

Situation Report

Situation Report: 12.29.2021		
Incident Name: December 2021 Winter Weather		
OERS Number: OERS #2021-3265		
EOC: Fully Activated	Unified Commanders: Jonna Papaefthimiou, Portland Bureau of Emergency Management Mohammad Bader, Department of County Human Services Marc Jolin, Joint Office of Homeless Services Chris Voss, Multnomah County Emergency Management	
Date: 12/29/2021	Time:	Please note that this situation report is available to the public.

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 December 2021 Winter Weather Situation Report.
Updated items are in *bold italics*.

Multnomah County and City of Portland

December 2021 Winter Weather

Emergency Response

Executive Summary

To prepare for the winter weather incident forecasted by the National Weather Service for the 2021 holiday season, Multnomah County and the City of Portland initiated a collaborative response. Implementing lessons from the Severe Winter Weather in February 2021 and Heat Waves in Summer 2021, we are leveraging the strengths of our partners and community. Together, warming interventions and communications strategies were put in place to minimize the impacts of cold weather and prevent deaths. The County and its partners are strategically prioritizing communities with the greatest needs, using race/ethnicity disparity research, community voice and wisdom, and public health best practice.

On December 23, 2021, Multnomah County Chair Deborah Kafoury and City of Portland Mayor Ted Wheeler declared a State of Emergency as the region braced for a prolonged stretch of freezing temperatures and snow. The first severe weather shelters opened at 3:00 pm, Saturday, December 25, 2021 and shelters are planned to operate 24-hours a day throughout the cold weather incident.

- Multnomah County Chair Deborah Kafoury's Emergency Declaration (December 24th until January 3rd)

- City of Portland Mayor Ted Wheeler's Emergency Declaration (December 24th until December 31st with a possibility of an extension)
- Oregon Governor Kate Brown's Emergency Declaration (December 24th until January 3rd)

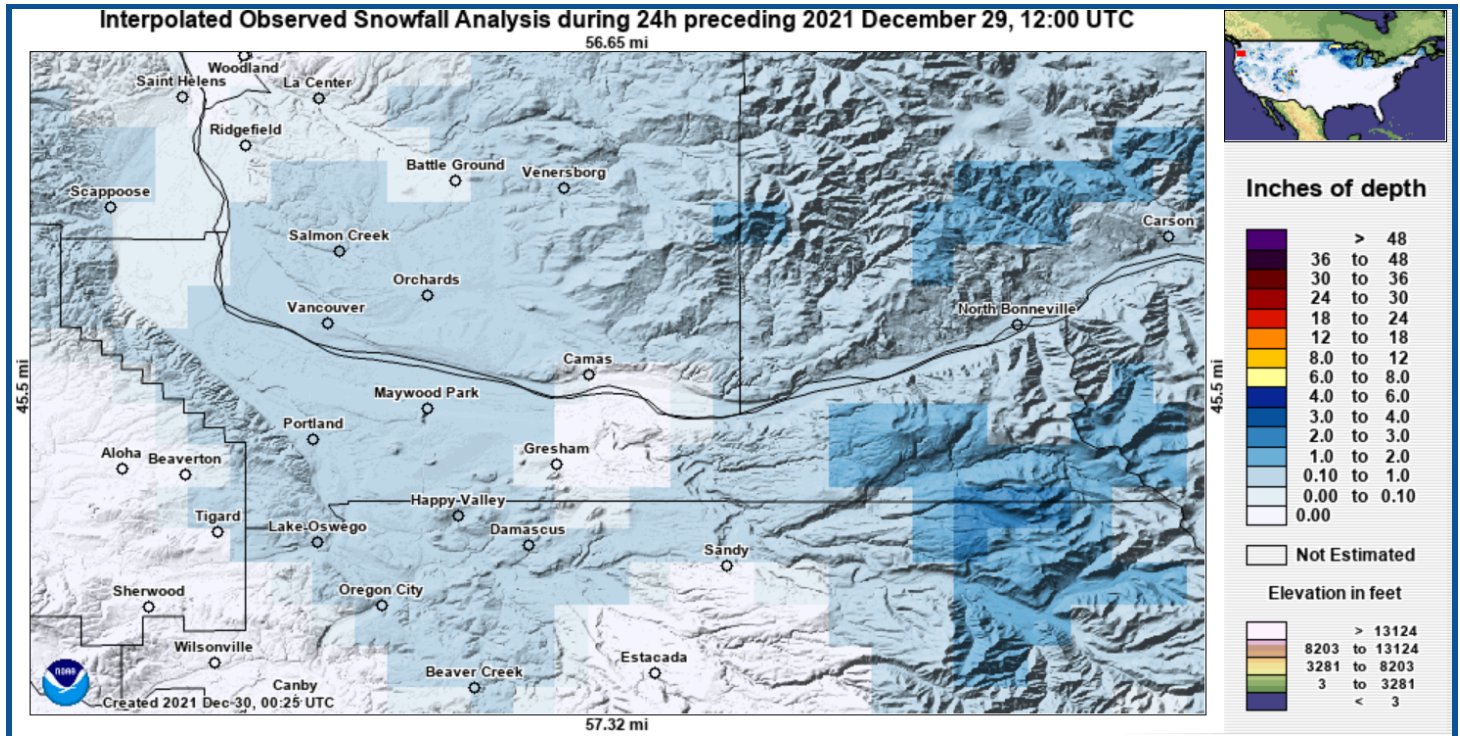
As we continue to experience prolonged periods of extremely cold temperatures, we ask everyone to exercise great caution. The Multnomah County Medical Examiner's Office investigated and confirmed one death from hypothermia, or extreme cold on December 25. The person who passed away on Christmas Day was housed, but was found outdoors.

"This is a somber reminder that Cold weather is dangerous for anyone outside who does not have the right gear to stay dry and warm," said Health Officer Dr. Jennifer Vines. "If you see a person outside and have any concern they might be at risk in this cold weather, please check on them or call for help."

If you are concerned about someone you know during cold weather please call Multnomah County's non-emergency response line at 503-823-3333 and request a welfare check.

Due to the national labor shortage, COVID-19 and the holiday season, staffing constraints are impacting every response section of the December 2021 Winter Weather incident. Most sections are operating with minimum staffing levels including shelters, transportation, outreach and logistics. Efforts to recruit drivers, severe weather shelter staff and outreach workers continue through social media, and county and city websites. Multiple messages have also gone out to City and County staff, as well as to Portland NETs (Neighborhood Emergency Teams) and the public.

National Weather Service (NWS) Forecast



Graphic (above): Observed twenty-four (24) hour snowfall as of 4:00am on December 29, 2021, which ranged from 0.1 to 1.0 inches in Portland and Maywood Park. Higher amounts were recorded in East County and the lowest amounts were observed around Gresham.

December 29, 2021 Situational Update

- At 1:53pm weather observations from the Portland International Airport (KPDX) recorded partly cloudy conditions with the winds at 10 mph from the southeast. The air temperature was 35°F with a relative humidity of 54% and wind chill of 27°F.
- The National Weather Service (NWS) issued a [Winter Weather Advisory](#), at 1:59pm, for snow in the Greater Portland Metro and Vancouver Areas and it is in effect until 12:00pm on Thursday (12/30). Total snow accumulations of 1 to 4 inches. Heaviest accumulations will be over the West Hills, as well as parts of northern and eastern Clark County.

Longer-Term Forecast

- Low temperatures should drop back below freezing Thursday night so icy roads may be problematic for the Friday morning commute.
- Temperatures will stay cool into the weekend while the area likely temporarily dries out. A milder and wetter storm system appears likely late Sunday or Monday. While most model scenarios do not produce enough rain to result in river flooding concerns, there are still a small,

but not insignificant, percentage of model scenarios that could result in higher rainfall totals and more snowmelt that could result in a few rivers reaching minor flood stage between Monday and Wednesday of next week (most likely towards Wednesday). In addition, there are also a small, but not insignificant number of scenarios that result in snow levels lowering back to near the valley floor towards Wednesday with a probability of 25% of 1" of snow accumulation by late Wednesday.

- **Weather Forecast Portland Airport (as of 4:20pm, December 29)**
 - Forecast overnight low temperature tonight - 28 degrees
 - Forecast high temperature, December 30 - 41 degrees
 - Overnight low temperature, December 30-31 - 30 degrees
- **Weather Forecast Troutdale Airport (as of 4:20pm, December 29)**
 - Forecast overnight low temperature tonight - 29 degrees
 - Forecast high temperature, December 30 - 40 degrees
 - Overnight low temperature, December 30-31 - 31 degrees

Closures of Services and Operations

On December 29, Multnomah County and The City of Portland opened with regular hours.

Portland Parks & Recreation classes, centers, day camps, and programs operated as scheduled on Wednesday, December 29, 2021. Delayed opening for December 30 has not been determined yet, please check the Portland Parks & Recreation [Inclement Weather Policies and Closures](#) page for current information.

East Portland and Mt. Scott Community Centers are closed to the public through December 31. They are currently being used as severe weather shelters.

[Portland Bureau of Transportation \(PBOT\) and Road Impacts](#)

As of 5:00 am, December 29, All county and city roads are open. Roads were mostly clear with some icy patches.

All snow and ice routes have been treated and County and PBOT crews are continuing treatment during the night shift. Spot treatments for specific need areas will be done by daytime crews as soon as they are able. For the most current winter weather road condition updates, please check with local jurisdictions.

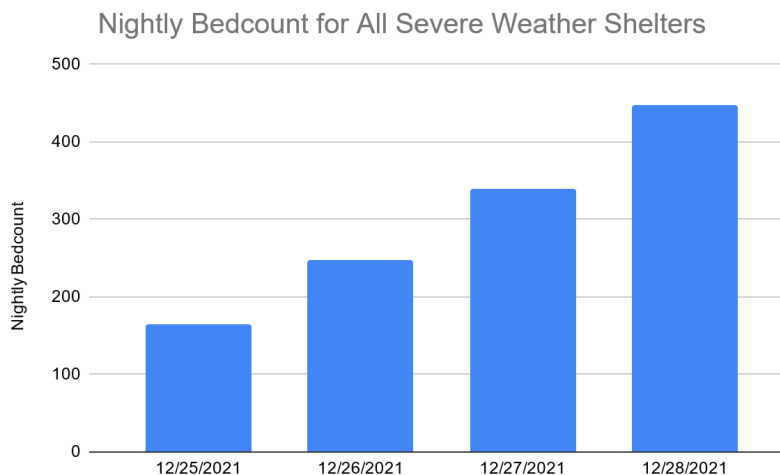
- [Multnomah County Snow and Ice Route Map.](#)
- [Portland Winter Weather Center website](#) (including map with road closures, road cameras, weather forecast layer).
- [City of Gresham's Snow and Ice Plow Routes.](#)
- [City of Troutdale Snow and Ice Priority Routes](#)
- [City of Fairview Snow Plow Priority Routes](#)
- [City of Maywood Park](#)
- [City of Wood Village](#)

Operations Section

The Operations Section is coordinating and ensuring the support of warming interventions. Warming interventions are designed to provide options for those seeking respite from the severe weather, and include severe winter weather shelters and the distribution of warming resources to those remaining outdoors.

Shelter Plan

Severe weather shelters saw a significant increase again in overnight guests, to 448, on December 28-29. Numbers may continue to increase as temperatures stay cold over the next few nights, so efforts are continuing to ensure no one is turned away because of shelter capacity limitations. In order to meet this increasing demand, the Oregon Convention Center was opened as a severe winter shelter on December 28 increasing total shelter capacity to 628. Guests are being transported to shelters with space if they arrive at a shelter at full capacity.



Seven (7) 24-hour severe winter weather shelters are now open. Overnight severe weather shelter bed counts for December 28- 29 are listed below.

- **The Portland Building, Downtown, ([1120 SW 5th Ave](#))**
 - 70 guests (70 capacity)
- **East Portland Community Center, Mill Park, ([740 SE 106th Ave](#))**
 - 42 guests (42 capacity)
- **Salvation Army Moore Street Gymnasium, ([5325 N Williams Ave](#))**
 - 53 guests (60 capacity)
- **Mt. Scott Community Center, Mt. Scott, ([5530 SE 72nd Ave](#))**
 - 80 guests (80 capacity)
- **Market Street ([120 SE Market St](#)) in partnership with with Transition Projects (TPI)**

- 111 guests (111 capacity)
- **Reynolds High School (1698 SW Cherry Park Rd, Troutdale)** Staffed by and in partnership with **Cultivate Initiatives**
 - 47 guests (115 capacity)
- **Oregon Convention Center (960 NE 1st Ave)**
 - 45 guests (150 capacity)

Reynolds High School was opened on December 27, in order to respond to high shelter demand in East County. Reynolds replaced the Sunrise Center in Gresham at 8:00pm on the 27th. All guests at the Sunrise Center were transported to Reynolds through transportation resources provided as part of this response.

Multnomah County and the City of Portland's Mass Care and Shelter team provide compassionate care for community guests seeking relief from the cold. They operate and support severe winter weather shelters which are a type of [Disaster Resource Center \(DRC\)](#) with heat, warming resources, water, food, and support services. If you or someone you know wants to help, please click on the link with the name of the shelter locations to reach the volunteer signup web page.

County shelters have a "no turn away" policy because of life-threatening cold temperatures and will create additional capacity during this event as needed. Severe weather shelters do not require identification or any other documentation for entry. All shelters are ADA accessible and pets are welcome at all locations. Survival kits with life-saving gear — tents, sleeping bags, warm clothing — will also be distributed as needed at each severe weather shelter site.

In partnership with 211, the City and County are offering free transportation for guests to shelters, using City and County resources. Trimet is also waiving fares for people traveling to a shelter, and offering ticket vouchers for guests leaving shelters. Volunteers from Portland's Neighborhood Emergency Teams are partnering with 211 to provide additional remote dispatching assistance and are available to respond to requests to clear snow from driveways and sidewalks for persons with mobility issues (requested through PBOT dispatch).

COVID-19 Safety Protocols

To ensure the safety of guests, staff and volunteers, COVID-19 safety protocols are in place and everyone inside the shelter must be masked at all times, except when consuming food or drink. Shelters will have N95 or KN95 masks for guests and staff available. Shelter staff and volunteers must be fully vaccinated.

Please assume that guests and staff members have COVID and act accordingly. The new COVID variant Omicron is confirmed in Multnomah County and is expected to spread quickly in the coming days and weeks. Fully vaccinated people may get sick with Omicron but are still unlikely to get seriously ill. Those who are boosted have a lower risk of being infected at all. Any unvaccinated person is at very high risk of getting and spreading COVID.

Guests who present with symptoms consistent with COVID, or have a known close contact, are being referred to the Voluntary Isolation Motel (VIMo) program to determine if placement is recommended.

American Medical Response (AMR) continues to respond to COVID-19 testing requests and is seeing an uptick in referrals.

Transport to isolation rooms may take several hours because of the weather. If testing, transport or isolation rooms become unavailable we will do our best to separate anyone who is sick or COVID positive from others.

COVID-19 Vaccination Clinics

Vaccination clinics have been made available for guests at severe weather shelters. This service is supported by Multnomah County Public Health and American Medical Response (AMR) and was planned for all shelter locations at scheduled times on or after December 26.

- ***Vaccines administered by day at Severe Weather Shelters:***
 - ***Dec. 26 (15); Dec. 27 (25); Dec. 28 (21)***

[Multnomah County Libraries](#)

The libraries continue to provide additional warming spaces for residents in the day and evening. All branches were open for regular hours on December 29 - check the library website, linked above, for any alerts or updated hours.

[211](#)

Please note that 211 dispatchers have the most up to date information on severe weather shelter capacity and availability for community members. Before referring or transporting guests to shelter, people should call 211 for the most up to date information about shelter availability.

Families in Portland seeking shelter are also encouraged to call 211 to find facilities that can accommodate families. Families can also come to any severe weather shelter to be referred to an appropriate family shelter option. 211 Info will coordinate transport for community members who would like shelter, but do not have a way to get there.

211info/NET Dispatch

- ***Total transportation numbers for the evening of December 28:***
 - ***53 transports requested***
 - ***3 families and 2 adults transported to motels,***
- ***There have been periods when cabs and rideshares are unavailable.***
- NET dispatchers are working six-hour shifts around the clock to assist transportation support.

211info contains the most accurate day/night warming shelter information, including community-led sites.

- Sign up to receive 211info email alerts when Severe Weather shelters are open in Multnomah County, [click here](#).
- Sign up to receive 211info text alerts when Severe Weather shelters are open in Multnomah County, text the keyword "pdxshelter" to 898211 (TXT211).

- For the latest information on warming centers in Multnomah County visit 211info's page on warming centers, [click here](#).

Visit Multnomah County's Warming Shelters and Homelessness site for more information, including volunteer and donation opportunities, [click here](#). Between December 24 and December 27 the state's 211 system received 206 calls about the severe cold weather, of which 134 (65%) originated in Multnomah County. Callers were connected to information about warming centers. All but one call used the English option.

[211info](#) connects people with health and social service organizations. At the core of this work is the Community Information Center, supported by 211's Resource Database team. 211 provides enhanced information and referral and assistance programs that support specific populations and service needs. Preplanning for the December 2021 cold weather incident included adding severe weather shelter information to prominently feature on the 211info homepage including county-specific information about severe weather shelters in 29 Oregon counties.

Portland Water Bureau

The Water Bureau is prepared to respond to cold weather, which can cause pipes to break, especially when freezing temperatures are prolonged. For cold weather-related main breaks and system repairs, the Water Bureau's Maintenance and Construction Services is in enhanced operations and has two emergency crews activated 24/7 until January 3. [Visit this site for more information on main break repairs](#).

Anyone observing water running from streets or sidewalks is encouraged to report the leak to the Water Bureau by calling their 24-hour Emergency Line at 503-823-4874, for water system emergencies, including suspected main breaks.

If customers experience ongoing water quality problems or lost water service with no notification, call the Water Quality Line at 503-823-7525, Monday through Friday, between 8:30 a.m. and 4:30 p.m. After hours, contact the 24-hour Emergency Line at 503-823-4874.

Portland Water Bureau also provided tips and precautions through social media and local news on how to prepare your home for the winter weather and avoid frozen pipes.

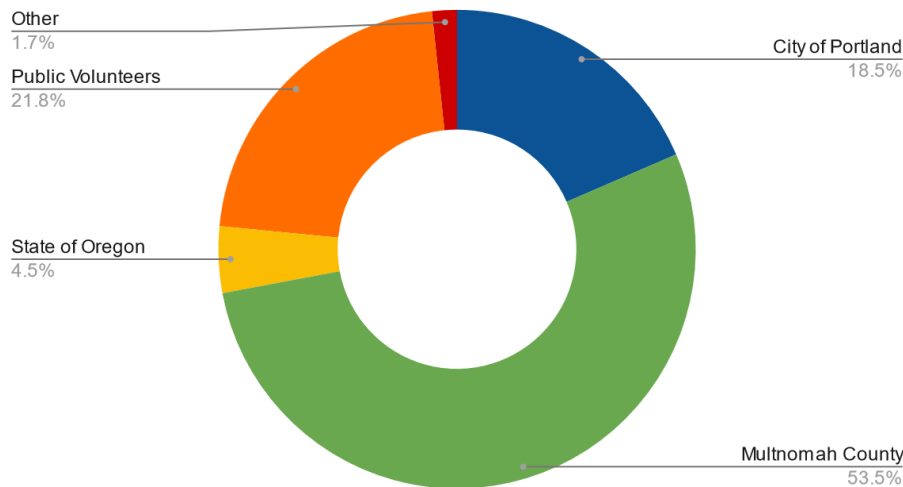
Administration

Staffing constraints are continuing. Overnight shifts are operating at minimum staffing levels and filling Person in Charge (PIC) positions with experienced shelter workers is also a challenge. As a result of last minute cancellations driven by weather and illness, an additional shift has been added to all general staff shifts. Volunteers are asked to call the PIC phone in their job descriptions for last minute cancellations and to email eoc.adminsection@multco.us if canceling more than 4 hours before their shift. In addition, three local staffing agencies are working with this section to assist with shifts.

Below are cumulative number of shifts worked by source through 2:30 PM on December 29:

- **477 Multnomah County employees**
- **165 City of Portland employees**
- **194 Public volunteers (including Portland Neighborhood Emergency Team (NET) members)**
- **40 Oregon Department of Human Services (DHS) Staff Note: The State of Oregon was asked to concentrate on filling OCC shifts and had filled more shifts Sunday and Monday which were canceled due to operational necessities**
- **15 staffing agency workers**

Shelter Staff Shift Share



The Administration Section strives to ensure recruitment and training that creates an inclusive, positive, productive, and healthy work environment across all response operations. Team members remain nimble and address the changing conditions throughout the emergency response. They provide equity and inclusion support, as well as human resources and labor relations consultation. Staffing for the entire response is coordinated through this section.

Staff and Volunteers

Multnomah County Human Resources and the City of Portland are recruiting staff to volunteer for paid temporary reassignment to work at the severe winter weather shelters. A [series of training videos](#) was designed to help prepare community members to work in these settings. In addition to county and city staff, members of the public are also being recruited to volunteer at severe winter weather shelters with a public message for recruitment sent out on December 25 and thereafter. There is still a need for volunteers and donated gear; please click this [link](#) to sign up or donate.

Neighborhood Emergency Teams (NETs)

Portland [NETs](#) are providing critical assistance to this response in several aspects of the response including the following:

- Assisting with 211 and providing shelter transportation dispatch.

- Driving and logistics section support roles.
- Supporting supply preparations at Joint Office of Homeless Services (JOHS) and County Emergency Operations Center (EOC) warehouses.
- Clearing storm drains.
- Providing accessibility assistance at TriMet stops.
- Responding to requests via Portland Bureau of Transportation dispatch for snow clearing on sidewalks and driveways for those with mobility or access needs.

Outreach / Joint Office of Homeless Services (JOHS)

Outreach Teams including [Transition Projects](#), [Cascadia](#), [JOIN](#), [Janus Youth Program](#), [MCSO HOPE](#), and [Portland Street Response](#) continued their outreach efforts to encourage our houseless neighbors to seek shelter as the temperatures drop while providing cold weather gear. With overnight lows forecasted to be in the 20s for the night of December 29, outreach teams relayed the forecast to clients and encouraged shelter refuge from the cold.

How to help

If you see someone outside who is unsheltered and whose life appears to be in danger, call 9-1-1. If you see someone about whom you are concerned during cold weather (for instance, they are not dressed for the weather conditions), call Multnomah County's non-emergency response line at 503-823-3333 to request a welfare check.

The Joint Office of Homeless Services (JOHS) was established in 2016 to oversee the delivery of services to people experiencing homelessness in Multnomah County. The office represents a shared commitment between Multnomah County and the City of Portland in making services easier to access for those in need. This work is only possible because of the partnership and collaboration of many community based organizations and volunteers who provide essential contributions to outreach, staffing, and distribution efforts.

JOHS Resource Distribution

JOHS is currently operating with multiple outreach partners who have been operating in every part of the County distributing gear. Contracted provider outreach teams have distributed even more gear that was staged at their work locations to provide easy access. We have been doing a Coordinated Outreach Mission with all outreach teams covering as much of the County as possible each day sharing out information to the houseless about shelter locations and giving gear to those who choose not to go inside.

JOHS Contracted Provider Teams from Transition Projects, Cascadia Behavioral Health, Cultivate Initiatives and Yellow Brick Road were out working throughout 12/28 and well into the night. Portland Street Response, Multnomah County HOPE Team, JOHS staff members, and multiple community members that graciously offered to assist, helped hand out gear and shelter fliers to their neighbors living outside and getting information to and directions to people about winter weather shelters.

During the period from 12/20/2021 to 12/28/2021, these teams distributed a total of:

- | | |
|-------------------------------------|-----------------|
| • 872 sleeping bags | 2,820 tarps |
| • 1,211 tents | 3,373 blankets |
| • 4,046 socks | 2,910 ponchos |
| • 2,240 Mylar thermal sleeping bags | 4,501 hot hands |
| • 706 hoodies | 706 sweatpants |
| • 2,808 gloves | 2,724 hats |

During a severe winter weather event, the Joint Office of Homeless Services distributes cold-weather sleeping bags, socks and tents to providers, community-based organizations, and individuals who wish to redistribute in their neighborhoods. To request gear, schedule an appointment via email to JOHSSupplies@multco.us. The JOHS Supply Center has been staffed by volunteers and is currently well supplied.

Public Information Office (PIO) and Joint Information System (JIS)

On December 29, PIO continued to advertise volunteer opportunities for our severe weather shelters. In addition, PIO published social media communications about [adequate shelter for pets](#) and symptoms of hypothermia in [English](#) and [Spanish](#).

On December 29, an updated shelter flier was published to advertise the opening of Oregon Convention Center (OCC) in both [English](#) and [Spanish](#).

The Public Information Section uses an equity lens to create and disseminate vital information to the public, assuring accessibility and relevance to communities. Public Information Officers (PIOs) current priorities include communicating out [resources](#) to mitigate the impact of this extreme cold weather incident on County residents.

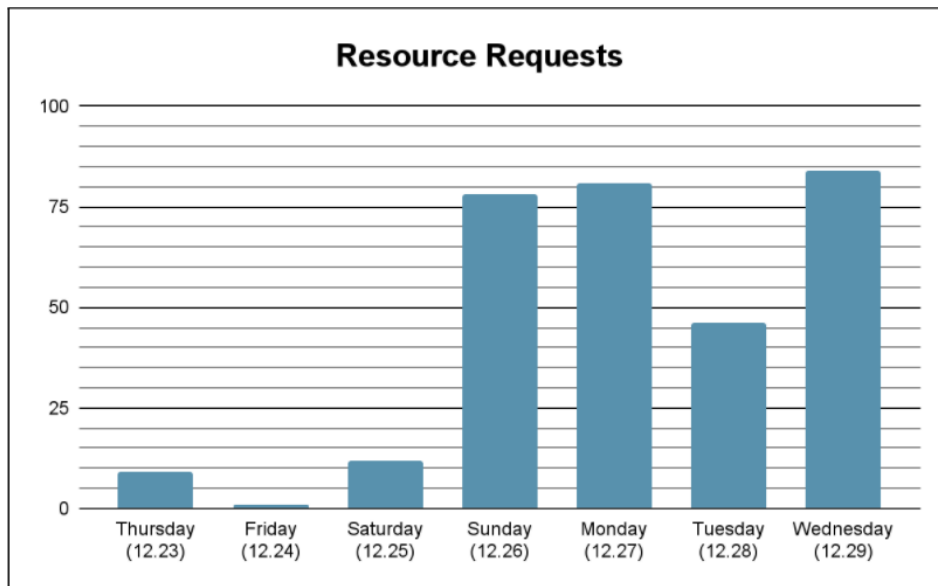
A Joint Information System (JIS) was established with Washington, Clackamas, Clark and Multnomah County, the cities of Portland and Gresham on December 23. The JIS will meet daily during the December 2021 Winter Weather response and post regular updates to [Care for When It's Cold](#). The JIS is responding to a growing number of media requests, has a shared media protocol, and a social media plan where they are monitoring and posting messages in multiple languages. A number of resource materials have been created to publicize the opening of [additional severe weather shelters](#) and to encourage community members to [volunteer for shifts at severe weather shelters](#).

- [Winter Travel Guide](#) for transportation resources, winter driving tips and snow-plow priority route information
- [Cold Weather Tips to Print and Post](#): Includes the
 - [Help for when it's cold - Information for Older Adults](#)
 - [Help for when it's cold -Winter Safety at Home](#)
 - [Help for when it's cold - Information for Cold Weather Safety](#)
 - [Help for when it's cold - Information for Pet Owners](#)

- The City and County have multiple social media accounts that are updated regularly in different languages with emergency messaging. Please visit and share:
 - [Multnomah County Emergency Management Facebook](#)
 - [Multnomah County Facebook](#)
 - [Multnomah County Instagram](#)
 - [Multnomah County Twitter](#)
 - [City of Portland Facebook](#)
 - [City of Portland Twitter](#)

Logistics

The Logistics Section has received over 280 resource requests to support inclement weather operations. Below is a breakdown of supply and transportation resource requests per day (updated as of mid-day December 29):



The Logistics Section supports the actions of all other emergency response sections. Logistics focuses on procedures for activating, dispatching, distributing, allocating, tracking, and deactivating resources, supplies, and materials needed for emergency and disaster operations.

For the current winter weather response, the Logistics Section's priorities include purchasing, coordinating, and delivering the supplies needed to set-up shelters sites, delivering requested needs to community partners, and supporting DRC sites to acquire supplies throughout the duration of this incident.

Supply Unit

The Supply Unit is continuing the work of procuring and staging materials in support of shelters. Priority tasks have been increasing quantities of food pantry items, clothing, bedding, water and specialty items to meet the demand created by the growing use of each site.

The Supply Unit Team is staging, re-ordering, and procuring materials and equipment needed to open additional shelters. This includes gathering up floor protection materials, shopping for clothing and food, and adding beds bedding to supplies routed to New Shelter

The Team continues to procure various resources to support existing winter weather operations. With the assistance of Ground Support and the Resource Request Lead, the Section has staged upwards of 50 pallets of supplemental materials to deliver in support of five shelters, staged dozens of additional pallets of supplies for new shelter sites and is working to deliver any additional supplies needed for operations.

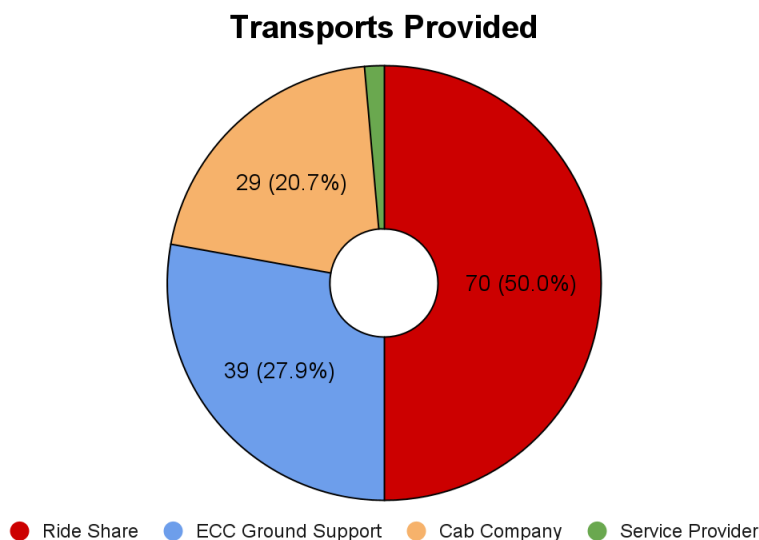
Food Unit

As of mid-day December 29, the Logistics Food Unit had provided 4,663 meals in coordination with community partners.

The Food Unit is supporting meal services to each of the five open shelters sites. The response is providing meals in coordination with US Foods, Feed the Mass, Blanchet House, and Stone Soup PDX.

Multnomah County and City of Portland Ground Support Unit

Due to shelters operating at or near capacity, ground support has been providing direct support to the shelter sites with a continuous transport of newcomers at full shelters to shelters with available beds as part of the 'No guest turned away' policy. The graph below provides a breakdown of transport by ride provider:



Since December 26, this unit has been continuously rebalancing the Portland Building as they have been full and is the only shelter on the west side of the Willamette River. Once full, a dedicated van has been taking guests from the Portland Building to the Salvation Army Moore Street and 120 SE Market

St shelter sites. When Sunrise Center closed for operations on December 27, ground support assisted the transportation of all guests to Reynolds High School.

Multnomah County Ground Support Unit has assisted with the distribution of resources to shelter sites during the build-up to operations. The team has transported supply trailers, pallets of supplemental supplies, and completed general transports supporting this incident. The Ground Support Unit will continue to support incoming resource requests for shelters and other critical inclement weather operations throughout the duration of this incident.

[Portland Bureau of Emergency Management \(PBEM\) Ground Transportation](#) is assisting 211 with ground transportation support for those looking for transportation assistance to severe weather shelters. PBEM is seeking relief for Ground Transport coordinators and will be working with partners to help with passenger transportation needs. Portland Water Bureau provided vehicles for transport to shelters and snow removal.

Portland Fire and Rescue volunteers are assisting the unit in order to meet staffing needs, Portland Fire and Rescue employees are also active as drivers and provided guest transport vans. The Portland Water Bureau also provided the Ground Transportation Unit with a 9 passenger van.

Public Health and Emergency Services

Medical Reserve Corps volunteers have been able to fill medical support roles at most shelter sites during the winter weather, but continue to face staffing constraints limiting coverage.

Emergency department and urgent care visits were at the typical season levels for the evening of December 28-29. Emergency Medical Services (EMS) is seeing cold related calls but not for hypothermia, most calls were related to falls and slips because of ice. Response times have increased and EMS staffing is stressed because of COVID-19.

[Medical Reserve Corps \(MRC\)](#) volunteers are being recruited to support severe weather shelters throughout the incident between 2:00 pm. - 7:00 pm.

Behavioral Health staff are working with emergency response teams for this incident and are working with a health outreach program. The urgent walk-in clinic is open.

Portland Fire and Rescue (PF&R)

PF&R is assisting PBEM Ground Support with shelter drivers and van dispatchers/coordinators - ***especially during overnight shifts.*** The Community Health Assess & Treat Team is focusing on the Lents and Mt. Tabor service areas, where PF&R faces issues with staffing shortages. ***A majority of equipment is chained up for the snow and ice, which can cause some delay in response time if the route does not have snow and the vehicles must slow down to prevent street damage.***

Planning

The planning section provides administrative and documentation support that helps organize the response; and creates situational awareness and the development of a common operating picture. This work helps to inform the priorities and objectives of the response. The Planning Section ensures the accurate documentation of actions taken and continues to provide updates to the tools that connect all partners across the response. This organizational framework aims to reduce duplication and increase efficiency and effectiveness of the cooperative effort of this response.

Stay Informed, Get Help, Get Involved

Activated Call Centers

Call Center	Phone Number	Email	Hours
<u>211 Call Center</u>	211 or 866-698-6155	help@211info.org	Seven days a week, 24 hours a day.
<u>Behavioral Health Call Center</u>	503-988-4888 Toll-free: 800-716-9769 TTY: 711		Open 24 hours a day, seven days a week
<u>Aging & Disabilities Resource Connection</u>	503-988-3646	adrc@multco.us	Information and assistance to older people, people with disabilities, and caregivers, open 24 hours a day, seven days a week
Multnomah County COVID-19 Call Center	503-988-8939		Information and assistance available on Severe Heat resources, cooling centers, and COVID-19 vaccine and testing sites and business guidance

More questions?

- Consult [Multnomah County Care for When It's Cold.](#)
- Contact 211:
 - Call 2-1-1 (open 24/7)
 - Visit [211info](#)
 - Text your zip code to 899211 (standard message and data rates may apply)

Media

For media inquiries related to the December 2021 Winter Weather incident please **contact Kate Yeiser (503-410-4524) or Mike Pullen (503-209-4111)**, Multnomah County Public Information Media Coordinators

Document Development Information	
Prepared By (Name & Position)	Justin Gibbs, Situation Unit Leader
Approved By (Name & Position)	Chris Voss and Mohammad Bader, Unified Command
Date; Time Approved	12/29/2021; 1835 hours
This is the situation report for 12/29/2021.	