

Community FAQs

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Have a question about the response to the Coronavirus Pandemic? We've put together a list of FAQs to navigate the waters. We will likely add to the list as more information rolls in.

Related Questions

I need help. How can I find a list of community resources?

Multnomah County has pulled together [a comprehensive list of community resources](#) available countywide. These resources cover:

- Access to Health Care and Sick Leave
- Mental Health, Substance Use Disorder, and Recovery Support
- Culturally-Specific Resources
- Resources for those Experiencing Domestic Violence
- Food Support
- Unhoused Community Resources
- Financial, Job, and Business Support
- Internet Access
- Education and Homeschool Resources
- Ways to Help

You can find more information at <https://multco.us/novel-coronavirus-covid-19/community-resources>.

What's open and what's closed?

The [Oregon Coronavirus Information & Resources](#) page spells out the basics and Multnomah County has a list of [what county services are open and closed](#) during the outbreak.

Try to keep your trips to a minimum - and please practice good social distancing habits if you do leave your home. And it's always a good idea to call ahead to be sure a business is open before you head out.

Are City parks open?

Yes. If you do visit our parks, we urge you to follow [guidelines on social distancing and preventing the spread of germs](#).

Are restaurants open?

Restaurants and bars in Multnomah County can now offer indoor and outdoor dining without capacity limits.

Here's a list of [restaurants within Troutdale city limits](#) that offer take-out and delivery.

Are state parks open?

While some parks are still closed, most Oregon State Parks are open for day-use and camping. Some are open but with reduced services. Check out the [Park Status Map](#) to see the current status of individual parks.

Can I participate in outdoor activities?

Many outdoor activities are allowed, but public health officials still recommend that you wear a mask and practice physical distancing. [Coronavirus.oregon.gov](#) has guidelines covering an [extensive list of activities](#).

Is City Hall open?

Yes. City Hall is open to the public from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. – 5:00 p.m. Monday – Friday. Masks are required to enter the building and we ask that you please use the hand sanitizer before you approach City staff. Only two people are allowed in the lobby at one time and if you are next in line, please stay 6 feet back from the door and staff will let you know

when to come in. If you are unable to wear a mask, DO NOT enter the lobby. Please call 503-665-5175 for assistance.

How do I contact Public Works if I have a water or sewer problem?

You can contact Public Works at 503-674-3300. If you have a water or sewer emergency after hours, please call 503-251-4163.

Is the Troutdale Library open?

Yes, but masks are required while visiting the library.

How do I make a workplace safety complaint related to the Governor's social distance rules?

Employees can [report workplace safety complaints](#) related to the Governor's social distance rules via the Oregon Occupational Safety & Health website.

Forms are available in both English and Spanish.

How do I report a non-emergency safety issue?

The non-emergency dispatch line at 503-823-3333 can be used for community complaints.

How do I apply for a permit or contact the Community Development Department?

Our [Online Services portal](#) allows you to apply for permits, schedule inspections, pay invoices, search department records, receive fee estimates, and more. General Inquiries are best made via email at [comdev \[at\] troutdaleoregon.gov](mailto:comdev@troutdaleoregon.gov), but you can also reach staff by phone:

Building: 503-674-7229

Planning: 503-674-7230

Code Compliance: 503-491-4009

Can I pump my own gas now?

No. Self-service for gasoline will no longer be allowed in parts of the state where it had been temporarily allowed.

I have a court date scheduled. Should I still appear?

Yes. Court is back in session. Please call 503-665-5175 or email court [at] troutdaleoregon.gov for more information.

Is it ok to have a garage sale?

Yes, but please wear masks and keep six feet between yourself and others.

I heard a rumor about coronavirus. Is it true?

Good question. Especially now, don't believe everything you read on the internet. The best sources of information about coronavirus and COVID-19 are official agencies such as the CDC, Oregon Health Authority and Multnomah County — and both [FEMA](#) and the [World Health Organization](#) have put together lists of debunked myths about coronavirus. We must also keep on our toes to [watch out for scammers and misinformation](#) related to the current health crisis.

Always [check your facts](#) before you start spreading rumors!

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