



EMERGENCY INFORMATION



Keep in a visible or handy location.

WHO TO CALL

911

EMERGENCY



Fire • Medical • Danger

Any immediate danger

988

MENTAL HEALTH CRISIS



Support • Talk • Help

You are not alone.

211

RESOURCES & HELP



Shelter • Food • Support

Community resources

COMMON EMERGENCIES



FIRE



POWER OUTAGE



EXTREME
HEAT OR COLD



EARTHQUAKE



WILDFIRE SMOKE

WHAT TO DO RIGHT NOW

1



CALL

Call for help if needed.

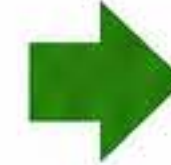


2



CHECK NEIGHBORS

Check on neighbors
and loved ones.



3



GRAB BAG

Take your go-bag
and be ready.

WHAT TO GRAB (GO-BAG ESSENTIALS)



WATER



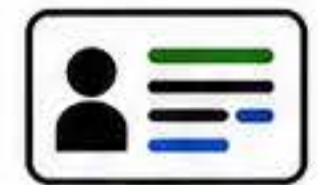
FLASHLIGHT



PHONE CHARGER



MEDICINE —
include a written list
of your medications.



ID / IMPORTANT
PAPERS

LOCAL CONTACTS (FILL IN) — NON-EMERGENCY INFORMATION



AFTER-HOURS SECURITY: _____

For urgent issues after the office is closed.



MAIN OFFICE: _____

For non-emergency questions, services, and support.



RESIDENT SERVICES: _____

For free local training opportunities, programs, and resident support.



**EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.**





MENTAL HEALTH CRISIS

You are not alone. Help is available.
Hope and support are within reach.

GET HELP



CALL OR TEXT 988

Suicide & Crisis Lifeline
24/7 • Free • Confidential
Call or text 988
or chat at 988lifeline.org



CALL 211

Connect to local
mental health
resources and support.



CALL 911

For life-threatening
emergencies or if
you or someone
else is in danger.

SCAN FOR
SUPPORT 24/7



988lifeline.org



IF YOU ARE THINKING ABOUT HURTING YOURSELF OR SOMEONE ELSE, GET HELP RIGHT AWAY.

Call or text 988 or call 911.

You are important. Your life matters.

It can feel hard to ask for help. That's okay. You can start by texting 988.

WHAT TO DO RIGHT NOW



1 CHECK IN WITH YOURSELF

Your feelings are
valid. It's okay to
ask for help.



2 REACH OUT

Talk to someone
you trust or contact
a helpline.



3 STAY SAFE

Remove or limit
access to anything
that could cause
harm.



4 YOU ARE NOT ALONE

There are people
who care and want
to help.

IT'S OKAY TO...

- Not be okay.
- Feel overwhelmed.
- Take a break.
- Ask for help.



THERE IS HOPE

With support and the right care,
things can get better.
You matter.

WAYS TO FIND SUPPORT



TALK TO SOMEONE

Reach out to a friend,
family member, teacher,
or trusted adult.



JOIN A SUPPORT GROUP

Connecting with others
can help you feel less
alone.



TAKE CARE OF YOURSELF

Sleep, eat, move your
body, and do things that
bring you peace.



THERE IS A WAY FORWARD

Recovery is possible.
One step at a time.
You are not alone.



**CRISES CAN HAPPEN TO ANYONE.
BE KIND. BE SUPPORTIVE. SAVE LIVES.**





DOMESTIC VIOLENCE / PERSONAL SAFETY

You are not alone. Help is available.

GET HELP



NATIONAL DV HOTLINE
1-800-799-7233
24/7 • Free • Confidential



CALL 211
For local resources,
shelter, and support.



You are important.
There is help. There
is hope.



NEED MORE HELP?

Scan for:

- Safety Planning
- Shelter Resources
- Legal Assistance
- Local Support Programs



Scan for Domestic Violence
Support and Safety Planning

WHAT TO DO RIGHT NOW



1 CALL FOR HELP

Call a hotline or
trusted person
right away.



2 GO TO A SAFE PLACE

If you can, go to a
place where you feel
safe.



3 REACH OUT

Tell someone
you trust.



4 MAKE A PLAN

Think about a
safety plan when
you can.

STAY SAFE

- Trust your feelings.
- You do not deserve abuse.
- Help is confidential.



You have the right
to be safe.
You are not alone.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.





EXTREME HEAT

Stay cool. Stay safe. Look out for others.

GET HELP



CALL 911

For medical emergencies.



CALL 211

For cooling centers and resources.



SCAN THE QR CODE TO FIND MULTNOMAH COUNTY COOLING CENTERS



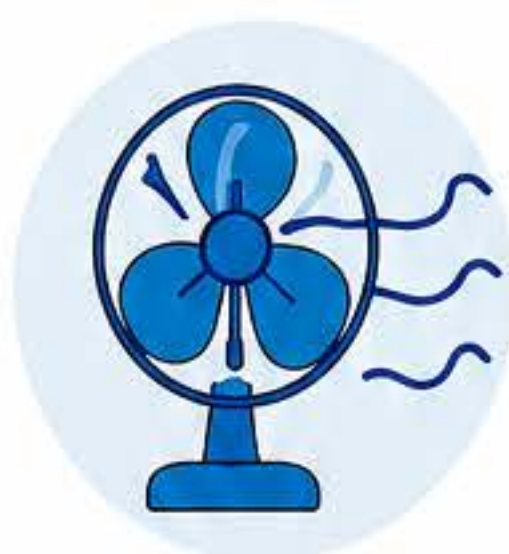
Don't forget: Check on your neighbors, seniors, and people who may need help.

WHAT TO DO RIGHT NOW



1 DRINK WATER

Drink water often.
Don't wait until
you feel thirsty.



2 STAY COOL

Stay in air
conditioning or
cool places.



3 KEEP IT COOL

Close blinds
or curtains
during the day.



4 CHECK OTHERS

Check on neighbors,
seniors, and people
who may need help.

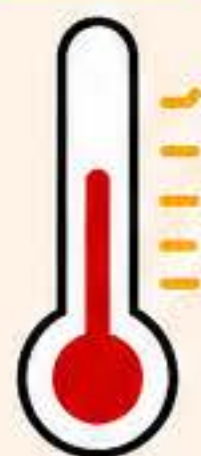
STAY SAFE

- Wear light, loose clothing.
- Avoid heavy activity during the day.
- Watch for heat illness.
- Never leave people or pets in cars.

SIGNS OF HEAT ILLNESS

- Headache
- Dizziness
- Nausea
- Weakness
- Confusion
- Extreme thirst

If serious, call 911.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE.
TAKE CARE OF EACH OTHER.





FIRE SAFETY

Act fast. Your safety comes first.

GET HELP



CALL 911

For fire or any emergency.



CALL 211

For resources and support.



Contact your property manager if you need assistance.

WHAT TO DO RIGHT NOW



1 EXIT

Leave the building right away if it is safe to do so.



2 DO NOT USE ELEVATOR

Use stairs.



3 CONTACT AUTHORITIES

Pull Fire Alarm or Call 911.



4 GO TO A SAFE LOCATION OUTSIDE

Meet at your building's designated area.

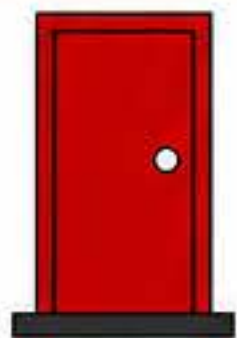


STAY SAFE

- Stay low if there is smoke.
- Cover your mouth and nose.
- Do not go back inside for anything.



Smoke and fires can spread quickly. Get out. Stay out. Call for help.



IF YOU CANNOT EXIT

If you cannot exit, close and seal your door with a wet towel, stay low, signal from a window, and call 911 to give your exact location.



WHAT TO EXPECT



Emergency responders will be notified.



Property staff will check on residents and provide updates.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE.
TAKE CARE OF EACH OTHER.





EARTHQUAKE SAFETY

Prepare now. Stay safe. We're in this together.

GET HELP



CALL 911

For life-threatening emergencies.



CALL 211

For local resources and support.

WHAT TO DO RIGHT NOW



1 DROP, COVER, HOLD ON

Drop to the ground. Take cover under a sturdy table or desk. Hold on until the shaking stops.



2 STAY INSIDE

Stay away from windows, mirrors, and anything that could fall.



3 CONTACT AUTHORITIES

Pull Fire Alarm or Call 911.



4 IF IN A VEHICLE

Pull over to a safe location. Stop and stay inside. Avoid overpasses, bridges, and power lines.

STAY SAFE AFTER THE SHAKING STOPS

- Expect aftershocks. Drop, cover, and hold on again.
- Check yourself and others for injuries.
- Check for hazards: gas leaks, downed power lines, and structural damage.
- Do not use elevators.
- Listen for emergency alerts and instructions.



If you smell gas or hear hissing, do not use light switches or your phone indoors. Go outside immediately and call for help.

MAKE A PLAN



Know your evacuation routes and meeting place.



Keep an emergency supply kit with water, food, and essentials.



Practice your plan with everyone in your household.



Stay informed. Keep a battery-powered radio and extra batteries.

GET HELP



CALL 911

For life-threatening emergencies.



CALL 211

For local resources and support.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.





POWER OUTAGE

Stay safe. Be prepared.
We're in this together.

GET HELP



CALL 211

For resources
and support.



CONTACT YOUR PROPERTY OFFICE

Let them know if you
need assistance.



CALL 911

For life-threatening
emergencies.

WHAT TO DO RIGHT NOW



1 STAY SAFE IN THE DARK

Use flashlights,
not candles.
Watch your step.



2 KEEP FOOD SAFE

Keep fridge and
freezer doors closed
as much as possible.



3 SAVE BATTERY POWER

Limit phone use.
Charge devices
when power is on.



4 CHECK ON OTHERS

Check on neighbors,
seniors, and people
who may need help.

STAY SAFE

- Unplug electronics to prevent damage when power returns.
- Use battery-powered devices.
- If using a generator, use it **OUTSIDE** away from windows and doors.
- Report downed power lines. Stay away and keep others away.



Generators can produce
deadly carbon monoxide.
Never use them
inside your home
or building.

GET UPDATES



LISTEN TO LOCAL NEWS

Use a battery-powered radio
for the latest updates.



CHECK OFFICIAL SOURCES

Visit your utility provider's website
or social media for updates.



**EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.**





WILDFIRE SAFETY

Stay informed. Be prepared. Protect what matters.

WHAT TO DO RIGHT NOW



1 STAY INFORMED

Monitor local news, alerts, and official sources.



2 MAKE A PLAN

Know your evacuation routes and where you will go.



3 PREPARE YOUR HOME

Clear brush and debris. Remove dry leaves from gutters and roofs.



4 BE READY TO LEAVE

Have a go-bag ready. Leave early if told to evacuate.



STAY SAFE

- Follow evacuation orders immediately.
- If you are caught in a wildfire, get to a clear area, away from trees, brush, and tall grass.
- Cover your nose and mouth with a cloth if there is smoke.



WILDFIRE CAN SPREAD FAST.

Embers can travel miles ahead of the fire. Conditions can change quickly. Don't wait. Act early.

EVACUATION ESSENTIALS



WATER & FOOD



MEDICATIONS &
FIRST AID



FLASHLIGHT &
BATTERIES



IMPORTANT
DOCUMENTS



CLOTHING &
STURDY SHOES



PETS & PET
SUPPLIES

GET HELP & INFORMATION



CALL 911

For life-threatening emergencies.



CALL 211

For local resources and support.



CONTACT YOUR LOCAL OFFICE

Check your city or county website for updates.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.





WILDFIRE SMOKE

Breathe easier. Stay safe. Protect your health.

WHAT TO DO RIGHT NOW



1 STAY INSIDE

Keep windows and doors closed.
Limit time outside, even if you feel well.



2 WEAR A MASK

If you must go outside, wear a well-fitting N95 or KN95 mask for the best protection.
Reach out to their resident services staff for support in getting a mask.



3 CHECK AIR QUALITY

Monitor Air Quality Index (AQI) in your area. Plan activities when air is cleaner.

CHECK AIR QUALITY HERE



AirNow.gov

PROTECT YOUR HEALTH

- People most at risk: children, older adults, pregnant people, and those with heart or lung disease.
- Watch for symptoms: coughing, shortness of breath, wheezing, chest tightness, eye or throat irritation, headaches.
- Take breaks from smoke. Go to places with cleaner air if you can.



SEVERE SMOKE CAN HARM YOUR HEALTH.

If you have trouble breathing, chest pain, confusion, or bluish lips or face, get medical help right away.



LOW-COST SMOKE SEALING TIP

Roll a towel against the base of doors and windows to reduce smoke from entering.

WAYS TO REDUCE SMOKE EXPOSURE



Keep windows and doors closed. Seal gaps with weatherstripping or towels.



Avoid using wood stoves, fireplaces, and gas stoves if possible.



Avoid driving in smoke. It adds to air pollution.



Avoid intense outdoor exercise. Choose indoor activities.



Stay hydrated. Drink plenty of water.



Rinse eyes with clean water if irritated.

GET UPDATES



Listen to local news, check AirNow.gov, or use an air quality app for the latest air quality and health alerts.

GET HELP



CALL 911
For medical emergencies.



CALL 211
For resources and support.



EMERGENCIES CAN HAPPEN ANYTIME.
BE PREPARED. BE SAFE. TAKE CARE OF EACH OTHER.





ACTIVE SHOOTER

Run. Hide. Fight.

Survive. Your actions can save lives.

WHAT TO DO RIGHT NOW



1 RUN

- Get out if you can. If you can't, hide.
- Leave your belongings.
- Help others escape, if possible.
- Call 911 when you are safe.



2 HIDE

- Hide in an area out of the shooter's view. If you can't hide, fight.
- Lock and barricade doors.
- Turn off lights and silence your phone.
- Stay quiet and stay in place.



3 FIGHT

- Fight as a last resort.
- Act with physical aggression.
- Commit to your actions.



CALL 911 WHEN IT IS SAFE TO DO SO.

Give the location of the shooter, number of shooters, physical description, type of weapons, and number of victims.



WHEN LAW ENFORCEMENT ARRIVES



Keep your hands visible at all times.



Follow all instructions.



Do not run toward officers.



Do not stop to ask officers for help or directions.



Avoid pointing, yelling, or making sudden movements.



Stay calm. Keep your hands visible. You are not a threat.

PREPARE TODAY



BE AWARE

Know your surroundings and exits.



MAKE A PLAN

Plan how you will respond in an emergency.



STAY INFORMED

Follow emergency alerts and updates from authorities.



REPORT CONCERNS

Report suspicious activity to security or law enforcement.

GET HELP



CALL 911

For life-threatening emergencies.



CALL 211

For resources and support.



CONTACT YOUR ORGANIZATION

Follow your organization's emergency procedures.



BE PREPARED. BE ALERT. STAY SAFE.
TOGETHER, WE CAN SAVE LIVES.

