

# COVID Resource Guide



Brought to you by Portland's Neighborhood Coalitions

## We Got This, Portland

Times are tough: job losses, social distancing, quarantines. We are in uncharted territory, and it seems like we're redrawing the map everyday. In these uncertain times, the one thing to bring us comfort is that we are all in this struggle together. And for our struggles, there is help available.

The neighborhood coalitions in Portland, have been working for nearly fifty years to serve our community in the best ways we can. Along with supporting the 94 neighborhood associations in town, we also work with dozens of area community groups, nonprofits, and government partners to bring resources and information to our communities. This part of our mission has never been more important.

We know that in a time of crisis, quality information is hard to come by. So we brought our organizations together to track down the best resources we could find from our various community partners and worked quickly to deliver it to you, along with most of the households in the Portland area.

At a time when many of us aren't leaving our homes or neighborhoods, the need for community bonds and neighborly relations has never been greater. If you find this mailer helpful, there's

only one thing we ask: when all of this is over, consider joining your neighborhood association or getting in touch with one of our coalition offices for help getting your community's needs met.

No matter your background, race, income-level, gender or politics, our people-centered neighborhood system is always looking for engaged Portlanders who want to help make Portland a better place. Getting out of this crisis will require all of us to come together, however we can, to help shape the next era of our city.

We're in this together, Portland. We got this.

## Juntos podemos, Portland

Las cosas están difíciles: pérdida de empleos, distanciamiento social, cuarentenas. Estamos en una situación desconocida y parece que las cosas cambian todos los días. En estos tiempos inciertos, lo único que nos brinda consuelo es que todos estamos juntos en esta lucha. Y para nuestra lucha, hay ayuda disponible que hemos listado aquí.

La coalición de distritos entiende que en tiempos de crisis es difícil obtener información de calidad. Por eso, hemos colaborado para buscar los mejores recursos posibles de nuestros socios comunitarios, y hemos trabajado rápidamente

para compartirlo con usted y con la mayoría de los hogares en el área de Portland.

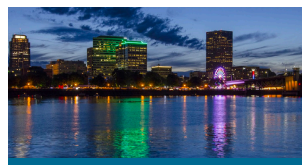
Independientemente de su origen, raza, nivel de ingresos, género o política, nuestra comunidad está enfocada en el bien de todas las personas y buscamos participantes comprometidos que quieran ayudar a hacer de Portland un mejor lugar. Para salir de esta crisis, todos necesitamos colaborar como podamos para dar forma a la próxima etapa de nuestra ciudad.

Estamos juntos en esto, Portland. Y juntos, podemos.



## Staying Healthy

Page 2



## Renters Resources

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Northeast Coalition of Neighborhoods  
4815 NE 7th Ave  
Portland, OR 97211

## CORONAVIRUS INFORMATION

Questions? Call 2-1-1

For the latest info, visit [multco.us/covid19](http://multco.us/covid19).

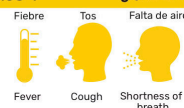
## INFORMACIÓN SOBRE EL CORONAVIRUS

¿Tiene preguntas? Llame al 2-1-1

Para obtener la información más reciente, visite [multco.us/covid19](http://multco.us/covid19).

### WHAT IS "NOVEL CORONAVIRUS"?

SARS-CoV-2 is a new coronavirus. The disease it causes has been named coronavirus disease 2019 or COVID-19. COVID-19 symptoms include fever, cough, and shortness of breath. Most people recover at home, but it can cause severe illness and pneumonia in some people.



### ¿QUÉ ES EL "NUEVO CORONAVIRUS"?

El SARS-CoV-2 es un nuevo coronavirus. La enfermedad que provoca recibe el nombre de enfermedad por coronavirus 2019 o COVID-19. Los síntomas de COVID-19 incluyen fiebre, tos y/o dificultad para respirar. La mayoría de las personas se recupera en su hogar pero puede causar una enfermedad grave y neumonía en algunas personas.

### WHO IS AT HIGH RISK?



- Older adults (over the age of 65)
- People who have serious chronic medical conditions like heart disease, lung disease, weak immune systems, and diabetes
- People who are pregnant

### ¿QUIÉNES ESTÁN EN MAYOR RIESGO?

- Adultos mayores (más de 65 años).
- Las personas que tienen afecciones médicas crónicas graves como enfermedades cardíacas, pulmonares, sistemas inmunitarios débiles y diabetes.
- Mujeres embarazadas.

### HOW DOES IT SPREAD?

The virus spreads when someone who is sick with the virus coughs or sneezes close to another person. Someone with the virus is most likely to spread the germ to others when they have symptoms like a cough. Cover your mouth and nose with a tissue or your shirt sleeve if you cough or sneeze.



### ¿CÓMO SE PROPAGA?

El virus se propaga cuando alguien que está enfermo con el virus tose o estornuda cerca de otra persona. Es más probable que una persona con el virus transmita el germen a otros cuando tiene síntomas como la tos. Cúbrase la boca y la nariz con un pañuelo de papel o con la manga de su camisa si tose o estornuda.

### HOW CAN WE STAY HEALTHY?

- **WASH YOUR HANDS** frequently with soap and water.
- **AVOID TOUCHING YOUR FACE** or eating with unwashed hands.
- **STAY HOME AND AVOID LARGE GROUPS** and crowded public places.
- **TRY TO KEEP A DISTANCE** of 6 feet (2 large steps) between you and others—especially if you are at high risk.
- **CLEAN AND DISINFECT** frequently touched objects and surfaces in your home.
- **MAKE SURE YOU HAVE THE FOOD AND MEDICATIONS** you need to stay home.
- **CALL OR TEXT** to check in on any neighbors who might need extra help, like seniors living alone.
- **MAKE A WORK PLAN.** Know your employer's sick leave and teleworking policies so you can stay home if needed.
- **MAKE A CHILD CARE PLAN.**

### ¿CÓMO PODEMOS MANTENERNOS SANOS?

- **LÁVESE LAS MANOS** con agua y jabón frecuentemente.
- **EVITE TOCARSE LA CARA** o comer con las manos sucias.
- **QUÉDESE EN CASA Y EVITE GRUPOS GRANDES** y lugares públicos con mucha gente.
- **INTENTE MANTENER UNA DISTANCIA** de 6 pies (2 pasos grandes) entre usted y los demás, especialmente si usted es de alto riesgo.
- **LIMPIE Y DESINFECTE** las superficies y los objetos del hogar que se tocan con frecuencia.
- **ELABORE UN PLAN DE TRABAJO.** Infórmese sobre las licencias por enfermedad de su empleador y las políticas de teletrabajo para que pueda quedarse en casa si es necesario.
- **ELABORE UN PLAN DE CUIDADO DE LOS NIÑOS.**
- **ASEGÚRESE DE TENER LOS ALIMENTOS Y MEDICAMENTOS** que necesita para quedarse en casa.
- **LLAME O ENVÍE UN MENSAJE DE TEXTO** a los vecinos que puedan necesitar ayuda adicional, como las personas mayores que viven solas.



19/03/2020

**Stay Home. Save Lives.**

On March 23, Governor Kate Brown issued an order directing everyone in Oregon to stay at home unless absolutely necessary. The order is effective immediately, and remains in effect until ended by the governor. Staying at home as much as possible during this time will save lives by keeping the virus from spreading.

- Go out only for essentials (groceries, medical care, child care, etc)
- Stay at least six feet from others any time you are out
- If you are not sure if an activity is allowed, skip it

**Staying Healthy**

- Stay 6 feet away from others. Wear a face covering when you cannot keep 6 feet between you and others in public, like at a grocery store, at a pharmacy, or on a crowded sidewalk.

The virus that causes COVID-19 passes easily from person to person. To stay healthy:

- Stay 6 feet away from others
- Prevent the spread of germs by washing hands often and covering your cough
- Clean and disinfect frequently touched surfaces, and wearing a face mask whenever you must go out in public

**What to do if you are sick**

If you start to feel sick- especially with a fever or cough- stay home and do the things you normally do to feel better. Sleep, rest and drink plenty of fluids. There is no specific medicine for COVID-19. If you are having a medical emergency call 911. If you are experiencing COVID-19 symptoms and feel like you need medical advice please call your doctor. If you don't have a doctor, call 211 for a list of clinics to contact near you.

**Home Isolation**

If you have COVID-19 symptoms and have been taking care of yourself at home, you may stop home isolation only after:

- At least 3 days (72 hours) have passed since you have had a fever and your cough or shortness of breath has gotten better (without the use of fever-reducing medicine or cough medicine).
- At least 7 days have passed since your symptoms first started.

**Mental Health Support**

Multnomah County Mental Health Call Center: 503-988-4888, 24 hours a day, 7 days a week. Toll-free: 800-716-9769. Hearing-impaired dial: 711. Interpreters available.

**Questions?**

Call 2-1-1, 7 days a week from 8a.m. to 11p.m. | or visit 211Info  
Visit [multco.us/covid19](https://multco.us/covid19)

**Quédate en Casa. Salve Vidas.**

El 23 de marzo, la gobernadora Kate Brown emitió una Orden Ejecutiva a nivel estatal que ordena todos a quedarse en casa, excepto por necesidades esenciales. La orden es efectiva de inmediato hasta nuevo aviso. Permanecer en casa tanto como sea posible durante este tiempo salvará vidas al evitar que el virus se propague.

- Salga solo para lo esencial (alimentos, atención médica, cuidado de niños, etc.)
- Manténgase al menos a seis pies de distancia de los demás cada vez que salga
- Si no está seguro de si una actividad está permitida, omítala

**Mantenerse saludable**

- Manténgase a 6 pies de distancia de los demás. Use una mascarilla de tela cuando no pueda mantener 6 pies de distancia entre usted y otras personas en público, como en una tienda de comestibles, en una farmacia o en una acera abarrotada.

El virus que causa COVID-19 pasa fácilmente de persona a persona. Para mantenerse saludable:

- Manténgase a 6 pies de distancia de los demás
- Prevenga la propagación de gérmenes lavándose las manos con frecuencia y cubriendo su tos
- Limpie y desinfecte las superficies frecuentemente tocadas

**Qué hacer si está enfermo**

Si comienza a sentirse enfermo, especialmente con fiebre o tos, quédate en casa y haga las cosas que normalmente hace para sentirse mejor. Duerma, descansa y beba muchos líquidos. No existe un medicamento específico para COVID-19. Si tiene una emergencia médica, llame al 911. Si experimenta síntomas de COVID-19 y siente que necesita consejo médico, llame a su médico. Si no tiene un médico, llame al 211 para obtener una lista de clínicas para contactar cerca de usted.

**Aislamiento en el hogar**

Si tiene síntomas de COVID-19 y se ha estado cuidando en su hogar, puede detener el aislamiento en el hogar solo después de:

- Han pasado al menos 3 días (72 horas) desde que tuvo fiebre y su tos o falta de aire ha mejorado (sin el uso de medicamentos para reducir la fiebre o medicamentos para la tos).
- Han pasado al menos 7 días desde que comenzaron sus síntomas.

**Apoyo de salud mental**

Centro de Llamadas de Salud Mental del Condado de Multnomah: 503-988-4888, las 24 horas del día, los 7 días de la semana. Llamada gratuita: 800-716-9769. Línea para personas con problemas de audición: 711. Intérpretes disponibles.

**Preguntas?**

Llame al 2-1-1, los 7 días de la semana desde las 8 a.m. hasta las 11 p.m. El | o visite 211Info  
Visita [multco.us/covid19](https://multco.us/covid19)



Portland Public Schools

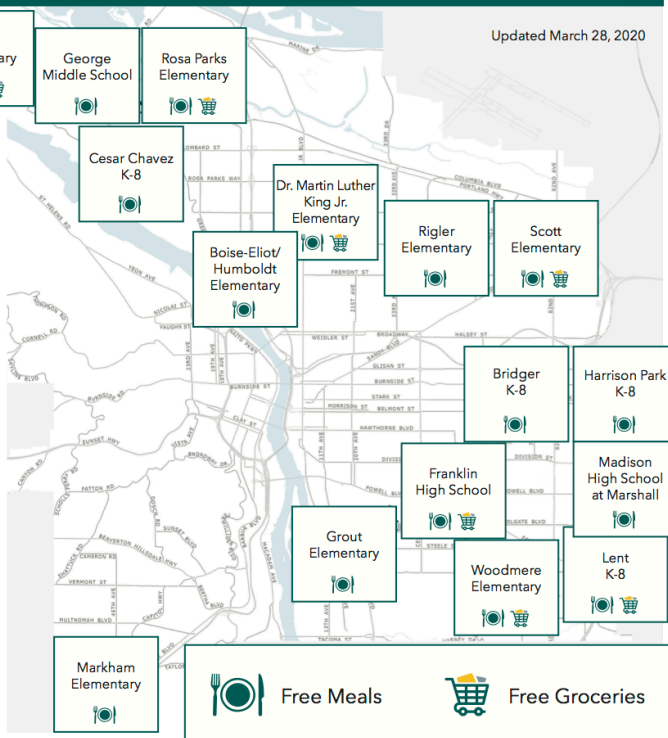


# Meals and Food Pantries

Breakfast and lunch will be provided for children in the community. Meals will be available for pickup outside the school from 11 a.m.-1 p.m Monday through Friday.

In addition to breakfast and lunch pickup, community members will have a food pickup opportunity at food pantries at certain Portland Public Schools campuses.

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>🍴 <b>Boise-Eliot/Humboldt Elementary</b><br/>620 N Fremont Ave</li> <li>🍴 <b>Cesar Chavez K-8</b><br/>5103 N Willis Blvd</li> <li>🍴 <b>George Middle School</b><br/>10000 N Burr Ave</li> <li>🍴 <b>Grout Elementary</b><br/>3119 SE Holgate Blvd</li> <li>🍴 <b>Harrison K-8</b><br/>2225 SE 87th Ave</li> <li>🍴 <b>Lent K-8</b><br/>5105 SE 97th Ave</li> <li>🍴 <b>Dr. Martin Luther King Jr. Elementary</b><br/>4906 NE 6th Ave</li> </ul> | <ul style="list-style-type: none"> <li>🍴 <b>Rigler Elementary</b><br/>5401 NE Prescott St</li> <li>🍴 <b>Rosa Parks Elementary</b><br/>8960 N Woolsey Ave</li> <li>🍴 <b>Scott Elementary</b><br/>6700 NE Prescott St</li> <li>🍴 <b>Sitton Elementary</b><br/>9930 N Smith St</li> <li>🍴 <b>Woodmere Elementary</b><br/>7900 SE Duke St</li> <li>🍴 <b>Markham Elementary</b><br/>10531 SW Capitol Hwy</li> <li>🍴 <b>Madison at Marshall</b><br/>3905 SE 91st Ave</li> <li>🍴 <b>Franklin High School</b><br/>5405 SE Woodward St</li> </ul> |
|--|--|





## Helpful Contact Information

In Oregon, call 211 from a cell phone,  
503-222-5555 from a landline, text your zip code to 898211,  
or email [help@211info.org](mailto:help@211info.org) to find services and  
answer your questions about COVID-19.

### Domestic Violence

Call to Safety 503-235-5333,  
1-888-235-5333  
Child abuse and reporting  
503-731-3100  
National Child Abuse Hotline  
1-800-422-4453  
Oregon abuse hotline for children  
and adults 1-855-503-7233,  
TTY 503-945-5811  
Portland Bad Date Line  
(Sex Worker hotline) 503-535-3901  
Sexual Assault Resource Center  
503-640-5311  
Gateway Center for Survivors  
503-988-6400  
IRCO (Immigrant and Refugee  
Community Organization)  
503-445-1446  
Proyecto UNICA 503-232-4448,  
1-888-232-4448  
NAYA Healing Circle  
503-288-8177 ext 219  
Self Enhancement Inc.  
503-972-3698  
Volunteers of America: Home Free  
503-771-5503

### Mental Health

Multnomah County Crisis Line  
503-988-4888, 1-800-716-9769  
Lines for Life Suicide Lifeline Call  
800-273-8255 (24/7/365),  
Text 273TALK to 839863  
(8am-11pm PST daily)  
Lines for Life Alcohol & Drug  
Helpline Call 800-923-4357  
(24/7/365), Text RecoveryNow to  
839863 (8am-11pm PST daily)  
Lines for Life Military Helpline Call  
888-457-4838 (24/7/365),  
Text MIL1 to 839863  
(8am-11pm PST daily)  
Lines for Life Senior Loneliness Line  
Call 503-200-1633  
Lines for Life Youthline  
Call 877-968-8491,  
Text teen2teen to 839863,  
Chat at [oregonyouthline.org](http://oregonyouthline.org)  
Lines for Life Ayuda En Español  
888-628-9454  
Suicide Prevention 1-800-273-8255  
Vet Suicide Hotline 1-800-273-  
8255 press 1  
Catholic Charities 503-238-5196  
Cascadia Behavioral Health  
503-238-0769, 503-674-7777  
Lukedorf 503-726-3742

### Alcohol and Drug Resources

Alcohol and Drug Help Line  
1-800-923-4357  
Alcohol and Drug Help Line for  
teens 1-877-553-8336  
Recovery International  
503-810-2789  
Cascadia Addiction Services  
503-230-6954  
Lines for Life 1-800-923-4357

### Disability

Disability Rights Oregon  
503-243-2081, 1-800-452-1694

### Food

Oregon Food Bank  
[oregonfoodbank.org/find-help/](http://oregonfoodbank.org/find-help/)  
**find-food**, 503-282-0555  
School Food Access Sites: **multco.us/sunshine** Division  
[sunshinedivision.org/get-help](http://sunshinedivision.org/get-help),  
503-823-2102  
Meals on Wheels  
[mowp.org/what-we-do/dining-](http://mowp.org/what-we-do/dining-centers)  
**centers** toll-free 866-788-6325  
SNAP Benefits 503-945-5600  
Women Infants and Children (WIC)  
503-988-3503  
Lift Urban Portland 503-221-1224  
St. Vincent De Paul 971-244-0339,  
503-235-8431  
William Temple House  
503-226-3021

### Shelter/Rent/

### Housing Assistance

JOIN 503-232-2031  
Transition Projects 503-280-4700  
Rosehaven (women and children)  
503-248-6364  
Impact Northwest 503-721-1740  
Central City Concern  
503-525-8483  
Community Alliance of Tenants  
503-288-0130  
Fair Housing Council of Oregon  
503-233-8197  
HomeForward 503-802-8300  
Emergency Housing Stabilization  
Fund  
[rentalservices@portlandoregon.gov](mailto:rentalservices@portlandoregon.gov)  
St. Andrew Emergency Services 9  
71-244-0339

### For Kids

Pluto TV [pluto.tv/welcome](http://pluto.tv/welcome)  
Kanopy "kids-only" TV (library card  
required) - [kanopy.com/kids](http://kanopy.com/kids)  
Amazing Educational Resources  
[amazingeducationalresources.com](http://amazingeducationalresources.com)  
Laughing Planet (free food for kids)  
[laughingplanet.com](http://laughingplanet.com)  
Pizza Schmizza (free food for kids)  
[schmizza.com/](http://schmizza.com/)

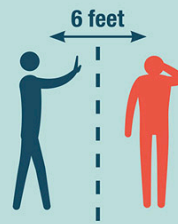
### LGBTQI

TransActive Gender Center  
503-252-3000  
Basic Rights Oregon 503-222-6151  
Sexual and Gender Minority Youth  
Resource Center 503-872-9664

### Utilities Assistance

El Programa Hispano Catolico  
503-669-8350  
Francis Center 503-775-6784  
Human Solutions 503-405-7877  
Impact Northwest 503-721-1740  
IRCO Africa House 503-234-1959  
IRCO Asian Family Center  
503-235-4932  
Oregon Telephone Assistance  
Program 1-800-848-4442  
SEI Community Services  
503-240-0828

## TRIMET



No more than 10-15  
riders can be on a bus at  
one time, 10 individuals,  
or up to 15 if people  
are riding together (such as couples or  
parents with children).

TriMet has **stopped accepting cash  
fares** on board buses. You'll need to pay  
with **Hop**: a plastic Hop card, your phone  
using a mobile wallet or virtual card, or  
a Hop ticket. We'll also mail you a card if  
you call 503-238-RIDE (7433)  
or email us at [hoptto@trimet.org](mailto:hoptto@trimet.org).

## Things to do while under self quarantine.

Meditate: Take even 5  
minutes to be still and  
breathe.

Go outside and breathe some  
fresh air. Remember social  
distancing.

Catch up on your sleep.

Eat good meals. Speak good  
things into existence. Drink  
water.

Think good thoughts.

Take time away  
from technology.

Get some movement in during the  
day. Go for a walk. Stretch. Many  
apps are free to help you find what is best for  
you.

Call or FaceTime loved ones.  
We will get through this  
together.

Remember to wash your  
hands frequently.

DANCE! Remember to take  
time to have fun!



NATIVE WELLNESS  
[NativeWellness.com](http://NativeWellness.com)

## Housing and Utilities

### HOW TO POSTPONE YOUR RENT PAYMENT

If your household has  
experienced a loss of income  
and you can **document that the  
loss of income is related to the  
COVID-19 emergency**, you are  
allowed to postpone your rent  
payments, utilities or fees due to  
your landlord while the emergency  
is in place. Your landlord cannot  
charge late fees or file for eviction  
during the emergency period.

This does not eliminate the rent  
that is due, but will give you up to  
six months from the **date**  
that Multnomah  
County declares  
that the  
emergency  
is over. We  
don't know yet  
when that date will  
be.

From Legal Aid  
Services of Oregon, March 20,  
2020

### In order to postpone your payments of rent/ utilities/ fees:

1. Tell your landlord in writing  
that you have a loss of income due  
to COVID-19 on or before your  
rent due date (usually the first of  
the month).
2. Provide documentation to  
show that your loss of income is  
related to COVID-19.
3. Keep a copy of your written  
request to postpone your rent  
payment.



### CASH ASSISTANCE

The City of Portland is also  
providing an Emergency Housing  
Stabilization Fund which will  
support up to 2,000 households  
with direct cash assistance for  
rent, food, medication and other  
urgent household needs. The  
City is working closely with Home  
Forward and Multnomah County  
to determine the best way to deploy  
these resources quickly and  
effectively. For more information,  
please email [rentalservices@portlandoregon.gov](mailto:rentalservices@portlandoregon.gov) or call  
503-823-1303

**Water:** Portland Water Bureau  
announced that water will  
not be shut off if a bill  
isn't paid. Work out a  
plan by contacting  
Customer Service at

**PWBCustomerService@portlandoregon.gov** or  
503-823-7770

**Electricity:** PGE will keep  
your lights on and suspend late  
payment fees. If you anticipate  
missing a bill, make arrangements  
with PGE at 503.228.6322.

**Natural Gas:** NW Natural will  
not disconnect customers who  
can't make a payment due to  
impacts caused by the coronavirus.  
Call to make temporary payment  
arrangements and get help with  
other bill payment assistance  
options. 800.422.4012, Monday  
through Friday, 7:00 am to 6:00  
pm.

# COVID-19 Relief Package

**April 13 - The Department of Treasury will begin making COVID-19 payments through direct deposit.**

- If you filed your 2018 or 2019 taxes via direct deposit this will be automatic.

- If the IRS doesn't have that information on file, the best way to receive the benefit as quickly as possible, would be to file your 2019 taxes. The IRS will update files weekly in order to issue further direct deposits.

**May 4 - The IRS will begin issuing paper checks.**

- This could take up to 20 weeks and will begin with people with the lowest income first.
- If you receive Social Security benefits, your check will automatically come to you just as do your Social Security benefits.
- The IRS expects to create a portal by the end of April/early May that

will allow taxpayers to: (1) find out the status of their rebate payment and (2) update direct deposit information.

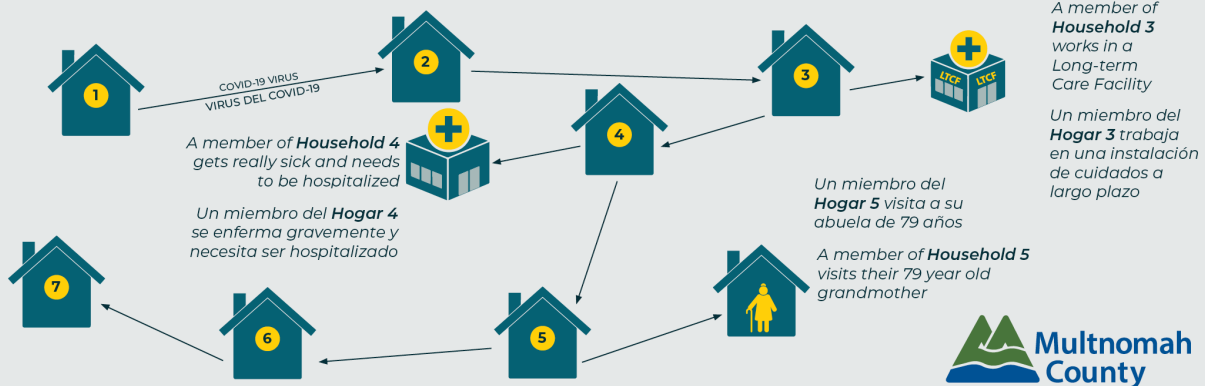
-For other taxpayers who do not file returns, the IRS expects to release the "simple tax return" soon. The IRS expects it will contain only a few questions, including name, Social Security Numbers, dependents, and deposit information.

## WHY CAN'T I VISIT MY CLOSE SOCIAL CONTACTS?

Every time you come into contact with another household, you increase your risk of either being exposed to COVID-19, or exposing others to the virus.

## BUT I'M ONLY SEEING MY REALLY GOOD FRIENDS – IT'S ONLY ONE HOUSEHOLD!

Yes, but if that household is visiting another household, it creates more pathways for the virus to potentially jump from household to household. The more opportunities the virus has to jump between households, the higher the likelihood of people getting sick.



## ¿POR QUÉ NO PUEDO VISITAR MIS CONTACTOS SOCIALES CERCANOS?

Cada vez que entra en contacto con otro hogar, aumenta el riesgo de estar expuesto al COVID-19 o exponer a otros al virus.

## PERO SOLO VEO A MIS AMIGOS MÁS CERCANOS – ¡ES SOLO UN HOGAR!

Sí, pero si ese hogar está visitando otro hogar, crea más vías para que el virus salte potencialmente de un hogar a otro. Cuantas más oportunidades tenga el virus para saltar entre los hogares, mayor será la probabilidad de que las personas se enfermen.

## COVID-19 Information in Different Languages

[multco.us/novel-coronavirus-covid-19/covid-19-information-multiple-languages](https://multco.us/novel-coronavirus-covid-19/covid-19-information-multiple-languages)

አማርኛ (Amharic) <a href="#">ድርጅቱን ያድርጉ: ኮቪድ-19</a>	繁體中文 (Traditional Chinese) <a href="#">新型冠状病毒相關信息</a>	Kajin Majöl (Marshallese) <a href="#">MELELE KO KINCORONAVIRUS</a>	नेपाली (Nepali) <a href="#">आफ्नो भागको घर ० न ० होस् COVID-19</a>	ภาษาไทย (Thai) <a href="#">ข่าวสารของศูนย์โรคติดต่อ: โควิด 19</a>
العربية (Arabic) <a href="#">العربية</a>	Chuukese <a href="#">Porausen COVID-19 non fosun Chuuk</a>	ကညီကျိ (Karen) <a href="#">Coming soon</a>	Palauan <a href="#">Rseuel a chim</a>	ကရိကျိ (Tigrinya) <a href="#">ፍትካ ከፋል ግበር: ኮቪድ-19 - Tigrinya</a>
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