

## COVID – County Information and Services

**Multnomah County declaration of emergency extended to July 2, 2021**

**Reopening Threshold Progress for Multnomah County** - <https://multco.us/novel-coronavirus-covid-19/reopening-multnomah-county-amid-covid-19>

**Covid19 Hotline:** 503-406-3696 or 503-988-3406 x2, <https://multco.us/novel-coronavirus-covid-19> (medical providers needing to report an infected patient or who need other assistance Press 4) - best resource for people with additional questions about testing and vaccine.

**Multnomah County Emergency Management** is lead on local emergency response. **Phone:** Alice Busch, 503-988-6552, email - [eocallcenter@multco.us](mailto:eocallcenter@multco.us)

Resource requests by agencies, organizations, and businesses engaged in response or impacted by COVID-19 can be sent via <https://multco.us/em/need-resources-multnomah-county-resource-request-form>, phone: 503-988-8940, [eoc.rr@multco.us](mailto:eoc.rr@multco.us)

**County COVID-19 Newsroom** - <https://multco.us/novel-coronavirus-covid-19/covid-19-newsroom>

**Media Inquiries to COVID-19 PIO:** Julie Sullivan-Springhetti, **503-502-2741**

**Regional Interactive COVID-19 dashboard.** This web based collection of data, graphs, and tables allows the public to view the number of COVID cases, demographics, most common symptoms, hospitalization rates by age, etc. - <https://multco.us/novel-coronavirus-covid-19/regional-covid-19-data-dashboard>

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**Aging and Disability Services** - The Five Oak Building, at 209 SW 4th Ave in downtown Portland, and the East Office, 600 NE 8th St. in Gresham, remain open.

All other office locations are closed to the public but services are still being offered online, telephonically or via virtual venues. <https://multco.us/dchs/dchs-contacts-locations> Helpline: 503-988-3646 still open

> **Senior Loneliness Line:** 503-200-1633, 1-800-282-7035 - confidential phone line to help older adults and their loved ones in the county connect to others

**Animal Services** - Critical services for stray animals, emergency owner surrenders, call center services, and emergency field services will still be available. At this time, community members aren't able to visit the shelter to browse adoption kennels, and adoptions are limited to the virtual process. <https://www.multcopets.org>

**Assessment, Recording and Taxation** (recording functions, marriage licenses, tax payments, passport services/photos) - Office is closed to the public, some services available online, by email and live chat - <https://multco.us/assessment-taxation/notifications/dart-customer-service-closed> Division of Assessment, Recording, and Taxation Customer Service opened

October 15 through November 18 to accept payments on a limited basis. No other in-person services will be provided.

**DCJ** - Community Service on hold for individuals on probation. **Community Service Info Line:** 503-988-2419. All justice-involved individuals (JIIs) will continue to check in with their parole and probation officers (PPO's) by phone. PPO's will still respond to public safety concerns. Supervision fees for adults on parole or probation are temporarily suspended. For more information visit: [www.multco.us/dcj](http://www.multco.us/dcj)

**Elections** - currently closed. Election staff are still available to answer questions Mon. - Fri., 8:00 a.m. - 5:00 p.m by calling 503-988-VOTE (8683). Questions can also be emailed to [elections@multco.us](mailto:elections@multco.us) anytime of the day.

**Family Court Services** - Staff will be working outside of the office. Please call 503-988-3189 and leave a message with your name and phone number. Parent education, mediation and evaluation services are available via phone or online. For questions about Parent Education class, call 503-988-3037.

**Health Department** - Dental clinics open as of August 3rd with appointments provided in-person and by teledentistry (by phone). Due to the COVID-19 emergency, some in-person routine or non-urgent dental services may be limited, including dental cleanings. Urgent dental care is available at all locations.

All primary care clinics open as of July 27th. Telemedicine/phone consultations available at 503-988-5558.

Student health centers at Benson, Parkrose, David Douglas, Roosevelt, and Reynolds are open.

**Testing - Multnomah County began offering free testing for those that have symptoms.** Testing is by appointment: 503-988-9093. Anyone with COVID-19 symptoms or who is a recent close contact of someone with COVID-19 is eligible. They focus on reaching people of color, people without health insurance, and people without a regular health care provider. They do not share information with law enforcement or immigration officials.

> **East County Health Center** - 600 NE 8th St, Gresham. M & Th 9:30am-3:45pm.

> **Rockwood (hosted by Latino Network)** - 312 SE 165th Ave., Saturdays 9am-3:45pm.

> **Mid County Health Center (hosted by Immigrant and Refugee Community Organization)** 10301 NE Glisan. Fridays 12pm-5:45pm.

> **North - (hosted by PCC Cascade)** Campus Parking Lot 1 - 705 N Killingsworth, Wednesdays 11am-6pm

**Environmental Health - Multnomah County Restaurant and Food Cart COVID-19 Relief Grants** -The Governor announced on 11/17/20 that the State would be distributing \$55 million in small business assistance to Counties. About \$7 million for Multnomah

County - Licensed restaurants and food carts in Multnomah County with 5 or fewer operator licenses can apply for grants of \$500 per license for food carts and \$1500 per license for restaurants and other food service licenses. Funds may be used for any operational expenses. Application deadline was December 18, 2020. If eligible check will be mailed by 12/30/20. If you have not received check by 1/15/21 call 503-988-3400.

**Land Use Planning** - Facility closed to the public but services provided by email ([land.use.planning@multco.us](mailto:land.use.planning@multco.us)) or phone (503-988-3043) <https://multco.us/landuse>

**Libraries** - physical locations closed as of 3/13/20 until further notice. On 12/14/20 holds pickup curbside service resumed after a month off due to Governor's "Freeze Order" in November. Holds pickup service is available at all library locations. When your holds are ready, contact us or schedule an appointment online. Same-day pickup appointments are not available at this time. 503-988-5123, <https://multcolib.org/covid19>

Wireless printing is available at all library locations. Printing is free. No limit on number of pages. Virtual services are available, such as e-books and streaming media, online events and homework help. You can return library materials. All book drops are open to accept returns.

We quarantine returned materials for 96 hours. Due to this process, there will be a delay in returned items being cleared from your account.

Get library card online to access Library's electronic resources from home - <https://multcolib.org/covid19>

**Sheriff's Office** - modifications to services - <https://www.mcso.us/site/covid19response>  
Multnomah Building Sheriff's Administrative Office (501 SE Hawthorne Blvd, Suite 350) reception is closed. The public is encouraged to call the general business line, (503) 988-4300 between 8 a.m. and 5 p.m. Monday - Friday. For emergencies, call 911 and for non-emergencies, 503 823 3333.

All walk-in Sex Offender Registrations are closed until further notice. Please call the Sheriff's Office for an over-the-phone registration option at (541) 933-5675 on Wednesday from 10 a.m. to 2 p.m.

> **Concealed Handgun Licenses:** 503-988-0517 - For **New Applications, Transfers and Transfer / Renewal**, complete the Concealed Handgun Application <https://multnomahcounty.seamlessdocs.com/f/CHLApplication>. The CHL staff will receive your application, schedule an appointment and send you an email with the appointment date and time.

For **Renewals, Reinstatements, Change of Address, Name Change, and Replacement** complete the printable application - [https://www.mcso.us/site/content/CHL/CHL\\_Application\\_fillable\\_and\\_printable.pdf](https://www.mcso.us/site/content/CHL/CHL_Application_fillable_and_printable.pdf) The

application can either be submitted with payment by mailing to Multnomah County Concealed Handgun Unit, 4735 E Burnside St, Portland, OR 97215 or by dropping it off Monday - Friday from 8:00 AM - 4:30 PM.