

Situation Report

Situation Report: 8.11.2021		
Incident Name: August 2021 Severe Heat		
OERS Number: 2021-2089		
EOC: Partially Activated	Unified Commanders: Aaron Monnig, Multnomah County Health Department Alice Busch, Multnomah County Emergency Management Jonna Papaefthimiou, Portland Bureau of Emergency Management Lee Girard, Department of County Human Services Marc Jolin, Joint Office of Homeless Services Todd Lofgren, Portland Parks & Recreation Vailey Oehlke, Multnomah County Library Victor Sanders, Portland Parks & Recreation Deputies: Dave Lentzner, Multnomah County Emergency Management	
Date: 8/10/21	Time: 11:00 am	Situation Reports for the August 2021 Severe Heat Incident will be released daily for the duration of the incident.

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 August 2021 Severe Heat Situation Report.

Multnomah County August 2021 Severe Heat Emergency Response

Executive Summary

In preparation for an excessive heat incident forecasted by the National Weather Service (August 11 - 14), Multnomah County has initiated a collaborative response in coordination with the City of Portland. Implementing lessons from the June heat wave and leveraging strengths of our partners and community, multiple cooling interventions and communications strategies are being put in place to minimize the impacts of extreme heat, 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.

The activation of cooling centers will begin at 12 pm, Wednesday, August 11 and will end at 9:00 am Sunday, August 15. The following Emergency Declarations have been made at city, county, and state levels:

- [Multnomah County Chair Deborah Kafoury's Emergency Declaration](#)
- [City of Portland Mayor Ted Wheeler's Emergency Declaration](#)
- [Oregon Governor Kate Brown's Emergency Declaration](#)

Operations Section

The Operations Section is coordinating and ensuring the support of cooling interventions and represents a collaborative effort between Multnomah County and the City of Portland. Cooling interventions are designed to provide multiple options for those seeking respite from the extreme weather, and include: cooling shelters, cooling centers, cooling spaces (including misting stations), and the distribution of cooling resources

Shelter Plan

The [Mass Care and Shelter](#) team provides compassionate care for community guests seeking relief from the heat through the operation or support of Cooling Shelters, Cooling Centers, and Cooling Spaces. **If you or someone you know, are interested in contributing to the life saving efforts listed below, please see page 8 for links to signup geniuses.**

Definitions:

- **Cooling Shelter:** a type of [Disaster Resource Center \(DRC\)](#) with air conditioning, cooling resources, water, food, and support services. These locations are similar to Cooling Centers, but operate for a 24-hour period.
- **Cooling Center:** a type of Disaster Resource Center with air conditioning, cooling resources, water, food, and support services. These locations operate during the hottest part of the day only and do not operate for 24-hours.
- **Cooling Space:** an air-conditioned space open to the public occasionally with water available. These spaces are open during the hottest part of the day only and do not operate for 24 hours.

Operations currently include the creation of capacity for 275 people during the day, with an overnight capacity of 175 people. The County is committed to our 'no turn away' policy and will work to create additional capacity during this event as needed.

- Three 24-hour/day Cooling Shelters, operating 12 pm Wednesday, August 11 through - 9 am Sunday, August 15:
 - Sunrise Center (East County), 18901 E Burnside St, Gresham
 - Arbor Lodge (North Portland) 7440 N Denver Ave, Portland
 - Portland Building (downtown Portland), 1120 SW 5th Ave, Portland
- One daytime Cooling Center, operating 12 pm - 9 pm, Wednesday, August 11 through Saturday, August 14:
 - Charles Jordan Community Center (North Portland), 9009 N. Foss, Portland
- An additional 24 hour/day Cooling Shelter will be opened on Thursday, August 12 at 6pm, and will operate through 9 am Sunday, August 15:
 - Kellogg Middle School (Southeast Portland), 3330 SE 69th Ave, Portland

In addition to the locations above, [Multnomah County Library hours](#) will be extended at four locations to provide additional cooling spaces throughout the duration of this incident, with MCL utilization data distributed daily:

- Central (Downtown Portland), 801 SW 10th Ave, Portland
- Holgate (South East Portland), 7905 SE Holgate Blvd, Portland
- Midland (East Portland), 805 SE 122nd Ave, Portland
- Gresham (East County), 385 NW Miller Ave, Gresham

The City of Portland is coordinating the operation of misting stations from 12pm - 8pm Wednesday, August 11th through Saturday, August 14th at: Lents Park, East Portland Community Center, Glenhaven Park, and Mt. Scott Park. Additional sites will be opened when staffing is secured (see bottom of page 7 for signup links).

Multnomah County HR is recruiting staff to volunteer for paid temporary reassignment to cooling shelters. Volunteer members of the public are also being recruited to assist at Cooling Shelter and Cooling Center sites. A [series of short videos](#) has been designed to help prepare community members to work in Shelter settings and although these videos are very informative, some first time shelter volunteers may have additional questions.

The County will be hosting shelter general staff orientation Q & A webinars that are open to anyone who is interested in staffing a shelter or who has already signed up for a shift (THANK YOU).

Shelter general staff Orientation and Q & A sessions will be held:

- Wednesday, August 11, 5 pm - 6 pm, at: meet.google.com/rze-ekdk-qbh or via phone: 1-317-936-6854
PIN: 444 788 270#
- Thursday, August 12, 9 am - 10 am, at: meet.google.com/ksm-imvr-frx or via phone: 1-402-409-0171
PIN: 873 022 106#

For our experienced Shelter staff who are interested in exploring taking the next step and becoming a Person In Charge (PIC), please consider joining our PIC position training on Wednesday, August 11 at 6 pm. This webinar can be accessed through this link: meet.google.com/iwf-beuc-fbx or via phone: 1-470-765-8438 PIN: 574 780 911#. Additional opportunities for this training may also become available.

We are working to fully staff all sites, and there are open shifts available, please see signup links on page 8.

Recruitment of volunteers and staff has already included the following solicitations:

- Cascades Region of the Red Cross
- Portland Area Community Organizations Active in Disasters (COAD)
- Portland NextDoor subscribers (reach of approximately 237,000)
- City of Portland, Office of Management and Finance via social media outreach
- All Neighborhood Emergency Teams (NET) volunteers
- NET applicants
- Joint Volunteer Information Center (JVIC) volunteers
- Multnomah County Human Resources via Central HR and MultCo Matters

COVID-19 safety protocols will be in place at Shelter and Cooling sites, including required masking and 6 foot physical distancing.

In addition to offering cooling spaces, Multnomah County Department of County Human Services, the City of Portland, Portland COAD, and JOHS will carry out a strategic, coordinated outreach plan, focusing on the Lents community (zip code 97255) community, as well as the broader community. Outreach efforts plan to include contacts via phone, email and in person.

Joint Office of Homeless Services (JOHS) Resource Distribution

The Joint Office of Homeless Services The Joint Office of Homeless Services 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 to 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 coordinated with 29 outreach teams to begin water distribution throughout the county and has covered most geographic areas.
- Distribution of cooling kits began on August 10. Cooling kits include misting bottles, electrolytes, and cooling towels.
- Resources distributed thus far by JOHS and their partners include the following:
 - 7,392 individual bottles of water
 - 288 gallon jugs of water
 - 140 misting bottles
 - 140 refillable drinking bottles
 - 1,296 cooling towels
 - 1,150 electrolyte packets.
- JOHS will continue to distribute water and cooling kits through the end of the heat event.

Logistics

The Logistics Section supports the response actions of all other response sections. Logistics focuses on procedures for activating, dispatching, distributing, allocating, tracking, and deactivating resources needed for emergency and disaster operations. In addition to continuing to support the County's COVID-19 response through significant support for vaccination and testing sites, the Logistics Section is contributing to the August 2021 Severe Heat response by providing support, important Logistics functions include supporting our Cooling Shelters and providing logistical support to the Joint Office of Homeless Services.

The Logistics section is currently sourcing, organizing and delivering thousands of items to support guests at Cooling Center sites, including:

- Undergarments
- "Flip flop" style shoes
- Snacks

- Hot drinks
- Cold drinks
- First aid supplies
- Personal hygiene materials
- Adult incontinence supplies
- Water
- Cooling towels

Community Liaisons

The Liaison Officers support 19 sector representatives across 17 sectors. Their work fosters community connection and information sharing, offering spaces to problem solve, share resources, and discuss community experiences. A critical component of this work is the maintenance of a close connection with the County to provide input which informs County responses and creates solutions which are community-based. The Liaison Officers identify and track trends within the sectors and elevate these trends to the County's Emergency Response leadership team. This interconnectivity informs outreach efforts, public messaging, and policy development.

The Sector Representatives use their subject-matter expertise to act as a critical link between the County's Emergency Response mission and the County's diverse communities. They answer sector-specific questions, ensure understanding of local and state resources as it pertains to their sector, and manage communication and information sharing between sector organizations and the Multnomah County Emergency Operations Center. More than 8,500 people actively participate in the liaison program and help support resource and information sharing throughout our community for the benefit of all County residents.

Important updates include the following:

The **Heat Related Q & A for Providers, CBOs, and Community Health Workers**, hosted by Multnomah County on Tuesday, August 10 provided **110 participants** with the opportunity to share information and ask questions about how they can support the communities they serve. Panelists included:

- Health Officer Dr. Jennifer Vines
- Deputy Health Officer Dr. Ann Loeffler
- Division Chief of Operations for Multnomah County Emergency Management [Alice Busch](#)
- Department of County Human Services, DCHS Interim Deputy Director Lee Girard,
- Coordinator, Community Organizations Active in Disaster for Portland Bureau of Emergency Management Kate Szrom
- Chief Operating Officer for 211 Ciara Doyle, MSW, CIRS

Additional resources include the following:

- [OHA's Health Security, Preparedness, and Response: Extreme Heat](#) page, which includes an overview of heat related symptoms to be on the lookout for, multilingual fact sheets, and resource pages.

- [HealthShare Oregon's We Can Help You Stay Cool](#) page, which includes information and referrals for people who need access to an air conditioner, air purifier, or other items to support their health during future heat events.
- Community based organizations can request wellness check phone calls by our trusted NET volunteers. Please use this form to request wellness checks by phone for vulnerable seniors and people in low-income multi-unit housing: <https://forms.gle/mwCc98Ax4K9F4bQG7>
- The [Portland COAD](#) (Community Organizations Active in Disasters) has provided the [8.11 Extreme Heat Safety Info and Flyers Folder](#), which contains posters and handouts, heat safety tips and cooling center locations and is updated daily, in multiple languages.

[Public Information](#) and Joint Information System ([JIS](#))

The Public Information Section uses an equity lens to create and disseminate vital information to the public, assuring accessibility and relevance to communities. PIO's current priorities include communicating out resources to mitigate the impact of this extreme heat incident on County residents.

A Joint Information System (JIS) has been established with the cities of Portland and Gresham. The JIS will meet daily during the August 2021 Severe Heat response and post regular updates to [Help for When It's Hot](#). The JIS is responding to a growing number of media requests, have a shared media protocol and social media plan and are monitoring and posting messages in multiple languages.

- Emergency alerts went out on August 11 in English and Spanish via phone and text message.
- [Help for when it's hot](#): Includes an [interactive map](#) that is continually updated to provide locations of cooling centers, cool spaces and splash pads available locally.
- [Hot Weather Tips to Print and Post](#): Includes the
 - **"Take Care of Yourself When it's Hot"** poster for download in [Arabic](#), [Chinese](#), [English](#), [Korean](#), [Russian](#), [Somali](#), [Spanish](#), [Vietnamese](#)
 - [Help for when it's hot - Information for Older Adults](#)
 - [Help for when it's hot - Information for Children and Parents](#)
 - [Help for when it's hot - Information for Outdoor Workers](#)
 - [Help for when it's hot - Information for Pet Owners](#)

[Administration](#) and [Planning](#)

The Administration Section provides support to create an inclusive, positive, productive and healthy work environment across all response operations, that is responsive to the changing conditions of each specific emergency response. Functions include the recruitment, training and onboarding of staff and volunteers; equity and inclusion support; and human resources and labor relations consultation.

Administration Section planning and coordination in conjunction with the August 2021 Severe Heat Event include:

- Supporting Operations Webinar/Q&As for Cooling Center PICs and general shelter staff orientation
- Coordinated with Central HR to distribute shifts needing coverage and guidance on signing up and

what to expect

- Responding to questions, comments, and concerns from staff and those interested in helping with these life saving efforts
- Distributed "[Know Before You Go](#)" information to Cooling Center staff before their shifts

211

[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 & referral and assistance programs that support specific populations and service needs. Planning for the August 2021 Severe Heat incident includes the following:

- [Cooling Center](#) information was added to prominently feature on the [211info homepage](#). This resource includes county-specific information about cooling resources in 29 Oregon counties.
- Relevant 211 data will be provided in Multnomah County's Situation Report daily.

Daily conditions, Smoke, and Air Quality

Information about daily heat conditions can be found at the [National Weather Service's website](#).

Portland's [Air Quality Index](#), one measure of the impacts of wildfire smoke, is currently measured in the County at a range of 12 - 30, and is rated "good." This information is accurate as of 11:20 am, August 11.

Crisis Data

Data will be collected and distributed on calls to [Emergency Medical Services](#) (EMS), [Portland Police Bureau](#), [Multnomah County Sheriff's Office](#) and [MCSO Hope](#) (Homeless Outreach and Programs Engagement) team and [Portland Fire & Rescue](#) as they relate to the heat incident, and as data becomes available.

Stay Informed, Get Help, Get Involved

Activated Call Centers

Call Center	Phone Number	Email	Hours
211 Call Center	211 or 866-698-6155	help@211info.org	Seven days a week, 24 hours a day.
Behavioral Health Call Center	503-988-4888 Toll-free: 800-716-9769 TTY: 711		Open 24 hours a day, seven days a week
Aging & Disabilities Resource Connection	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
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Volunteer Opportunities - please share

- Shelter general staff Orientation and Q & A sessions will be held:
 - Wednesday, August 11th from 5pm - 6pm at: meet.google.com/rze-ekdk-qbh or via phone: 1-317-936-6854 PIN: 444 788 270#
 - Additional training opportunity for shelter supervisor (“PICs”) on August 11, at 6 pm at: meet.google.com/iwf-beuc-fbx.
 - Thursday, August 12th from 9am - 10am at: meet.google.com/ksm-imvr-frx or via phone: 1-402-409-0171 PIN: 873 022 106#
- Members of the the public can use the following links to sign up to volunteer:
 - Cooling Center Staff, Kellogg Middle School: <https://www.signupgenius.com/go/augcoolingkellogg>
 - Cooling Center Staff, The Portland Building: <https://www.signupgenius.com/go/2108heattpb>
 - Medical and Behavioral Health, Cooling Center Support: <https://www.signupgenius.com/go/augcoolingbhmrc>
 - Portland Misting Stations
 - Glenhaven Park, NE 82 Ave & NE Siskiyou St (Roseway/Madison South): <https://www.signupgenius.com/go/2108heatglenhaven>
 - Knott Park, 11456 NE Knott St (Parkrose Heights): <https://www.signupgenius.com/go/2108heatknott>
 - Mt Scott Park, SE 72nd Ave & Harold St (Mt Scott): <https://www.signupgenius.com/go/2108heatmtscott>
 - Lents Park, SE Holgate & 97th <https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting6>
 - East Portland Community Center, 740 SE 106th Ave <https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting8>
 - Harney Park, SE 67th Ave & Harney <https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting7>
- Interested in offering space for the public to cool down? [Fill out this interest form](#) to be added to our interactive map or email coad@portlandoregon.gov for support.
- Learn more about [what to consider](#) when opening a cooling center.

More questions?

- Consult [Multnomah County Help for When It's Hot](#).
- 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 August 2021 Severe Heat incident please **contact Julie Sullivan-Springhetti**, Multnomah County Public Information Media Coordinator at: **503-502-2741**.

Document Development Information	
Prepared By (Name & Position)	Melissa Walker, Situation Unit Leader
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Date; Time Approved	8/11/21; 1257 hours
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