



Quick Fact Sheet for Citizen Information Calls

Jan. 5, 2009~1510 hrs

Building Services Hotline

Clackamas County Building Services has established a hotline of 503-742-4739 for storm related issues. This hotline will help people who need an expedited plan review to aid in permitting as it relates to projects being implemented as a result of the storm.

Clackamas County Information Line (Call Taker) phone number

503-655-8224 when EOC is activated. The line is only staffed when activated.

Clackamas County Information and Referral (I & R) / 2-1-1

DO NOT REPORT STORM DAMAGES TO 2-1-1

For non life threatening emergency needs, for individual needs assistance (example: emergency food, prescription, other concerns)

Dial 2-1-1 or 503-655-8861

Typical hours are Monday – Friday, 8:30 am – 5:30pm.

Damage Assessment

Public information on damage assessment will be provided through the media on Monday, Jan 5th. Providing damage assessment information DOES NOT mean individuals will receive federal assistance

Damage Reporting

Businesses and Individuals may report damages on the County Emergency Management website at:

http://www.clackamas.us/emergency/recover_damage.html

Agricultural damages should be reported to the Farm Services Agency at:

Farm Services Agency

Ralph Meyer

503-655-3144 x2

Water Environmental Issues – Surface Water (wetlands, etc)...

1. Call jurisdiction of residence affected (Damascus, OC, etc.)
2. Can call County Water Environmental Services for info regarding Milwaukie, Lake Oswego, Happy Valley Westlinn, Gladstone at 503-557-2817
3. For additional referrals to jurisdiction providers call 503-742-4567

Water/Environmental Health Issues – contaminated water, sewer back up, cleaning up homes

Call Clackamas County Environment Health @ 503-655-8384
Monday – Friday 7 am – 6 pm

Permits for Restoration of Culverts, Emergency Erosion or Water Control Issues

(temporary bridge placement, protection of home from water etc.):

Call Oregon Department of State Lands, Mike McCabe at 1-503-986-5255
Or Call Clackamas County Engineering, Mark Mouser at 503-742-4709.

Landslides

If someone has had a landslide, direct them to call a geotechnical engineer to assess slide impact. Geotechnical engineers can be found in the yellow pages. Be sure to locate a reputable, licensed and bonded engineer.

Department of Geology and Mineral Industries (DOGMI) website,

<http://www.oregongeology.org> there is a landslide section at

<http://www.oregongeology.org/sub/Landslide/Landslidehome.htm>. It has good information. Particular items that might be helpful to homeowners include **Landslide Hazards in Oregon fact sheet** and the **Homeowner's Guide to Landslides**. Both of these are downloadable pdfs off the website.

Roads

Clackamas County is only responsible for public roads and can direct people to permitting process for private bridge repair.

Call Clackamas County Pothole Hotline: 650-3262
503-557-6391 staffed during business hours

Debris from Streams

County does not have any jurisdictional authority for streams. EOC can report information to Roads Department; however this information is not currently a priority and no action will be taken until high priority calls are resolved.

Sandbags

Sand and sandbags are available at several sites throughout the County. For a list of locations, go to <http://www.clackamas.us/emergency/sandbags.html>

Sandbags are only available for County (not commercial businesses). Citizens should bring a shovel and be prepared to load their own sand. **ADVISE CITIZENS that there is no guarantee of the availability. Resources sometimes are quickly depleted. Recommend calling the number listed before proceeding.**

Utilities

To report outages :

PGE – 503-464-7777

Can report outages, and can stay on line to talk to a live person

NW 1-800-882-3377

Phones: Call local providers

Water in House

- First, call your insurance company.
- The County cannot assist with water removal. Citizens need to call a private contractor for assistance. Look for a reputable, licensed and bonded contractor.
 - To find help in the yellow pages, look under
 - Fire water restoration cleanup
 - Janitorial (environmental)

Electrical

If flood waters have risen to the point where electrical receptacles (outlets), switches and other wiring have been submerged - even briefly - it is essential that the following precautions be taken:

1. If you can do so safely, access the main electrical panel and make sure that the main electrical breaker (the one that turns off / on power for the entire electrical system) is turned off **BEFORE** you do any work. If you do not know how to do this or cannot access the main electrical panel / fuse box safely, contact a qualified electrical professional for assistance. Do not perform **ANY** work on a live electrical system.
2. All water / moisture must be drained from inside the walls so that the wall cavity can dry thoroughly. It is necessary to remove all water- damaged gypsum wallboard (aka sheet rock or drywall) and insulation for this to occur. Remove the gypsum wallboard to a point slightly higher than the level of the flood water in your home or accessory building and remove any insulation that has become wet. Allow the wall cavities to dry thoroughly.
3. All components of the electrical system must be completely dried before power is restored to the system. It can take a long time for this to occur (sometimes many days).
4. Flood waters usually contain, dirt, debris and microorganisms that can become lodged in outlets, switches, wiring etc. All components must be determined to be clean and safe to energize before you restore power to the building wiring system. If you do not feel that you are competent to make this determination, contact a qualified electrical professional to assist you in making this determination.
5. If it becomes necessary to replace wiring, receptacles, switches, breakers, panels etc. to restore the electrical system to a safe condition, electrical permits and inspections are necessary. **Emergency repair work** may begin prior to obtaining permits; however, no electrical work may be concealed without first having obtained the necessary permits and inspections. Please contact the Clackamas County Building Codes Division at (503) 742-4240 Monday through Thursday between the hours of 7:00 am and 6:00 pm for more information.

It is highly recommended that you obtain the services of a qualified electrical professional in the repair of a flood-damaged electrical system.

Drainage Problems

Direct citizens to google Oregon Drainage Law for questions regarding drainage. See below:

1.2 OREGON DRAINAGE LAW Oregon drainage law, which originates from common law or court-made law, has developed without legislative action, and is embodied in the decisions of the courts. Therefore, there are no Oregon Revised Statutes pertaining to Oregon drainage law.

Oregon has adopted the civil law doctrine of drainage. Under this doctrine, adjoining landowners are entitled to have the normal course of natural drainage maintained. The lower owner must accept water which naturally comes from above, but is entitled not to have the normal drainage changed or substantially increased. The lower landowner may not obstruct the run-off from the upper land if the upper landowner is properly discharging the water.

For a landowner to drain water onto lands of another in the State of Oregon, two conditions must be satisfied initially: 1) the lands must contain a natural drainage course; and 2) the landowner must have acquired the right of drainage supported by consideration. In addition, because Oregon has adopted the civil law doctrine of drainage, three basic elements must be followed:

1. A landowner may not divert water onto adjoining land that would not otherwise have flowed there. "Divert water" includes but is not necessarily limited to:
 - a. water diverted from one drainage area to another; and
 - b. water collected and discharged that normally would infiltrate into the ground, pond, and/or evaporate.
2. The upper landowner may not change the place where the water flows onto the lower owner's land (Most of the diversions not in compliance with this element result from grading and paving work and/or improvements to water collection systems).
3. The upper landowner may not accumulate large quantities of water, then release it, greatly accelerating the flow onto the lower owner's land. This does not mean that the upper landowner can not accelerate the flow of water at all; experience has found drainage to be improper only when acceleration and concentration of the water were substantially increased.

Subsurface waters which percolate to the surface can be intercepted and diverted for the protection of highways without regard for the loss of these waters to adjacent landowners. In those cases where wells and springs are involved, the right of way agent should contact the affected owner(s) to prevent any misunderstanding over damage that could be claimed. Where certain drainage patterns have been established over long periods of time (i.e. in excess of at least 10 years) which are not the original natural drainage, there may be legal rights acquired which allow the continuance of the altered drainage pattern. Drainage designs should satisfy Oregon drainage law to avoid claims or litigation resulting from improper drainage design. Project proponents may need to consult legal council when unique drainage situations require additional guidance.

Oregon drainage law does not specifically address altering subsurface flows. However, landowners and developers should avoid handling storm water in a way that alters subsurface flows.

Emergency Declaration

What does an emergency declaration do?

- Authorizes the use of all available County resources as needed to effectively manage the emergency situation
- Give the BCC Chair authority over all departments, divisions and officers of the County
- Authorizes the use of Emergency Measures
- Provides a vehicle for requesting state/federal assistance