

New Resident

Orientation Guide

Welcome to the _____!

Keep this sheet so you have information on what is what and who is who at your new home. Your Resident Services Coordinator will go over the following items and make sure you have everything you need at your new residence.

Your new address:

Building Phone (____) ____ - _____

CCC Housing Administration
523 NW Everett
Portland, OR 97209
(503) 525-8483

Resident Service Coordinator:

RSC Phone (____) ____ - _____

RSC Office Hours: _____

Your **RSC** can help you with:

- Finding community resources (food boxes, health care, etc.)
- Remedying notices from Property Management
- Mediating issues with other residents
- Putting on different events and programs at the building
- Referrals: EAC, CVC, PAW

Community Manager:

MGR Phone (____) ____ - _____

MGR Office Hours: _____

Your **Community Manager** can help you with:

- Questions or concerns about your rent
- Requests for maintenance and pest control for your unit
- Resident concerns

Referrals - Within CCC

Community Volunteer Corps (CVC)

The CVC engages individuals in meaningful volunteer opportunities, building marketable skills while also providing avenues for them to give back to the community. Upon completion, clients receive a small stipend & a letter of recommendation. Contact your Resident Services Coordinator or Case Manager for a referral.

Employment Access Center (EAC)

The EAC is an excellent resource to gain employment. With a referral from your Resident Services Coordinator or Case Manager, you will be assigned an Employment Specialist who will work with you on job searches, resumes, career planning and job barriers.

Recycling and Reuse Operations Center (ROC)

The ROC is a referral-based clothing closet and resource center for CCC clients/residents in need of everyday necessities like clothing and household items. The ROC is open Tuesday through Friday, 12:00 pm to 3:00 pm. Contact your Resident Services Coordinator or Case Manager for further information and referral.

Hooper Detox

Hooper Detox provides inpatient and outpatient withdrawal management and stabilization services for people seeking treatment for substance use disorders. See your Resident Services Coordinator or Case Manager for more information.

Referrals - Outside CCC

Food Boxes

Central City Concern has established relationships with some resources for food boxes throughout Portland. Contact your Resident Services Coordinator or Case Manager to get a referral. Dialing 2-1-1 as well as the Street Roots Rose City Guide have up-to-date non-referral food resources.



Maybelle Center

The Maybelle Center serves those who live in Downtown Portland, offering house visits, support services, and access to community events and outings. If you are interested, speak with your Resident Services Coordinator or Case Manager.



PAW Team (Portland Animal Welfare)

The PAW Team offers access to low-cost veterinary care and animal services. If you are a client of CCC, you are qualified to receive services with a proper referral from your Resident Services Coordinator or Case Manager.



Other Resources

Multnomah County Library

The Library has an endless amount of resources, including tech skills, literacy and English classes. If you owe library fees, they will work with you to erase them!



HEALTH HAPPENS HERE

It's easier than ever to get care from Central City Concern. Our clinics offer many patients everything they need in a single location, including:

- Primary medical care
- Mental health care
- Addiction treatment
- On-site pharmacy

Now offering:

- Phone and video appointments
- COVID-19 testing

No health insurance? No problem.
We'll help get you signed up.




Call us or walk in:

 **971-361-7888**

 **727 W Burnside**

 **12121 E Burnside**

 **Mon, Tues, Thurs, Fri:**
8 am to 5 pm
Wed: 9 am to 5 pm



**CENTRAL CITY
CONCERN**

HOMES HEALTH JOBS

Naloxone

Narcan® Overdose Prevention

***If you witness or know of someone
overdosing from opioids***

**CALL 911 IMMEDIATELY &
FIND STAFF MEMBER FOR HELP**



For the safety of all in this building, there is a Naloxone overdose prevention kit located near the front desk. Staff have been trained to respond.

For questions about Naloxone and information about obtaining a personal Naloxone kit, contact your Resident Services Coordinator or Case Manager.

**IN CASE OF EMERGENCY, CALL 911 IMMEDIATELY
& FIND STAFF MEMBER FOR HELP**

Keeping Things Tidy!

Keeping your unit clean and tidy can be made easier by using the checklist below. Keeping your unit tidy may help to reduce anxiety, improve focus, and strengthen self-confidence.*

DAILY

- ☐ Clean off cluttered surfaces
- ☐ Clean all dirty dishes
- ☐ Take out trash and recycling
- ☐ If you have a pet, dispose animal waste
- ☐ Wipe down counters

WEEKLY

- ☐ Do laundry
- ☐ Wash bed sheets, blankets & pillow cases
- ☐ Throw out any food that has spoiled
- ☐ Vacuum and/or sweep

MONTHLY

- ☐ Clean refrigerator
- ☐ Go through items and get rid of what you don't need to avoid clutter

* <https://www.psychologytoday.com/us/blog/in-practice/201802/6-benefits-uncluttered-space>

Plumbing Issues

Preventing and Responding to issues in your home

Most drain clogs can be prevented with common sense
and by using the guidelines below

PREVENTION

Avoid Flushing Household Materials Down the Drain

Never put the following items down the drain:

- Food • Bacon grease • Hair • Cooking Oil • Coffee Grounds • Sanitation Wipes
- Hygiene products • Other Household Materials • Any Paper Other Than Toilet Paper

Preventative Solutions:

- Make sure to keep your sink free of dishes, rags, sponges and other items
 - Don't leave the sink or shower running while unattended
 - Put fats in a carton, let harden and throw away
 - Keep trash cans by the toilet and sink

IDENTIFICATION

Noticing early warning signs can prevent major drain clogs; ignoring early warning signs typically leads to larger problems

Warning Signs:

- The water appears to be rising in your sink, toilet, or shower
- Water suddenly appears on the kitchen floor or in bathroom
 - The sink, toilet, or shower are draining slower than usual
 - If you hear a gurgling sound coming from the toilet

RESPONSE

If water in your toilet begins to rise while flushing, turn off water using shut off valve behind the toilet. **Notify housing staff!**

Community Manager	()	_____	–	_____
Resident Services Coordinator	()	_____	–	_____
CCC Housing Administration	()	_____	–	_____
CCC After-Hours Emergency	()	_____	–	_____

Preventing Fires

with Tidiness and Proper Storage

Prevent fires and other emergencies with tidiness and proper storage using the following tips:



Never store any items on or near the oven or stove top. If the burner is accidentally switched on, items can ignite quickly



DO NOT store items on or near portable or fixed heater / air conditioners



Your sprinkler head is not a storage device!
DO NOT hang clothes or any other items on or near your fire sprinkler; doing so can set off the fire sprinklers, or prevent the sprinklers from properly extinguishing a fire



Never bring or store propane tanks or any other fuel indoors



Keep your home tidy by making sure clutter and debris are stored or disposed of properly. Not only will keeping your home tidy prevent the spread of fire, but it will also allow for quick evacuation

Smoking Safety

Quitting is always the safest option for your health and for fire prevention

However, if you're not ready to quit, here are some guidelines that will keep you, your neighbors, and the building safe from a fire created by a cigarette



- Smoke outside at least 10 feet away from building
- To prevent a deadly fire, you must be alert; you won't be alert if you are tired, have taken medicine or drugs which make you drowsy, or have consumed alcohol; avoid smoking if any of these conditions exist
- Never smoke in bed. There's a higher risk that you'll fall asleep with a cigarette, or it falls into linens and starts a fire
- Never smoke or allow anyone to smoke while using medical oxygen; oxygen will cause a fire to burn quicker and larger
- Keep your room free of combustibles. The less flammable material you have, the less chance ash or a butt can start a fire

Safe Disposal

- Use the proper receptacle - either one identified outside or a deep, wide ashtray on a sturdy table
- Never dispose of butts into vegetation (grass, leaves, etc.)
- Before you dispose of your butts, make sure they're out! The best thing to do is douse them with water or sand



Renters Insurance

What is Renters Insurance?

Renters Insurance provides financial reimbursement to cover a tenant's lost or damaged possessions as a result of fire, theft or vandalism; it also covers a tenant's liability in the event that a visitor is injured on the premises.

Why is Renters Insurance important?

Renters Insurance is important because your possessions are not protected by the landlord's insurance policy. Landlord insurance covers damage to the building, but does not protect your possessions.

Another good reason to have Renters Insurance is for protection against liability claims. The liability portion of your Renters Insurance will provide compensation if a visitor to your rented home is injured; if that person files a lawsuit against you, your Renters Insurance will help cover the costs of your legal defense.

Renters Insurance can also cover temporary accommodations in the event that you have to live elsewhere while your rental is being repaired due to fire, smoke or water damage.

How much does Renter's Insurance cost?

Renters Insurance costs very little in Oregon, about \$15 a month on average (depending on coverage chosen and location); with a \$15/month plan, one can expect to receive \$15,000 in personal property coverage and \$100,000 of liability coverage. Renters Insurance can also be combined with car and other insurance plans, decreasing monthly costs.

How do I get started?

Call agencies to compare quotes with the numbers listed below, or use a computer to check prices online. See your Resident Services Coordinator if you need assistance or have questions.





Animal Care

Dos and Don'ts



Cats and Dogs

All cats and dogs must be:

- Housebroken
- Up-to-date on all required inoculations
- Currently licensed according to state law and local ordinance
- Spayed or neutered (a puppy or kitten too young for spaying/neutering will not be approved)



Care For Your Animal

- Your animals may be cared for and fed inside your apartment only
- Dispose of animal waste, including litter, **inside a sealed or tied plastic bag** and place it in a trash can or chute
- **DO NOT PUT LITTER IN TOILET OR SINK**



Keep Your Animal Secure

- When outside your apartment, your cat or dog must always be on a leash or inside a secure carrier
- All other types of animals must be kept in a cage or aquarium inside your apartment or inside a secure carrier during transport
- You may not construct any cages or perches for animals outside your apartment



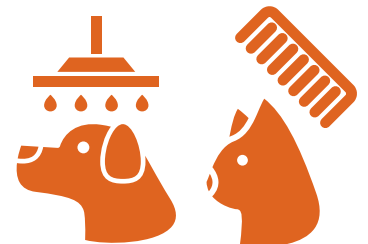
Make Arrangements When You're Gone

- It's your responsibility to make sure someone cares for your animal if you are away from home for an extended time, and to notify your property manager or RSC of the arrangements
- CCC will try to contact you if there is a concern regarding your animal, and if you are unreachable we will call your emergency contact; if neither of you can be reached, then we may contact the appropriate state or local agency to take custody of your animal



Respect Your Neighbors

- Animals are not allowed to interfere with the peaceful enjoyment of the property by other residents. Prevent your animal from barking, howling, biting, scratching, or being a nuisance





SERVICES

- Basic veterinary exam
- Vaccinations
- Parasite control (fleas and worms)
- Prescriptions
- Food and supplies
- Pet licensing for Multnomah, Washington, Clackamas and Clark Counties
- Microchipping
- Medical grooming
- Spay/Neuter services
- Other major surgeries (as determined by the Medical Director)



OFFICE HOURS / PHONE / LOCATION

General office hours: Tuesday thru Thursday 10:00 am - 3:00 pm

Phone: 503-206-6033

-Phones are only answered during office hours

-Phone messages will be returned within two business days

Address: 1718 NE 82nd Ave. Suite B, Portland, OR 97220



CLINICS

PAW Team offers free weekend clinics periodically throughout the year

-Call for specific dates

- Please do not arrive before 9:00 am
- Check-in begins at 9:00 am
- Pets are seen on a first-come, first-served basis
- The wait can be long - be prepared to spend two to five hours at the clinic
- Brings snacks and water if you wish. Doggie treats and water for your pets is provided

Ongoing Weekday Clinics

PAW Team offers weekday clinics by appointment only

For existing clients, please call 503-206-6033 to schedule an appointment



SERVICES

RSC or Case Manager completes referral with resident and submits referral via email to PAW Team (info@pawteam.org); the resident will receive a call from PAW Team when their referral has been processed. See PAW Team Qualification Sheet and PAW Team Referral Sheet. Estimated time from referral submission to client being seen is 2-4 weeks. Clients may use up to three services per year from the PAW Team, not including supplies (i.e. food, flea treatment)

CO-PAY

PAW Team asks for a \$5 co-payment at every veterinary clinic. Cash, debit and credit accepted. No one is turned away for true inability to pay.