portlandoregon.gov/police/article/757155>

Q: Where do I call if I see or hear someone experiencing domestic violence?



City of Portland Office of Community and Civic Life Community Safety Program Frequently Asked Questions (FAQ)

A: Call or [text 911](#) if it appears to be crime in progress and you are concerned about someone's welfare or safety.

Encourage survivors who cannot use their voices to [text 911](#) if it is safe to do so. Survivors can also still contact [A Call to Safety](#) (formerly PWCL) 503-235-5333, or the National DV Hotline 800-799-7233.

Q: Due to the Governor's stay at home order and social distancing, I'm socially isolated, don't have access to the internet and cannot afford it. What resources are available to me?

A: [Comcast](#) is offering free internet services for 60 days for people who have low incomes.

Q: How should I protect and secure my business or storefront during the closures?

A: Below are some useful tips. Community Safety can be a resource.

- Know your neighboring businesses and connect while practicing physical distancing with your greater business community. Share contact information to keep in touch. Share pertinent information gathered from locations, such as security footage or other to help neighbors out during this time.
- Connect while practicing physical distancing with non-business (residential) neighbors who may be home more often now and can be in contact with remote business owners about any activity that may be occurring.
- Consider forming a Neighbors Together group and receiving a Neighbors Together training from the Community Safety Team by filling out this [brief request form](#) you will be contacted in 24-48 hours: <https://www.portlandoregon.gov/civic/80525>
- If possible, move your most valuable inventory in a secure location off-site until this period of mandatory closures is over.
- Assess your current security camera system to assure that all cameras are functional and are paired with adequate lighting. Consider benefits and challenges of remotely accessed systems.
- Assess lighting to assure that all lights are operating at their full potential with all broken bulbs replaced and fixtures repaired.
- The Portland Police Bureau does not recommend boarding up storefronts, however it remains a decision made independently by business owners. There are many factors at play as to why, such as more opportunities for graffiti, community blight, may promote a sense of fear of being burglarized, and may make it easier for offenders to avoid detection.