

County of Orange
and
Orange County
Operational Area



Excessive Temperature Annex

May 2017

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i. Operational Area Executive Board and Emergency Management Council Letter of Approval

**Orange County Operational Area Executive Board
County of Orange Emergency Management Council**

Representatives of Law Enforcement Mutual Aid, Police Chiefs' and Sheriff's Association, Fire and Rescue Mutual Aid, Fire Chiefs' Association, Public Works Mutual Aid, City Engineers and Public Works Directors Association, Orange County Board of Supervisors, Health Care Mutual Aid, City Manager's Association, League of Cities, County Agencies, School Districts, and Special Districts.

May 10, 2017

Members of the Operational Area
Members of the Board of Supervisors
County of Orange Department Heads
American Red Cross of Orange County
California Office of Emergency Services

Dear Orange County Emergency Response and Recovery Officials:

Herewith is presented the County of Orange and Orange County Operational Area Excessive Temperature Annex.

The County of Orange Emergency Management Council (EMC), which governs the County of Orange Emergency Organization, has approved and concurs with this Annex. The Orange County Operational Area Executive Board has approved and concurs with this Annex on behalf of the OA Members. This Annex includes the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS) and the duties and responsibilities of the County and its departments in preparedness, and response procedures related to an excessive temperature event. A copy of the County of Orange and Orange County Operational Area Excessive Temperature Annex may be obtained through the Orange County Sheriff's Department, Emergency Management Division.

The County of Orange and Orange County Operational Area Excessive Temperature Annex is linked to jurisdiction, discipline and mutual aid plans and standard operational procedures through the County of Orange and Orange County Operational Area Emergency Operations Plans.

This Annex is designed as a reference and guidance document. Its successful implementation is, as always, dependent upon the skills and abilities of the County participants. Continued revision and testing of this plan will ensure its viability and appropriateness in future events. We look to you as members of the County of Orange and Orange County's Operational Area Emergency Response Organization to assist in the ongoing process of program and capability improvement.

Sincerely,



County of Orange
Emergency Management Council
Chair

Sincerely,



Orange County
Operational Area Executive Board
Chair

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ii. Record of Changes

| Date of Revision | Revision Description | Section/Component | Revision Completed By |
|------------------|----------------------|-------------------|--------------------------|
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iii. Plan Distribution

The Orange County Sheriff' Department, Emergency Management Division (EMD) is responsible for developing, maintaining and distributing the Excessive Temperature Annex.

EMD will make the Excessive Temperature Annex available to all county departments, OA jurisdictions, California Office of Emergency Services (Cal OES) and other partner organizations as necessary and upon request. An electronic version is available through WebEOC in PrepareOC. Additional hardcopies are available at the EOC, and EMD staff members have remote access to all plans and annexes.

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Chapter One Introduction

1.1 Purpose

The purpose of this Annex is to guide Operational Area jurisdictions and County agencies during an Excessive Temperature Event (heat or cold). This Annex identifies resources, actions and critical issues regarding a weather event, including monitoring, public information, and congregate care and/or shelter. The content of this Annex is based substantially on the Unified County of Orange and Operational Area Emergency Operations Plan (EOP), Joint Information System Annex, and Power Outage Annex. This Annex should be used in conjunction with those plans and other pre-established procedures, such as the Orange County Community Resources (OCCR) Temporary Emergency Shelter Procedures for the homeless during inclement weather.

This Annex is intended to provide a written plan to assist city and county agencies with managing information and responding to an Excessive Temperature Event. As with all emergency plans, these guidelines will provide responders and decision makers with flexible tools and considerations as the situation dictates and justifies.

1.2 Scope

Each weather event involving temperatures is unique, as it is dependent on the weather patterns and National Weather Service (NWS) forecasts. The emergency management community is concerned with both short-term, as well as longer-term impacts, especially with reoccurring events or events with no relief periods over three days in length.

This Annex recognizes that Orange County has a commitment to excellence founded on its successful collaboration with OA jurisdictions, agencies and organizations. Further, this Annex draws on those collaborative relationships to provide the process to leverage resources and response capabilities in order to respond to an Excessive Temperature Event.

The goal is to ensure a coordinated response occurs during an Excessive Temperature Event, with public information being the primary focus. The Orange County Sheriff's Department (OCSD) Emergency Management Division (EMD) will provide support to the OA through interagency coordination.

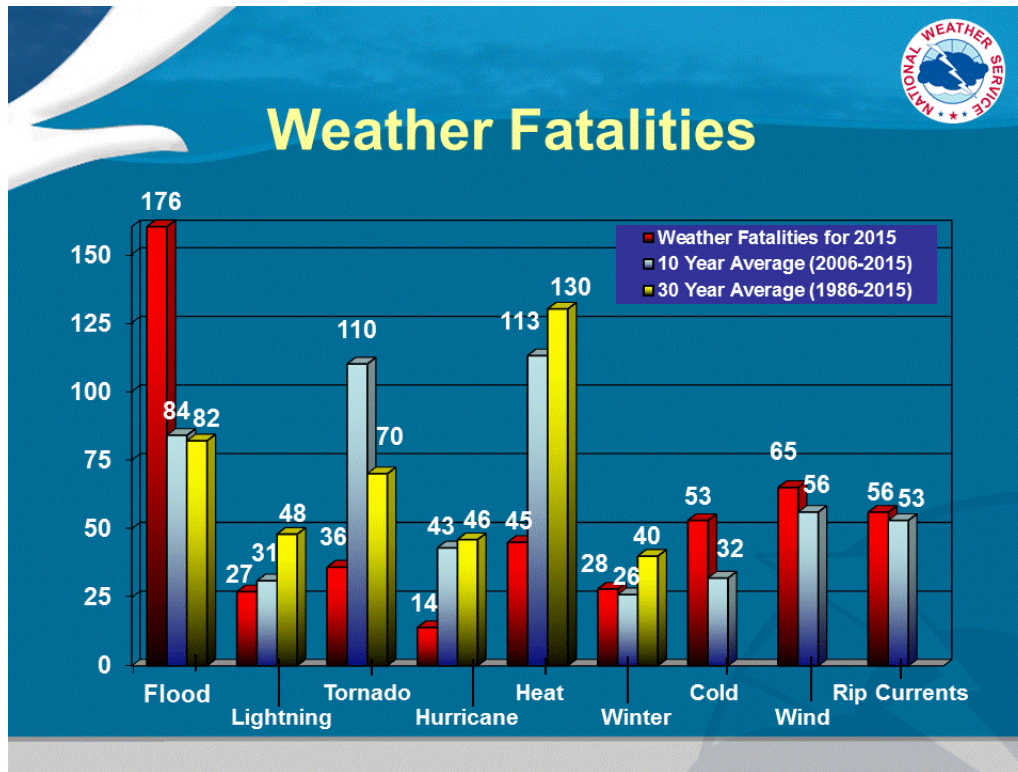
1.3 Situation Overview

Excessive of temperature can be dangerous to segments of the population unable to take adequate measures to protect themselves. Excessive temperatures increase the number of heat- and cold-related illness and injuries, and can cause death.

The U.S. Natural Hazard Statistics provide information on fatalities, injuries and damages caused by weather-related hazards. The NWS Office of Services and the National Climatic Data

Center compile these statistics utilizing data from the NWS forecast offices in the 50 states, Puerto Rico, Guam and the Virgin Islands. The following information provided below compares fatalities caused by different types of weather events.

Weather-Related Fatalities Nationwide



Source: <http://www.nws.noaa.gov/om/hazstats/images/hazstat-chart15-1g.gif>

Due to California's diverse geography, weather conditions often vary greatly from one region to another. People are acclimatized to the usual weather conditions in the climate zone they reside in; those in a desert climate tolerate heat differently than those in a coastal climate. Because of these differences, there is no "one size fits all" tool for the entire State to define what constitutes an Excessive Heat or Cold Event.

Heat Summary

The National Weather Service defines "excessive heat" as a combination of high temperatures (significantly above normal) and high humidity, or as high ambient air temperatures lasting for a long time. Excessive heat emergencies develop slowly and may take a number of days of oppressive heat to have a significant or quantifiable impact. Heat waves do not strike victims immediately, but rather the cumulative effect slowly affects the body's ability to adapt to the possibility of death.

Using historical weather patterns, emergency medical services and mortality data, the NWS and the California Department of Public Health (CDPH) have identified five major types of climate regions for each of the conditions that constitute an Excessive Heat Event within those specific regions. When temperatures “spike” for two or more consecutive days with or without an adequate drop in nighttime temperature to cool the outdoor and indoor environments, there is a significant increase in the risk to community members without cooling capabilities, identified health problems, or fragility due to age.

Cold Summary

The NWS defines an Excessive Cold Event based on the temperatures, wind chill and microclimate factors. While winter temperatures tend to be mild in Orange County, there have been occasions when they have dropped to below 40°F, and a few occasions when they have dropped below freezing. When coupled with heavy rain and wind, these low temperatures can pose significant health risks. Cold weather poses an additional challenge in that people can be affected by cold more quickly based on other underlying factors, including but not limited to age, health, and other items addressed in the [Planning Assumptions](#) portion of this Annex.

1.3.1 Preparing and Responding with the Whole Community

The County of Orange strives to incorporate the Whole Community perspective in its emergency planning and encourages Operational Area jurisdictions to do the same. By planning for the Whole Community, complexities in the diversity in Orange County are assimilated into the County planning strategy.

Orange County’s definition of *disabilities and access and functional needs* is as follows:

Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Having recognized the need to be inclusive in its emergency planning, the County of Orange Emergency Management Council and the Orange County Operational Area Executive Board formed the Orange County Disabilities and Access and Functional Needs Working Group in 2011 to strengthen partnerships with the disability community and others with access and functional needs. This team includes representatives from county agencies, local jurisdictions and nonprofit organizations serving people with disabilities and access and functional needs in Orange County. This group’s instrumental efforts have turned the Operational Area towards

more inclusive emergency planning for the Whole Community. This group reviewed the Excessive Temperature Annex on October 20, 2016 and provided valuable feedback.

In order to meet the unique needs of children in disasters, the Operational Area formed the Kids in Disasters (KIDS) Working Group as a sub-committee of the Disabilities and Access and Functional Needs Working Group. The mission of the working group is to engage the public and private community, government and healthcare organizations and individuals to promote coordinated efforts and partnerships to ensure that infants' and children's needs are met before, during, and after disasters. Integrating children (0-18) into disaster planning requires special emergency preparedness and planning. Disasters have proven evident that children are vulnerable and require additional support during emergency situations, especially when displaced from their parents or guardians. The physical and psychological damage sustained by children can far outweigh the same effects inflicted on grown members of society, including children with disabilities and access and functional needs. The KIDS Working Group will assist in identifying and supporting community programs that help meet the physical, mental, and emotional needs of children in disasters.

Furthermore, the County of Orange is committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to Orange County Residents and visitors. As such, the County of Orange adheres to and encourages Operational Area jurisdictions to follow the policy below:

- Disability will not prevent accessibility to services or facilities provided.
- Exclude or deny benefits of any sort based on a disability or access or functional need.
- Work to accommodate people with disabilities and access and functional needs in the most integrated setting possible.
- During all phases of disaster response, make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- Shelter people with disabilities and access and functional needs with their families, friends and/or neighbors and in the most integrated setting possible.

1.4 Planning Assumptions

- A multi-discipline planning team was formed to create this Annex to ensure an effective response to an Excessive Temperature Event. Development of this Annex allowed for a multitude of agencies to share knowledge, experience, and information on available resources.
- The Orange County Sheriff's Department (OCSD), Emergency Management Division (EMD) is responsible for updating and maintaining the contents of this Annex.

- The Orange County Emergency Ordinance and the Operational Area Agreement places the responsibility for implementation of this Annex with the County Executive Officer (CEO), who is the identified Director of Emergency Services (DES) in relation to the County agencies' response, and the County Health Officer, who is the identified Operational Area Coordinator (OAC). Once a recommendation to activate the Excessive Temperature Annex is made, the authority to initiate actions within a municipal city rests with the authorities within that jurisdiction.
- The OCSD Emergency Management Division is responsible for monitoring weather information and providing weather information to the Operational Area, OAC and DES to aid in decision making.
- This Annex assumes the NWS will provide sufficient warning time of an Excessive Temperature Event in order to initiate any planned activities as depicted in this Annex.
- In Orange County, the temperature pattern can vary greatly between coastal and the inland cities. While the temperature at Huntington Beach may be in the low 80s, the City of Brea could be in the upper 90s. The same can be said for the temperature difference during colder temperatures. Because of this variance, it is important that cities monitor the local weather situation.
- This Annex was developed using historical data, best practices and with the intention of providing support to as many community members as possible. However, especially during excessive heat or cold events, illness could occur at temperatures other those indicated in this plan based on multiple factors including age, health and lifestyle choices or circumstances. Individuals possessing any combination of the following characteristics or conditions are at greater risk for experiencing an excessive temperature-attributable adverse health outcome:
 - **Age and underlying conditions:** Age and underlying conditions: This at-risk group includes infants and older people (age 65 and older) who may be more susceptible to the effects of excessive in temperature due to their physiology and state of health and/or may be unable to express signs or recognizable symptoms of excess temperature exposure. It also includes people with underlying medical conditions (e.g., heart disease, diabetes, asthma) that may be exacerbated during excessive in temperature.
 - **Mobility constraints:** People with mobility constraints are at higher risk during excessive temperature emergencies if the constraints limit their ability to access appropriately cooled/heated locations. This group includes the very young, the elderly, the very obese, the bedridden, and those with other access and functional needs that may affect mobility.
 - **Cognitive impairments:** People with mental illnesses, with cognitive disorders, or under the influence of drugs or alcohol may be unable to make rational decisions

that would help limit their exposure to excessive heat or cold or to recognize symptoms of excessive heat or cold exposure.

- **Economic constraints:** The poor may be disproportionately at risk during excessive temperature emergencies if their homes lack air conditioning or heating, or if they are less likely to use available utilities because of the cost. In addition, if the poor disproportionately reside in high-crime areas, fear of crime can increase their risks by hindering their willingness to take appropriate responses [e.g., opening doors and windows for circulation, visiting cooling/warming centers]. People without permanent housing may be at very high risk for an adverse health outcome because of their unprotected exposure to the extremes of temperature and lack of resources to limit the exposure or seek medical care if needed.
- **Social isolation:** Socially isolated individuals are less likely to recognize symptoms of excessive heat or cold exposure. This can delay or prevent treatment and result in more serious health outcomes. Members of this group, which includes the homeless and those living alone, may also be less willing or able to reach out to others for help.

Chapter Two Concept of Operations

2.1 Concept of Operations (CONOPS)

The primary concept of operations for an Excessive Temperature Event will focus on providing public information using different notification tools including press releases, websites and other mechanisms discussed later in this Annex. Depending on the progression, duration and impact of the Excessive Temperature Event, cooling or warming center locations may be made available to community members.

Implementation of excessive temperature related activities is based on criteria using information including historical data; predicted outlook for upcoming weather season; and input from the County Health Officer as the OAC, and the County Executive Office (CEO) as the DES.

The Concept of Operations for this plan was developed and collaborated on by the Orange County Excessive Temperature Task Force which consists of OCSD EMD, the County Health Officer, the CEO, Health Care Agency (HCA), Social Services Agency (SSA), Orange County Community Resources (OCCR) , OC Sheriff's Department (OCSD), Orange County Fire Authority (OCFA), city jurisdictions, and specific OA partners such as the Collaborative Organizations Active in Disaster-Orange County (COAD-OC), and the NWS. Annex checklists attached to the end of this document provide guidance on activities related to Excessive Temperature Events.

2.2 National Weather Service Watch, Warning and Advisory Products

Orange County's weather forecasts are provided by the NWS San Diego Weather Forecast Office (NWS-San Diego). NWS-San Diego issues written products when unusually hot or cold weather is expected to occur in Orange County. These products are intended to raise the public awareness to prevent weather-related illness from occurring and to assist local officials with decision-making responsibilities related to an Excessive Temperature Event.

There are three National Weather Service Zones in Orange County. It is important to understand Orange County zoning, as the predicted weather may not impact all of Orange County the same way. For example, it may be cooler along the coast than inland Orange County. These forecast zones are:

- **Orange County Coastal** covers the immediate coastal region, including beaches and coastal cities west of I-405 and the extreme southern portion of I-5.
- **Orange County Inland** includes the inland coastal valleys and plains of Orange County, mainly east of I-405 and including most of the I-5 corridor.
- **Santa Ana Mountains and Foothills** includes the Orange County unincorporated canyon areas and Cleveland National Forest areas in South Orange County.

The different weather products used by NWS-San Diego are described below:

A **National Weather Service Partner E-mail** is issued when the potential exists for an excessive weather event in the next 3-7 days. It is designed to provide an indication of areas where people may need to take precautions.

A **Heat Advisory** is issued within 48 hours of the onset of a short-duration heat event of 1-3 days and sub-warning criteria (not as extreme or long duration). This advisory is typically for dry-heat events when the daytime highs are well above average, but the temperature cools at night. (See the National Weather Service Chart below.)

NWS Heat Advisory Criteria (Ambient maximum temperature, °F)

| Heat Advisory Period | Coastal Orange and San Diego | Inland Orange | San Diego Valleys | Inland Empire |
|----------------------|------------------------------|---------------|-------------------|---------------|
| Oct Thru May | 95 | 100 | 100 | 100 |
| June | 95 | 100 | 100 | 103 |
| July | 95 | 100 | 100 | 103 |
| August | 95 | 100 | 100 | 105 |
| September | 95 | 100 | 100 | 103 |

Source: National Weather Service San Diego http://www.wrh.noaa.gov/sgx/document/WWA_Criteria.pdf

An **Excessive Heat Watch** is issued 24-72 hours in advance when there is potential to meet the Excessive Heat Warning criteria. An Excessive Heat Watch is used when the risk of a heat event has increased, but its occurrence and timing are still uncertain.

An **Excessive Heat Warning** is issued within 48 hours of longer-duration heat events of three days or more. The ambient air temperature will be at least 100°F (coastal) and 105°F (inland), or heat index more than 110°F for any period of time. (See the National Weather Service Chart below.)

NWS Heat Warning Criteria (Ambient Air Temp °F)

| Heat Warning Period | Coastal Orange and San Diego | Inland Orange | San Diego Valleys | Inland Empire |
|---------------------|------------------------------|---------------|-------------------|---------------|
| Oct Thru May | 100 | 105 | 105 | 105 |
| June | 100 | 105 | 105 | 108 |
| July | 100 | 105 | 105 | 108 |
| August | 100 | 105 | 105 | 110 |
| September | 100 | 105 | 105 | 108 |

Source: National Weather Service San Diego http://www.wrh.noaa.gov/sqx/document/WWA_Criteria.pdf

NWS Heat Warning Criteria (Heat Index - Warning Criteria °F)

| Heat Index Period | Coastal Orange and San Diego | Inland Orange | San Diego Valleys | Inland Empire |
|-------------------|------------------------------|---------------|-------------------|---------------|
| Day All Year | 105 | 110 | 110 | 110 |
| Night All Year | 75 | 75 | 75 | 75 |

Source: National Weather Service San Diego http://www.wrh.noaa.gov/sqx/document/WWA_Criteria.pdf

A **Frost Advisory** is issued when the minimum temperature is forecast to be 33-36 degrees on clear and calm nights.

A **Freeze Watch** indicates conditions are favorable for a freeze event to meet or exceed Freeze Warning criteria in the next 12 to 48 hours.

A **Freeze Warning** is issued any time minimum temperature is expected to be 28-32°F for a minimum of two consecutive hours at two or more locations within the zone.

A **Hard Freeze Warning** is issued any time minimum temperature is expected to be <= 28°F for a minimum of two consecutive hours at two or more locations within the zone.

NWS Frost and Freeze Products

| NWS Product | Zone | Criteria (°F) | Time of Year |
|---------------------|---|----------------------|-------------------------|
| Frost Advisory | Coastal, Valley, Lower Deserts | 33 to 36 | Anytime |
| | High Deserts | 28 to 33 | 1st and 2nd occurrence* |
| Freeze Warning | Coastal, Valley | 28 to 32 | Anytime |
| | Lower Deserts | 25 to 32 | Anytime |
| | High Deserts | 20 to 27 | 1st and 2nd occurrence |
| Hard Freeze Warning | Coastal, Valley | Below 28 | Anytime |
| | Lower Deserts | Below 25 | Anytime |
| | High Deserts, Mountains below 5000 feet | Below 20 high impact | Anytime |

Source: National Weather Service San Diego http://www.wrh.noaa.gov/sgx/document/WWA_Criteria.pdf

*Season is May 1 to November 30

2.3 Orange County Phases

Orange County uses a three-phase approach to excessive temperature emergencies consistent with the State of California’s contingency plans for excessive cold and heat emergencies. This section describes each phase, including the implementation criteria and response actions to be initiated. Specific information regarding each action is described later in this Annex and can be located in [Attachment E, Checklists](#).

The three phases are based on the severity and the risk to vulnerable populations, the general population and animals.

- Readiness
- Cold/Heat Alert
- Cold/Freeze/Heat Warning

This Annex contains specific actions that should be taken by impacted Orange County jurisdictions and organizations in each of the three phases. The specific action steps may include:

- Coordinating among OA jurisdictions and agencies (all phases)
- Disseminating information (all phases)
- Preparing cooling or warming centers as required (Heat or Cold Alert)
- Opening cooling or warming centers, as required (Heat or Cold Alert or Warning)
- Directly contacting and monitoring those at risk (Heat or Cold Alert or Warning)

2.3.1 Readiness Phase

Readiness actions are taken when NWS-San Diego issues a partner email indicating an excessive weather event is possible. This email is usually sent 3-7 days prior to an event.

Implementation Criteria: An NWS Partner Email is issued

- **Heat:** Predicted ambient air temperature of 95°F (Coastal Orange County) and/or 100°F (Inland Orange County) for three or more days in five (5) or more Orange County cities.
- **Cold:** Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.

Actions:

- Monitor weather.
- Notify Operational Area jurisdictions.
- Review Excessive Temperature Annex actions relating to a heat or cold event.
- Make any internal notifications as required
- 2-1-1 Orange County will provide cooling or warming center information to the public via their website database and by phone.

OA jurisdictions, organizations and agency readiness actions can be found in Attachment E.

2.3.2 Heat or Cold Alert Phase

Initiated when an Excessive Temperature Event is expected based on an NWS Heat/Cold weather product, and other indicators. It is characterized by public information, notifications, and preparations by jurisdictions, agencies, and organizations for a response to such an event.

Implementation Criteria:

Heat: NWS issues a Heat Advisory or Excessive Heat Watch (potential for Excessive Heat Warning) and there is one or more of the following:

- Predicted ambient air temperature of 95°F (Coastal Orange County) and/or 100°F (Inland Orange County) for three or more days in five (5) or more Orange County cities.
- California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event.
- Increased reports of heat-related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers.

Cold: NWS Issues a Frost Advisory or Freeze Watch (potential for Freeze Warning) and there is one or more of the following:

- Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities.
- California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.
- Increased reports of exposure related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers.

Actions:

- Monitor weather.
- Notify Operational Area jurisdictions and organizations.
- Orange County Health Care Agency (OC HCA) issues a press release on heat or cold safety, including language to check on neighbors.
- All jurisdictions provide heat or cold safety information to the public.
- Collect information from the Operational Area regarding any changes to cooling center or warming center information.
- Post information in WebEOC.
- Outreach to community members without the capability to receive press releases such as the homeless population using but not limited to 2-1-1 Orange County email blasts, HCA Behavioral health teams.
- OCSD EMD will provide 2-1-1 Orange County with information, and any changes to cooling or warming center information.
- 2-1-1 Orange County will provide cooling or warming center information to the public via their website database, e-mail blast, and by phone.
- Increased monitoring of special services clients such as SSA or HCA clients with assigned case managers.
- Increased surveillance of heat-related or cold exposure illnesses/injuries.
- Monitor electrical demands and any CAISO issues.

OA jurisdictional and agency Heat or Cold Alert action can be found in Attachment E.

2.3.3 Heat or Cold Warning Phase

Initiated when an Excessive Temperature Event is occurring. It is characterized by a coordinated government response to the emergency.

Implementation Criteria:

Heat: NWS issues an Excessive Heat Warning and there is one or more of the following:

- Predicted ambient air temperature of at least 100°F (Coastal Orange County) and/or 105°F (Inland Orange County) for three or more days in five (5) or more Orange County cities.
- Predicted Heat Index temperature or ambient air temperature of more than 110°F for any period of time.
- CAISO issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event.
- Increased reports of exposure-related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers.
- Recommendation by the County Health Officer.

Cold: NWS Issues Freeze or Hard Freeze Warning and there is one or more of the following:

- Overnight predicted temperature of 32°F or lower in five or more Orange County cities.
- California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.
- Increased reports of exposure related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers.
- Recommendation by the County Health Officer.

Actions:

- Continue to monitor weather.
- Notify Operational Area partners with information changes or updates.
- OC HCA issues a press release on heat safety, how to obtain cooling center information, and including language to check on neighbors.
- All jurisdictions provide cold and heat safety information to the public.
- Collect information from Operational Area jurisdictions regarding situation status and changes to cooling or warming center information including any available transportation to the centers.
- Post information in WebEOC.
- OCSD EMD will provide 2-1-1 Orange County with information on the Excessive Heat or Cold Warning and any changes to cooling or warming center information.

- Outreach to community members without the capability to receive press releases such as the homeless population using but not limited to 2-1-1 Orange County email blasts, HCA Behavioral health teams.
- 2-1-1 Orange County will provide cooling or warming center information to the public via their website database, email blast, and by phone.
- Increased monitoring of special services clients such as SSA or HCA clients with assigned case managers.
- SSA may utilize AlertOC for sharing of information with Adult Services clients and others as identified.
- Monitor electrical demands and any CAISO issues.

OA jurisdictional and agency Heat or Cold Warning actions can be found in Attachment E.

Orange County Excessive Temperature Annex Implementation Criteria Chart

| Phase | READINESS | ALERT | WARNING |
|----------------------|--|---|--|
| Heat Criteria | <p>A NWS Partner Email is issued and predicted hot temperatures for Orange County of 100°F or greater in five (5) Orange County cities for three (3) or more consecutive days.</p> | <p>NWS issues a Heat Advisory or Excessive Heat Watch (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Predicted Ambient air temperature of 95°F (Coastal Orange County) and/or 100°F (Inland Orange County) for 3 or more days in five (5) or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event. ○ Increased reports of heat related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. | <p>NWS issues an Excessive Heat Warning and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Predicted Ambient air temperature of at least 100°F (Coastal Orange County) and/or 105°F (Inland Orange County) for 3 or more days in five (5) or more Orange County cities. ○ Predicted Heat Index temperature or ambient air temperature of more than 110°F for any period of time. ○ CAISO issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event. ○ Increased reports of heat related illnesses, medical emergencies or mortality reported HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. |
| Cold Criteria | <p>A NWS Partner Email is issued and Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.</p> | <p>NWS Issues a Frost Advisory or Freeze Watch (potential for Freeze Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event. ○ Increased reports of exposure related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. | <p>NWS Issues Freeze or Hard Freeze Warning (potential for Freeze Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Overnight predicted temperature of 32°F or lower in five or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event. ○ Increased reports of exposure-related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. |

Chapter Three Organization and Assignment of Responsibilities

Figure 2 - Table of Agency Responsibilities

| <i>Lead agencies are those assigned with specific tasks</i> | CEO | HCA | OCSD EMD | OCCR | SSA | Jurisdictions | OC 211 | COAD-OC | |
|---|-----|-----|----------|------|-----|---------------|--------|---------|--|
| Director of Emergency Services (DES) | L | | | | | | | | |
| Operational Area Coordinator (OAC) | | L | | | | | | | |
| Mitigation and Preparedness | L | L | S | L | L | L | S | S | |
| Weather Monitoring | | S | L | | | | | | |
| Public Information | S | L | S | S | S | S | S | S | |
| Community Outreach | | L | S | L | L | L | S | S | |
| Alert and Warning | | | S | | L | L | | | |
| Cooling or Warming Center Establishment | | | S | L | L | L | S | S | |
| County/OA EOC and OA Information Coordination | | | L | | | | | | |

L – Lead Agency S – Supporting Agency

3.1 Mitigation and Preparedness

Mitigation and preparedness focus on raising public awareness of the risks of an Excessive Temperature Event in the upcoming season and in preparing County personnel to recognize and respond to such an event.

Activities associated with preparedness may include:

- Convene Orange County Excessive Temperature Task Force to review and update plans.
- Identify, update, and maintain list of potential warming and cooling centers.
- Develop a coordinated public education program for excessive temperatures.
- Provide information on preventing temperature-related injuries on websites, 2-1-1 OC, and through social media.

3.2 Monitoring

The OCSD EMD is responsible for monitoring weather information from the NWS-San Diego. Any information from NWS-San Diego will be communicated to the OA to implement actions described in this Annex, allowing jurisdictions, agencies, organizations time to implement their own internal plans.

3.3 Public Information

Information sharing and dissemination of public information will be crucial during an Excessive Temperature Event. Initially, the OCSD EMD will notify the appropriate jurisdictions and agencies.

HCA will be the lead agency for health-related press releases and bulletins.

The HCA Public Information Officer (PIO) will have five tasks:

- Assist in warning the public.
- If warranted, provide continual updates on the incident to the media.
- Provide direction and instructions regarding cooling or warming centers, health precautions and other material.
- Work with other agencies to disseminate additional information related to the event, such as personal protection tips and animal information.
- Promote the “neighbors checking on neighbors” concept.

3.3.1 Community Outreach

Each jurisdiction or County agency with a responsibility for community health and safety is tasked with community outreach for their respective cities or clients before, during and after an Excessive Temperature Event.

3.3.2 Alert and Warning

Notification of Excessive Temperature Events should be communicated to the public as soon as possible. Each jurisdiction or County agency serving community members is responsible for making proper notifications. Below are examples of several methods which could be used to achieve the widest possible dissemination of emergency communications.

AlertOC

AlertOC is the mass public notification system used by the County and most cities in Orange County to alert the public during an emergency. AlertOC is the primary notification system for all County unincorporated residents. Residents have the ability to input additional phone numbers and e-mail addresses by going to the AlertOC website at <http://www.alertoc.com>.

Cities with this system may use it during an emergency to notify the community to take health precautions. Each jurisdiction must initiate this notification itself.

SSA has been approved to use AlertOC to send notifications to Adult Services, and other clients during an Excessive Temperature Event.

Emergency Alert System (EAS)

To avoid confusion with message dissemination, EAS will **not** be used for an Excessive Temperature Event since there is not a specific EAS code.

Hotline/Public Information

The Operational Area/County EOC Public Information Hotline at the EOC will not be used unless the OA EOC activates and/or a jurisdiction requests the Public Information Hotline be activated in accordance with the County of Orange and Operational Area EOP. 2-1-1 Orange County will serve as the conduit of information to the public during an Excessive Temperature Event.

Local Media

The HCA PIO will provide accurate information to the media to be relayed to the public.

Websites

Jurisdictions are encouraged to post to their websites press releases, heat safety tips, cold safety tips and other information.

Social Media

Jurisdictions are encouraged to use social media products such as Twitter, Facebook and other established mechanisms to provide public information.

People with Disabilities and Those with Access and/or Functional Needs

The HCA PIO may ask television stations to use closed captioning and text crawls to provide information visually. The County of Orange considers American Sign Language interpreters to fill a critical role in alert and warning, and every effort will be made to secure interpreters as described in the County of Orange and Operational Area Joint Information System Annex.

3.4 County/OA EOC Activation and OA Coordination

Under most circumstances, the EOC will not be activated during an Excessive Temperature Event. The OCSD EMD will be in duty officer status monitoring the situation and coordinating any required information. Activation of the County/OA EOC shall follow the activation criteria as described in the Unified County of Orange and Operational Area Emergency Operations Plan.

3.4.1 Conference Call

A conference call may be conducted for Phase 3 activities amongst the Orange County Excessive Temperature Task Force. The Orange County Excessive Temperature Task Force consists of OCSD Emergency Management Division, the Health Officer as the OAC, the CEO as

the DES, HCA, SSA, OCCR, OCSO, OCFA, city jurisdictions, and NWS. Other agencies and/or organizations may be included in these conference calls as needed. These calls are not required for each excessive temperature event.

3.4.2 WebEOC

In order to provide a common operational picture, the Operational Area employs WebEOC as a crisis management software system. WebEOC uses “Jurisdictional Information Management System (JIMS) Boards” to display and share disaster information within jurisdictions and between OA jurisdictions.

The OCSO EMD and OA jurisdictions should use WebEOC during an Excessive Temperature Event for the following purposes:

- Review situational information posted by OA jurisdictions.
- Request and review each OA jurisdiction’s situational status.
- Post changes to locations of cooling or warming centers.
- Post press releases.

3.5 Cooling and Warming Centers

A *cooling center* or *warming center* is a location where people can go to get out of the elements during either a heat or cold event. A cooling or warming center can be established at various facilities including senior and community centers, libraries, local government buildings such as city hall, and public locations such as malls.

There are no established requirements for what a location has to have in order to qualify as a cooling or warming center, but State Heat and Cold Contingency Plans provide guidance on what the location’s capabilities should be. Orange County Care and Shelter Branch Director for unincorporated Orange County areas and each OA jurisdiction should review and pre-identify facilities which can be used as cooling or warming centers. Facility operators should identify which services will be provided at these centers, including:

- accommodations for people with disabilities and those with access and/or functional needs;
- accommodations for service animals and domestic pets;
- generator capabilities; and,
- extended hours of operation.

Even though these locations are open daily to the public, they are pre-identified in the event they have to be opened past normal business hours. Because they have already been notified

they are on the list, these facilities are easier for the OA or jurisdictions to contact in an emergency. If a public facility is being used for a cooling center, but will not work for an overnight warming center, the Mass Care and Shelter Annex process will be used to determine if a warming center/overnight shelter is required.

However, when establishing warming center locations, jurisdictions must consider the financial cost of overnight facility use and staffing. An overnight warming center will become a disaster shelter location if it is opened for nighttime temperatures reaching a Freeze Warning as described in the implementation criteria. Partnerships with organizations such as COAD-OC are imperative during these events. Faith-based and other non-profit organizations may be of assistance with overnight warming centers, since many of these organizations already open unofficial warming centers during cold weather.

The cooling and warming center location list will be reviewed annually by the OA partners and updated information will be provided to 2-1-1 OC to maintain in its database. When an overnight warming center is activated, or hours change for a pre-identified cooling center, the responsible jurisdiction providing this information should use the online WebEOC system, Shelter Information Board located in the JIMS tab. The OCSD EMD will disseminate this information to 2-1-1 OC and the HCA PIO.

3.5.1 Winter Season Daily Operational Homeless Shelters

During the colder season, there are a few locations which operate as daily emergency homeless shelters. Some locations have limited capabilities such as the National Guard Armories are only open at night and the Santa Ana Courtyard does not have enclosed warming capabilities. Additionally, there are non-profit organizations which run shelter locations. These locations fill up quickly, resulting in the need to identify warming center locations for when excessive cold temperatures reach the Frost or Freeze Advisory or Warning stage. Any updated information is shared by 2-1-1OC with the public by phone, website and e-mail blast.

[Appendix E](#) has guidelines to assist jurisdictions with identifying locations for warming and cooling centers.

3.6 Schools

Schools should follow their pre-established emergency plans for after-school or athletic activities. Based on information received, recommendations to cancel, change or move forward with activities or school events lies solely with the school district. Districts are encouraged to initiate their hydration plans anytime a Heat Advisory, Watch or Warning is issued by NWS.

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Chapter Four Plan Development and Maintenance

4.1 Overview

The Excessive Temperature Annex is considered a working document evolving with each use. In addition to real-world incidents, exercises, training, evaluation, management, and maintenance of this Annex will ensure appropriate changes are addressed.

4.2 Plan Maintenance

The Excessive Temperature Annex will be reviewed and revised every two years or following an actual or training event to ensure plan elements are valid and current. The OCSO EMD will lead the responsible jurisdictions, agencies, and departments in reviewing and updating this Annex as required based on identified deficiencies experienced during real world incidents and exercises.

4.3 Training and Exercises

A well-developed training and exercise program is vital to ensuring overall readiness and preparedness. Training ensures personnel are prepared for their roles and responsibilities. Exercises test the capabilities, resources, and working relationships of responding agencies.

Each jurisdiction within the OC OA is responsible for its own planning, training and exercises, as well as involvement in Operational Area planning, training and exercises as required by the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

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Chapter Five Authorities and References

The following Authorities were used in creation of this supporting Annex to the Orange County Operational Area and County of Orange Emergency Operations Plans.

5.1 County

- Orange County Code, Title 3, Division 1 (Emergency Services)
- Orange County Operational Area Agreement
- Orange County Resolution, November 28, 1950, adopting the California Master Mutual Aid Agreement
- Unified County of Orange and Orange County Operational Area Emergency Operations Plan 2016
- County of Orange and Orange County Operational Area Emergency Alert System (EAS) Plan 2014

5.2 State

- California Emergency Services Act 2011
- California Heat Contingency Plan 2010
- California Cold Contingency Plan 2012
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Energy Commission Energy Response Plan 2006
- California Energy Commission Local Government Emergency Planning Handbook 2004
- California OES Electric Power Disruptions Toolkit for Local Government 2004

5.3 Federal

- Homeland Security Presidential Directive (HSPD) 5, *Management of Domestic Incidents*
- Homeland Security Presidential Directive/HSPD 8, *National Preparedness*
- United States Department of Homeland Security (USDHS), NIMS
- National Response Framework 2016
- National Disaster Recovery Framework 2016

5.4 Relationship to Other Annexes and SOPS

This Annex compliments the other developed emergency plans, annexes and Standard Operating Procedures (SOPs). Its purpose is to support the emergency plans and procedures of OA jurisdictions and partners. This Annex is designed to be flexible enough to adapt to changing

response environments and to the needs of supporting and requesting organizations. Other annexes this plan supports include:

- Mass Care and Shelter Annex
- Power Outage Annex
- HCA City Readiness Initiative (CRI) POD plan
- Joint Information System Annex
- OCCR Temporary Emergency Shelter (SOP)

Chapter Six Appendices

Appendix A: Acronym List

Appendix B: Health Risks

Appendix C: Animal Vulnerabilities during Excessive Temperature Events

Appendix D: The Electrical Grid and CAISO

Appendix E: Cooling and Warming Center Guidelines

Appendix A: Acronym List

| | |
|---------|---|
| APS | Adult Protective Services (SSA) |
| ARC | American Red Cross |
| BOS | Board of Supervisors |
| CAISO | California Independent System Operator |
| Cal OES | California Office of Emergency Services |
| CALWAS | California Warning System |
| CDC | Centers for Disease Control and Prevention |
| CDPH | California Department of Public Health |
| CEO | Chief Executive Officer |
| COAD | Collaborative Agencies Active in Disasters (same as VOAD) |
| CSWC | California State Warning Center |
| DES | Director of Emergency Services |
| EAS | Emergency Alert System |
| EMD | Emergency Management Division (OCSD) |
| EMS | Emergency Medical Services |
| EOC | Emergency Operations Center |
| HCA | Orange County Health Care Agency |
| JIMS | Jurisdictional Information Management System |
| NIMS | National Incident Management System |
| NOAA | National Oceanic and Atmospheric Administration |
| NWS | National Weather Service |
| OA | Operational Area |

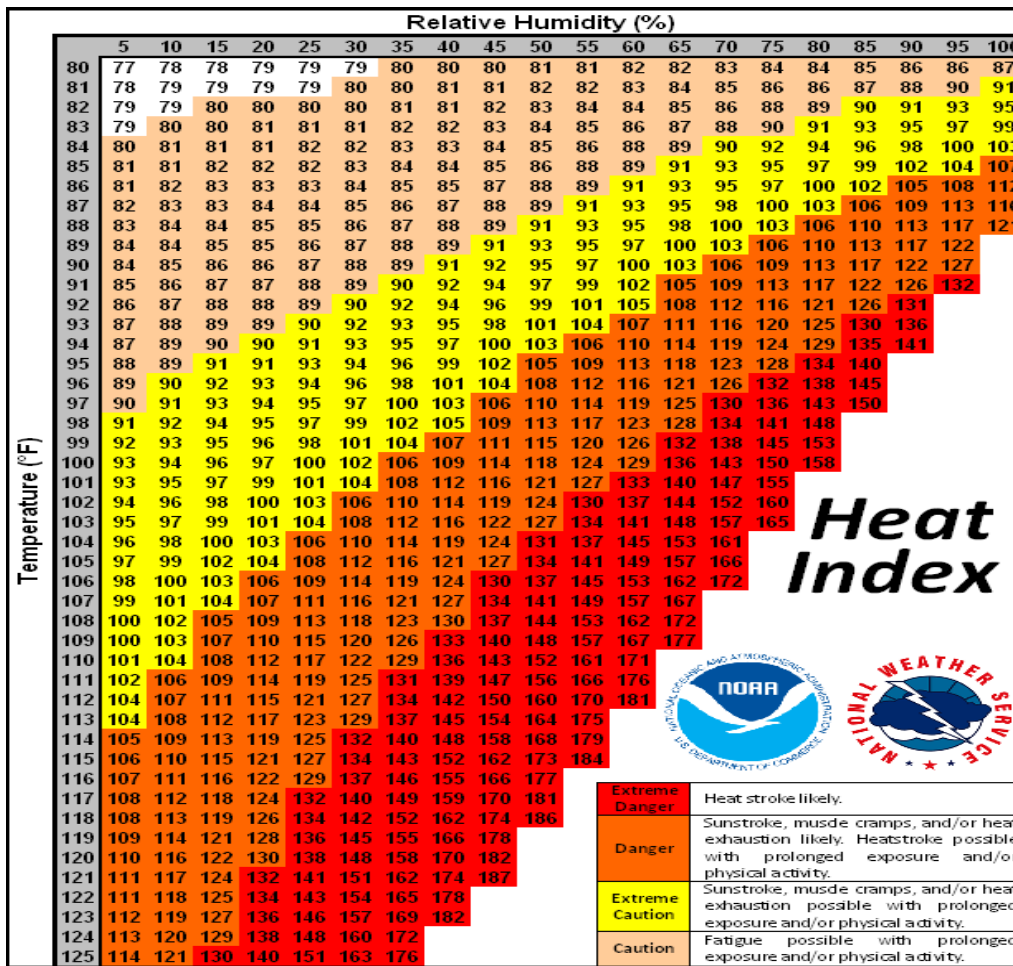
| | |
|------|--|
| OAC | Operational Area Coordinator |
| OCCR | Orange County Community Resources |
| OCFA | Orange County Fire Authority |
| OCSD | Orange County Sheriff's Department |
| OCTA | Orange County Transportation Authority |
| PIO | Public Information Officer |
| REOC | Regional Emergency Operations Center (Cal OES) |
| SEMS | Standardized Emergency Management System |
| SOP | Standard Operating Procedure |
| SSA | Orange County Social Services Agency |

Appendix B: Health Risks

Heat Emergencies

The heat index captures how hot the heat/humidity combination feels to humans. As relative humidity increases, the air seems warmer than it actually is because the body is less able to cool itself via evaporation of perspiration. As the heat index rises, so do health risks. The National Weather Service no longer uses this tool as a primary factor in Southern California, but it is still important to understand the methodology behind how the heat index impacts a person’s health.

NWS Heat Index Chart



Source: National Weather Service San Diego – www.weather.gov/sandiego

Heat Illness

| Medical Condition | Symptoms | Responses |
|-------------------------|--|---|
| Heat cramps | Painful muscle cramps and spasms, usually in muscles of abdomen, arms and legs. Heavy sweating. | Gently stretch and massage affected muscle groups. Stop all activity and sit in a cool place. Drink clear juice or a sports beverage. Consult with a clinician or physician if individual has cardiac problems or cramps do not subside within one hour. |
| Heat syncope (fainting) | Skin moist and cool. Light-headedness, dizziness, fainting. | Sit or lie down in a cool place. Slowly drink water, clear juice, or a sports beverage. |
| Heat exhaustion | Heavy sweating, weakness, skin is cool, pale, and clammy. Rapid but weak pulse. Normal temperature possible. Possible muscle cramps, dizziness, fainting, headache, fatigue, nausea, and vomiting. | Move individual out of sun and into shady or air-conditioned location. Lay him or her down, elevate legs, and loosen or remove clothing. Apply cool, wet cloths or use mister and fan. Give sips of cool water or other non-alcoholic beverage without caffeine. Seek medical attention if symptoms worsen or last longer than one hour. Monitor carefully, as can quickly progress to heat stroke. |
| Heat stroke (sunstroke) | Altered mental state—irritable, personality changes. Rapid heartbeat. Rapid shallow breathing. Possible throbbing headache, confusion, nausea, and dizziness. High body temperature (> 104°F). Rapid and strong pulse possible. Possible unconsciousness. Skin may be hot and dry due to lack of sweating, or moist if caused by exertion. | Heat stroke is a medical emergency. Summon emergency medical assistance or get the individual to a hospital immediately. Delay can be fatal. Move individual to a cooler, preferably air-conditioned, environment. Reduce body temperature with a water mister, covering with cool sheets or sponging. Use air conditioners. Use fans if heat index temperatures are below the high 90s. Remove clothing. If temperature rises again, repeat process. Offer cool water or other non-alcoholic beverage without caffeine. |

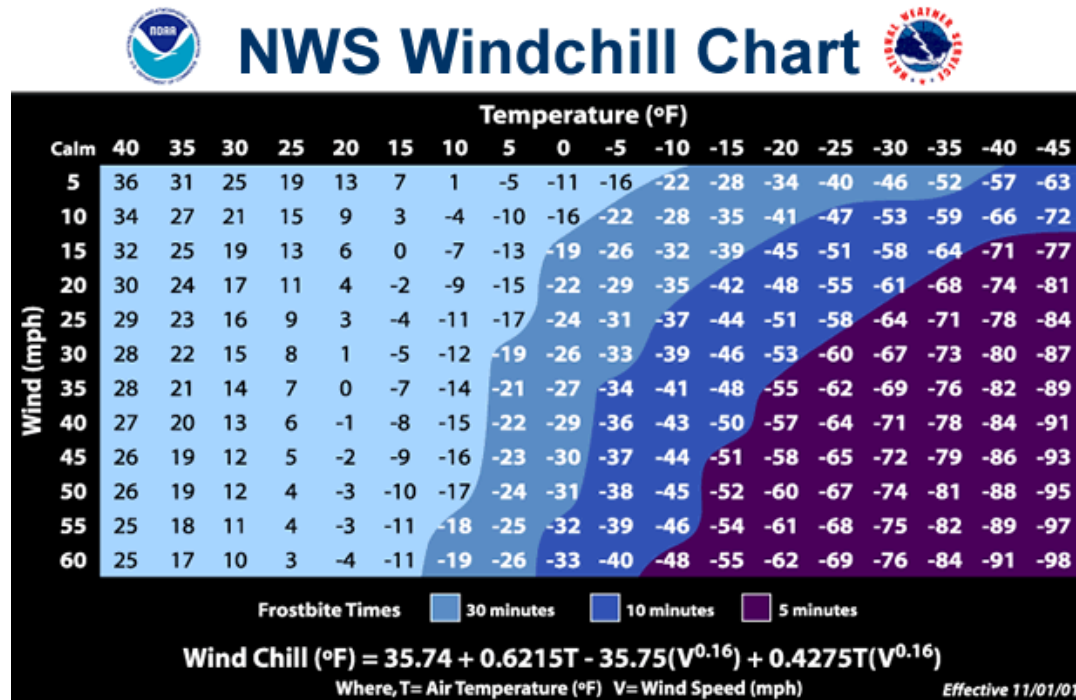
Source: Center for Disease Control (CDC) <http://www.cdc.gov/disasters/extremeheat/index.html>

Additional information can be obtained at:

- Orange County Health Care Agency: www.ochealthinfo.com
- Center for Disease Control and Prevention-Extreme Heat:
<http://www.bt.cdc.gov/disasters/extremeheat/>
- ReadyOC: www.readyoc.com
- Orange County Department of Education, Hydrated and Healthy Campaign:
<http://hydration.ocde.us/>

Cold Emergencies

One of the gravest dangers of winter weather is wind chill. The wind chill is based on the rate of heat loss from exposed skin by the combined effects of wind and cold. As the wind increases, heat is carried away from the body at an accelerated rate, driving down the body temperature. Animals are also affected by wind chill.



Source: National Weather Service: www.weather.gov

Cold Illness

| Medical Condition | Symptoms | Reponses |
|---------------------------|---|---|
| Hypothermia | <p>Adults: shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, drowsiness</p> <p>Infants: bright red, cold skin, very low energy</p> | <p>Take the person’s temperature. If it is below 95°, get medical attention immediately.</p> <p>Get the victim into a warm room or shelter.</p> <p>If the victim is wearing any wet clothing, remove it.</p> <p>Warm the center of the body first (chest, neck, head and groin) using an electric blanket, if available, or skin-to-skin contact under loose, dry layers of blankets.</p> <p>Warm beverages can help increase the body temperature, but do not give alcoholic beverages. Do not try to give beverages to an unconscious person.</p> <p>After body temperature has increased, keep the person dry and wrapped in a warm blanket.</p> |
| Frostbite | <p>White or grayish-yellow skin area, skin that feels unusually firm or waxy, numbness</p> | <p>Get into a warm room as soon as possible.</p> <p>Immerse the affected area in warm—not hot—water or warm the affected area using body heat.</p> <p>Do not rub the frostbitten area with snow or massage it at all. This can cause more damage.</p> <p>Don’t use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming. Affected areas are numb and can be easily burned.</p> |
| Carbon monoxide poisoning | <p>The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and altered mental status.</p> | <p>Consult a health care professional immediately.</p> <p>Healthcare professional will administer 100% oxygen until the patient is symptom-free, usually about 4-5 hours.</p> |

Source: Center for Disease Control (CDC) <http://www.cdc.gov/disasters/winter/guide.html>

Appendix C: Animal Vulnerabilities During Excessive Temperatures

Heat Events

Dogs and cats have a normal body temperature of 101.5 (plus or minus 1 degree). Any time a dog or cat's body temperature rises above 105 degrees Fahrenheit, they are in danger of heat stroke.

Dogs and cats are designed to conserve heat and are less efficient at cooling than humans. They are in danger of heat stroke at 110 °F, either ambient air or if the heat index is included. Pets' sweat glands are located on the nose and footpads, which are inadequate for cooling on hot days. Panting and drinking water help cooling, but in excessive heat, brain and organ damage can occur in 15 minutes. Risk factors for heat stress include body size, age (young and old), breed (short-nosed breeds, such as bulldogs), obesity, and existing metabolic, cardiovascular or respiratory disease.

Facts

A car with its windows rolled down slightly, combined with windows collecting light, trapping heat inside equals a pressure cooker effect:

- Outside air = 85 ° F
 - After 10 minutes: inside car = 102 °F
 - After 30 minutes: inside car = 120 °F

Public Information Tips

The following may be used by jurisdictions as public information regarding animals during a heat event.

Prevention

- Never leave pets in a car on warm days (California Penal Code 597.7)
- Be alert for any sign of heat stress: heavy panting, glazed eyes, a rapid pulse, unsteadiness, a staggering gait, vomiting, deep red or purple tongue
- Never leave pets without shade, air circulation, and fresh water
- Offer a cool place to rest when temperatures are uncomfortable
- If you are going to take advantage of a local cooling center and feel the need to bring your pet, always call ahead to find out if they are able to accept pets (non-service.)

Treatment

- Overheated pets must be cooled immediately
- Move pet to shade
- Apply cool water all over body

- Apply wet towels to neck and chest area
- Allow licking ice and small amount of water (large amount will cause vomiting)
- Do not attempt to force water into an overheated animal's mouth, but have cool water to offer in small amounts if the animal is able to drink
- Take to veterinarian immediately for evaluation

Additional hot weather tips for pets can be located at the OC Animal Care website at <http://ocpetinfo.com>.

Cold Events

Cold weather affects animals just like it affects people. Exposure to harsh conditions can cause serious illness or death to animals, particularly during periods of freezing rain and rapid temperature fluctuations.

Keep pets warm

When the temperature drops to extreme levels, pets should not be left outside for extended periods. Cats, short-coated dogs and puppies are particularly vulnerable in cold temperatures. Keep cats indoors and protect your dogs from frostbite or hypothermia by taking them outside for only short periods during cold weather. Consider slipping your short-coated dog or puppy into a comfortable dog sweater or coat as an extra layer of warmth. Never shave your dog down to the skin in winter, as a longer coat will provide more warmth.

Avoid car hazards

Never leave your cat or dog alone in a car during cold weather. Cars hold in the cold, acting like refrigerators, which could cause your pet to freeze to death. Cats seek warmth under vehicle hoods. When the vehicle motor is started, the cat can be injured or killed by the fan belt. Make a point of knocking on the hood or sounding the horn before starting the engine. This will warn away any cats who may be hiding in your vehicle.

Take pet precautions

Outdoor dogs need adequate shelter and a constant supply of fresh water. Ensure your pet always has a warm place to sleep away from drafts and off the floor. A thick cozy dog or cat bed with a blanket or pillow is great.

Additional cold weather tips for pets can be located at the OC Animal Care website at <http://ocpetinfo.com>.

Appendix D: The Electrical Grid and CAISO

Electric power capability and the transmission grid are impacted by the increased loads resulting from heat events. The California Independent System Operator (CAISO) is tasked with managing about 80 percent of the electrical grid that supplies most of California, except in areas serviced by municipal utilities.

Alerts

CAISO employs a series of alerts based on electrical power demand and supply/reserve forecasts. The alerts are:

- Stage 1 - When the reserve margin falls below 7%
- Stage 2 - When the reserve margin falls below 5%
- Stage 3 - When the reserve margin falls below 1.5%

**Rotating outages will occur when Stage 3 is reached.

Cooling and warming centers are not covered by this rule and are not exempt from rotating power outages.

Electric Power Load Shedding

When the power system is under excessive stress due to heavy demand and/or failure of critical components, it is sometime necessary to intentionally interrupt the service to selected customers to prevent the entire system from collapsing. In such cases, customer service (or load) is cut, sometimes with little or no warning. One form of load shedding, called a "rotating outage," involves cutting service to selected customers for a predetermined period (usually not more than one and a half hours). As power is restored to one block of customers, power to another block of customers is interrupted to reduce the overall load on the system.

Notifications

Utilities generally rely on media releases to inform the public of electric power disruptions. Ongoing emergency coordination between city and county emergency managers and utility providers could enhance advance notification of electric disruptions and restoration coordination.

For further information pertaining to an electrical emergency, refer to the Orange County Operational Area/County of Orange Power Outage Annex.

Appendix E: Cooling and Warming Center Guidelines

There are **no established** criteria for cooling or warming centers. Facilities used as cooling or warming centers are not exempt from rotating outages.

Cooling Centers

Below are recommendations for locations being established as cooling centers:

Recommended:

- Air conditioning or equivalent (temperature maintained at 79°F)
- Accessible to people with disabilities / ADA compliant
- Ample seating appropriate to the jurisdiction
- Public restrooms accessible to people with disabilities and those with access and/or functional needs
- Access to potable water (drinking fountain, etc.)
- Publicly advertised
- Parking access
- Proximity to public transit

Suggested:

- Backup generators or alternative power sources
- On-site security
- Communications: phone (including TDD/TTY/video capabilities), internet access, sign-language interpreters
- Child-friendly with materials for children to play with while at the cooling center
- Medical personnel such as nurses and/or aides
- Seven-day-a-week operation
- Personal assistance services for people with disabilities and those with access and/or functional needs
- Available televisions, books, games
- Transportation for those lacking their own, including wheelchair-accessible services
- Follow-up procedures for those in need of additional services (health care, social services, etc.)
- Area for pets
- Veterinary resources available if needed

Warming Center

Below are recommendations for locations being established as warming centers:

Recommended:

- Heating or equivalent (temperature maintained at a minimum of 68°)
- Accessible to people with disabilities/ADA compliant
- Ample seating appropriate to the jurisdiction
- Overnight warming centers will follow the Mass Care and Shelter Annex for establishment and operation
- Public restrooms accessible to people with disabilities
- Access to potable water (drinking fountain, etc.)
- Access to 911 services (phone or payphone)
- Access to California's Section 811 Project Rental Assistance Demonstration Program
- Publicly advertised
- Parking access
- Proximity to public transit

Suggested:

- Backup generators or alternative power sources
- On-site security
- Communications: phone (including TDD/TTY), internet access, sign-language interpreters
- Child-friendly with materials for children to play with while at the warming center
- Medical personnel such as nurses and/or aides
- 24-hour, 7 days a week operation
- Personal assistance services for people with disabilities and those with access and/or functional needs
- Available televisions, books, games
- Transportation for those lacking their own, including wheelchair accessible services
- Follow-up procedures for those in need of additional services (health care, social services, etc.)
- Area for pets
- Veterinary resources available if needed

Chapter Seven Attachments

Attachment A: Sample Press Release – Heat Event

Attachment B: Sample Press Release – Cold Event

Attachment C: Cooling and Warming Center Locations

Attachment D: Public Outreach Items

Attachment E: Jurisdiction/Agency Actions by Phase (Checklists)

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Attachment A: Sample Press Release – Heat Event

High Temperatures Bring Risk of Heat-Related Illnesses

(Santa Ana) - Temperatures in many inland Orange County communities are expected to reach high temperatures above 95 degrees this week, increasing the risk of heat-related illnesses for those who are more sensitive to heat.

Prolonged exposure to excessive temperatures may cause serious conditions like heat exhaustion or heat stroke and can even be fatal. Symptoms of heat exhaustion may include heavy sweating, muscle cramps, weakness, headache, nausea or vomiting and dizziness. Warning signs of heat stroke may include an extremely high body temperature, unconsciousness, confusion, hot and dry skin (no sweating), a rapid, strong pulse, and a throbbing headache. If symptoms of heat stroke occur, immediately call for medical assistance. Move the person to a shady area and begin cooling their body with water.

Recommended precautions to prevent heat related illnesses include:

- Drink plenty of water; don't wait until you are thirsty.
- Wear light, loose-fitting clothing.
- Stay out of the sun if possible. When in the sun, wear a hat, preferably with a wide brim, and use sunscreen.
- Avoid strenuous activities if you are outside or in non-air conditioned buildings. If you are working outdoors, take frequent rest and refreshment breaks in a shaded area.
- Never leave children, elderly people or pets unattended in closed cars or other vehicles.
- Stay cool indoors – if your home is not air conditioned, visit public facilities such as shopping malls and libraries to stay cool. For more information, call 2-1-1.
- If you have pets, be alert for any sign of heat stress, heavy panting, glazed eyes, deep red or purple tongue. Never leave pets without shade, air circulation, and fresh water. Never leave pets in a vehicle.
- Check on your neighbors and on those who are at high risk to make sure they are staying cool – including seniors who live alone, people with heart or lung disease, and young children.

For more information on heat related illnesses, visit the Centers for Disease Control and Prevention website at <http://emergency.cdc.gov/disasters/extremeheat/>.

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Attachment B: Sample Press Release – Cold Event (Placeholder)**

Stay Safe During Cold Weather

(Santa Ana) – Orange County can expect colder-than-normal temperatures this week, increasing the risk of cold-related illnesses like hypothermia, especially for those who are more sensitive to extreme weather changes. When exposed to cold temperatures, your body begins to lose heat faster than it can be produced. Low body temperature may make you unable to think clearly or move well.

You may not know you have hypothermia. Hypothermia is most likely at very cold temperatures, but it can occur even at cool temperatures (above 40°F) if a person becomes chilled from rain, sweat, or submersion in cold water. Certain groups - infants, the elderly, the homeless, and people who drink alcohol or use illegal drugs – are at greater risk. Signs include shivering, fatigue, confusion, lack of coordination, and slurred speech; infants may have bright red, cold skin, and very low energy. Seek immediate medical attention if you suspect someone has hypothermia.

Here are a number of steps you can take to prepare your household for cold weather or a power outage:

- Wear layers of clothing.
- Use care when heating your home with a fireplace, wood stove, or space heater, and make sure you have a functioning smoke detector and carbon monoxide detector. Space heaters are associated with approximately 20,000 home fires and 300 deaths each year in the U.S. Select a space heater with an automatic shut-off switch and non-glowing elements, and do not place near drapes, bedding, furniture, or anything else that may catch on fire. Carbon monoxide poisoning kills over 500 Americans a year - never use a gas oven to heat your home or fuel-burning devices such as grills, camp stoves, or generators inside your home or in enclosed areas.
- Listen to forecasts to be aware of weather predicted for your area, especially during cold weather or a power outage.
- Check on your neighbors and on those who are at high risk to make sure they are staying warm – including seniors who live alone, people with heart or lung disease, and young children.

For more information on cold-related illnesses, visit the Centers for Disease Control and Prevention website at <http://www.cdc.gov/disasters/winter/staysafe/index.html>.

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Attachment C: Cooling and Warming Center Locations

List maintained at the OCSD EMD office and provided in the 2-1-1 OC database for public access.

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Attachment D: Public Outreach Items for Posting

The following are example or guidelines for posting in lobbies

- Issued Press Releases
- Appendix B- Temperature related health risk
- Appendix C – Animal Vulnerabilities to temperature events
- CDPH – Heat Fast Facts Flyer

Website resources:

- Orange County Health Care Agency www.ochealthinfo.com
- ReadyOC www.readyoc.com
- Orange County Department of Education, Hydrated and Healthy Campaign <http://hydration.ocde.us/>
- Cal OSHA Heat illness prevention regulations and related information at <http://www.dir.ca.gov>
- National Weather Service-San Diego Website www.weather.gov/sandiego
- Center for Disease Control and Prevention-Heat <http://www.bt.cdc.gov/disasters/extremeheat/>
- Center for Disease Control and Prevention – Cold Weather
<http://www.bt.cdc.gov/disasters/cold>
- 211OC – www.211oc.org

Any agency needing assistance with printing or obtaining the above listed materials should contact the OCSD Emergency Management Division at 714-628-7054 for further assistance.

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Attachment E: Jurisdiction/Agency Actions by Phase (Checklists)

The following pages describe the activities that should be taken by jurisdictions and agencies during the three phases of the plan.

Readiness-Heat or Cold

Alert-Heat or Cold

Warning-Heat or Cold

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| Readiness-Heat or Cold | |
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| Implementation Criteria: | <p>A National Weather Service, Partner Email is issued:</p> <ul style="list-style-type: none"> • Heat: Predicted hot temperatures for Orange County of 100°F or greater in five (5) or more Orange County cities for three (3) or more consecutive days. • Cold: Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities. |
| Responsible Agency/Jurisdiction | Phase I - Actions |
| Orange County Sheriff's Department Emergency Management Division (OCSD EMD) | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor and generate heat information reports and temperature tables using NWS data. <input type="checkbox"/> Ensure the Health Officer (OAC) and CEO (DES) have been briefed on current heat predictions. <input type="checkbox"/> Notify Orange County Excessive Temperature Task Force, County agencies, and Operational Area jurisdictions of National Weather Service heat forecast. <input type="checkbox"/> OCSD EMD will monitor CAISO and municipal utilities to determine power availability. |
| Health Care Agency – Public Information Officer | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor heat information provided by the OCSD Emergency Management Division. <input type="checkbox"/> Prepare press release template for potential use if an Excessive Heat Advisory, Watch, or Warning is issued. |
| Social Services Agency | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD EMD and disseminate to employees as needed. <input type="checkbox"/> Post and distribute heat or cold information and guidance materials at SSA offices according to internal protocols. |
| 2-1-1 OC | <ul style="list-style-type: none"> <input type="checkbox"/> 2-1-1 Orange County will provide cooling or warming center information to the public via their website database and by phone. |
| OCCR | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD EMD and disseminate to employees with responsibilities during this phase. |
| Operational Area Jurisdictions | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD Emergency Management Division and disseminate to employees, as required. <input type="checkbox"/> Notify appropriate management within your jurisdiction. <input type="checkbox"/> Make heat information and guidance materials available to the public. |

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| Alert-Heat or Cold | |
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| Implementation Criteria: | <p>Heat: NWS issues a Heat Advisory or Excessive Heat Watch (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Predicted ambient air temperature of 95°F (Coastal Orange County) and/or 100°F (Inland Orange County) for three or more days in five or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event. ○ Increased reports of heat-related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. <p>Cold: NWS Issues a Frost Advisory or Freeze Watch (potential for Freeze Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Overnight predicted temperature of 40°F or lower in five or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event. ○ Increased reports of exposure related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. |
| Responsible Agency/Jurisdiction | Phase II - Actions |
| Orange County Sheriff's Department Emergency Management Division (OCSD EMD) | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor and generate heat or cold information reports and temperature table using NWS data. <input type="checkbox"/> Ensure the Health Officer (OAC) and CEO (DES) have been briefed on current weather predictions. <input type="checkbox"/> Notify the Orange County Excessive Temperature Task Force, Operational Area jurisdictions, and County agencies. Include this checklist of responsibilities. <input type="checkbox"/> Post event status in WebEOC using the Jurisdictional Information Management System (JIMS). <input type="checkbox"/> Contact HCA Public Information Officer and ensure the heat or cold safety press release is being generated and released. <input type="checkbox"/> Forward press release when completed to the Operational Area. |

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| <p>Orange County Sheriff's Department Emergency Management Division (OCS D EMD) (Continued)</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Post press releases to WebEOC, OAEOC website, and tweet any necessary information. <input type="checkbox"/> Collect information regarding actions taken by cities, County agencies or OA jurisdictions. <input type="checkbox"/> Communicate information to the Cal OES Southern Regional Emergency Operations Center (REOC) (if activated) or on-call duty officer via the State Warning Center. <input type="checkbox"/> Ensure appropriate information is being forwarded to 2-1-1 Orange County for dissemination to the public. <input type="checkbox"/> Coordinate and gather data from 2-1-1 Orange County regarding call volume by city showing where calls are originating from, if applicable. <input type="checkbox"/> Ensure weather advisories, health information and cooling or warming center information is posted to the appropriate locations, including WebEOC and public websites. <input type="checkbox"/> Monitor CAISO and municipal utilities regarding the power availability and potential for rotating outages. |
| <p>Health Care Agency – Public Information Officer</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Issue a safety press release giving the public guidance about how to prepare for and recommended precautions to take during the heat or cold event. The initial press releases should be issued prior to the start of the temperature change, as soon as the National Weather Service issues an Advisory, Watch or Warning. Include language encouraging neighbors to check on their neighbors. <input type="checkbox"/> At the recommendation of the Health Officer, issue a statement to schools to limit physical or outdoor activities during a heat event. <input type="checkbox"/> Ensure information is posted to the HCA website. <input type="checkbox"/> Work with all OA Partners and County agencies, such as OC Community Resources and Social Services Agency, to make press releases and informational material available to senior centers, homeless shelters, and other locations that serve the at-risk, the frail, people with disabilities, and those with access and/or functional needs. |
| <p>Health Care Agency – Public Health Division and EMS</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Provide assistance to the HCA Public Information Officer, as required. <input type="checkbox"/> Increase surveillance efforts pertaining to temperature-related deaths and injuries, using web-based monitoring tools, Orange County Fire Authority's Computer Aided Dispatch, area hospital emergency room statistics, and Reddinet. <input type="checkbox"/> Advise area hospitals of any advisory, watch or warnings. <input type="checkbox"/> If directed by the Health Officer, activate the HCA information hotline. <input type="checkbox"/> Increase monitoring and provide information on safety measures to populations served through public and private programs providing home visitation or services to the homeless. |

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| <p>Social Services Agency</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD EMD and disseminate to employees as needed. <input type="checkbox"/> Post and distribute heat or cold information and guidance materials at SSA offices according to internal protocols. <input type="checkbox"/> SSA PIO will provide assistance to the HCA Public Information Officer in the development of press releases as they relate to SSA services. <input type="checkbox"/> Increase monitoring of heat or cold vulnerable Adult Services and other clients as identified. <input type="checkbox"/> Use available staff to assist with phone communication and welfare checks for vulnerable Adult Services clients and others as identified. <input type="checkbox"/> Initiate an AlertOC Heat or Cold message to vulnerable Adult Services clients and others as identified. |
| <p>OCCR</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Provide information received regarding the event to the Office on Aging Call Center 714-480-6450. <input type="checkbox"/> Update and maintain accurate information at Office of Aging website www.officeonaging.ocgov.com. <input type="checkbox"/> Utilize available partner agencies to assist with communication and well-being checks for at-risk populations, including elderly, disabled, and home-bound individuals through home visits and phone calls. <input type="checkbox"/> Assist with distribution of donated water by providing information regarding established service centers and program activities coordinated through the Social Services Agency. <input type="checkbox"/> Provide information and guidance to the HCA PIO regarding animal safety and protection. <input type="checkbox"/> OC Animal Care: Provide support organizations and all animal control departments in Orange County heat related information. |
| <p>Operational Area Jurisdictions</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD Emergency Management Division and disseminate to employees, as required. <input type="checkbox"/> Notify appropriate management within your jurisdiction. <input type="checkbox"/> Make heat or cold safety information and guidance materials available to the public. <input type="checkbox"/> Post event status in WebEOC using JIMS. <input type="checkbox"/> Forward any press releases issued by your jurisdiction to OCSD EMD. <input type="checkbox"/> Ensure information is provided to your outreach programs such as homeless liaisons. <input type="checkbox"/> Post press release to WebEOC, websites, and tweet any necessary information. |

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| Operational Area Jurisdictions (cont.) | <ul style="list-style-type: none"><input type="checkbox"/> Contact your jurisdiction’s identified cooling/warming centers; provide information regarding the Excessive Heat/Cold Event and actions to be taken.<input type="checkbox"/> Notify OCSD EMD of any changes to pre-identified cooling/warming center information.<input type="checkbox"/> Ensure weather advisories, heat/cold health information and cooling/warming center information is posted to the appropriate locations, including WebEOC and public websites. |
| 2-1-1 OC | <ul style="list-style-type: none"><input type="checkbox"/> 2-1-1 Orange County will provide cooling or warming center information to the public via their website database and by phone.<input type="checkbox"/> Provide information and assistance on locations and transportation resources to Adult Services clients requesting information on cooling or warming centers. Using available transportation resources, assist clients who are in urgent need of cooling centers.<input type="checkbox"/> Monitor and track phone calls coming in. If more than 10 calls received for one city, contact OCSD EMD.<input type="checkbox"/> Provide an update on the number of database inquiries made each morning of the event, and provide one final total the day after the event concludes. |

| Warning-Heat or Cold | |
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| Implementation Criteria: | <p>Heat: NWS issues an Excessive Heat Warning and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Predicted ambient air temperature of at least 100°F (Coastal Orange County) and/or 105°F (Inland Orange County) for three or more days in five or more Orange County cities. ○ Predicted Heat Index temperature or ambient air temperature of more than 110°F for any period of time. ○ CAISO issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event. ○ Increased reports of exposure-related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. <p>Cold: NWS Issues Freeze or Hard Freeze Warning (potential for Freeze Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> ○ Overnight predicted temperature of 32°F or lower in five or more Orange County cities. ○ California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event. ○ Increased reports of exposure related illnesses, medical emergencies or mortality reported by HCA Emergency Medical Services (EMS) or other credible sources such as OCFA or Metronet Dispatch Centers. ○ Recommendation by the County Health Officer. |
| Responsible Agency/Jurisdiction | Phase III - Actions |
| Orange County Sheriff's Department Emergency Management Division (OCSD EMD) | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor and generate heat or cold information reports and temperature tables using NWS data. <input type="checkbox"/> Ensure the Health Officer (OAC) and CEO (DES) have been briefed on current weather predictions. <input type="checkbox"/> Notify the Orange County Excessive Temperature Task Force, the Operational Area jurisdictions and County agencies. Include this checklist of responsibilities. <input type="checkbox"/> Post event status in WebEOC using the Jurisdictional Information Management System (JIMS). |

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| <p>Orange County Sheriff's Department Emergency Management Division (OCSD EMD) (cont.)</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Contact HCA Public Information Officer and ensure the heat or cold safety press release is being generated and released. <input type="checkbox"/> Forward press release when completed to the Operational Area. <input type="checkbox"/> Post press release to WebEOC, the OAEOC website, and tweet any necessary information. <input type="checkbox"/> Collect information regarding actions taken by cities, County agencies or OA jurisdictions. <input type="checkbox"/> Collect information from the OA jurisdictions, agencies and organizations regarding their situation status and changes to cooling or warming center information. <input type="checkbox"/> Communicate information to the Cal OES Southern Regional Emergency Operations Center (REOC) (if activated) or on-call duty officer via the State Warning Center. <input type="checkbox"/> Ensure appropriate information is being forwarded to 2-1-1 Orange County for dissemination to the public. <input type="checkbox"/> Coordinate and gather data from 2-1-1 Orange County regarding call volume by city showing where calls are originating from, if applicable. <input type="checkbox"/> Ensure weather advisories, health information and cooling/warming center information is posted to the appropriate locations, including WebEOC and public websites. <input type="checkbox"/> Monitor CAISO and municipal utilities regarding the power availability and potential for rotating outages. <input type="checkbox"/> Continue to disseminate information to the Operational Area. <input type="checkbox"/> Activate OA EOC to a Level 1, if required. |
| <p>Health Care Agency – Public Information Officer</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Issue a safety press release giving the public guidance about how to prepare for and recommended precautions to take during the heat or cold event. The initial press releases should be issued prior to the start of the temperature change, as soon as the National Weather Service issues an Advisory, Watch or Warning. Include language encouraging neighbors to check on their neighbors. <input type="checkbox"/> At the recommendation of the Health Officer, issue a statement to schools to limit physical or outdoor activities. <input type="checkbox"/> Work with all OA partners and County agencies, such as OC Community Resources and Social Services Agency, to make press releases and informational material available to senior centers, homeless shelters, and other locations that serve the at-risk, the frail, and people with disabilities and those with access and/or functional needs. <input type="checkbox"/> Ensure information is posted to the HCA website and WebEOC press release board. |

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| <p>Health Care Agency – Public Health Division and EMS</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Provide assistance to the HCA Public Information Officer, as required. <input type="checkbox"/> Increase surveillance efforts pertaining to heat- or cold-related deaths and injuries using web-based monitoring tools, Orange County Fire Authority’s Computer Aided Dispatch, area hospital emergency room statistics, and Reddinet. <input type="checkbox"/> Advise area hospitals of the Excessive Heat Warning or Freeze Warning. <input type="checkbox"/> If directed by the Health Officer, activate the HCA information hotline. <input type="checkbox"/> Increase monitoring and provide information on safety measures to populations served through public and private programs providing home visitation and the homeless in the community. |
| <p>Social Services Agency</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD EMD and disseminate to employees as needed. <input type="checkbox"/> Post and distribute heat or cold information and guidance materials at SSA offices according to internal protocols. <input type="checkbox"/> SSA PIO will provide assistance to the HCA Public Information Officer in the development of press releases as they relate to SSA services. <input type="checkbox"/> Increase monitoring of heat or cold vulnerable Adult Services and other clients as identified. <input type="checkbox"/> Use available staff to assist with phone communication and welfare checks for vulnerable Adult Services clients and others as identified. <input type="checkbox"/> Initiate an AlertOC Heat or Cold message to vulnerable Adult Services clients and others as identified. |
| <p>OCCR</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Provide information received regarding the event to the Office on Aging Call Center (714-480-6450). <input type="checkbox"/> Update and maintain accurate information at Office of Aging website (www.officeonaging.ocgov.com). <input type="checkbox"/> Utilize available partner agencies to assist with communication and well-being checks for at-risk populations, including elderly, disabled, and home-bound individuals, through home visits and phone calls. <input type="checkbox"/> Assist with distribution of donated water by providing information regarding established service centers and program activities coordinated through the Social Services Agency. <input type="checkbox"/> Provide information and guidance to the HCA PIO regarding animal safety and protection. <input type="checkbox"/> OC Animal Care: Provide heat/cold-related information to support organizations and all animal control departments in Orange County. <input type="checkbox"/> Make internal decision to activate the OCCR Homeless Temporary Emergency Shelter SOP. |

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| <p>Operational Area Jurisdictions</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor weather information received from the OCSD EMD and disseminate to employees, as required. <input type="checkbox"/> Notify appropriate management within your jurisdiction. <input type="checkbox"/> Make heat/cold safety information and guidance materials available to the public. <input type="checkbox"/> Post event status in WebEOC using the JIMS. <input type="checkbox"/> Forward any press releases issued by your jurisdiction to OCSD EMD. <input type="checkbox"/> Ensure information is provided to your outreach programs, such as homeless liaisons. <input type="checkbox"/> Post press release to WebEOC, your website, and tweet any necessary information. <input type="checkbox"/> Contact your jurisdiction’s identified cooling/warming centers and provide information regarding the Excessive Heat/Cold Event and actions to be taken. <input type="checkbox"/> Notify OCSD EMD of any changes to pre-identified cooling/warming center information. <input type="checkbox"/> Provide any established cooling/warming center locations in your jurisdiction to OCSD EMD and post in WebEOC. <input type="checkbox"/> Ensure weather advisories, health information and cooling/warming center information is posted to the appropriate locations, including WebEOC and public websites. |
| <p>2-1-1 OC</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Provide cooling or warming center information to the public via website database and by phone. <input type="checkbox"/> Monitor and track incoming phone calls. If more than 10 calls received for one city, contact OCSD EMD. <input type="checkbox"/> Provide an update on the number of database inquiries made each morning of the event, and provide one final total the day after the event concludes. |