

JULY 28, 2017

EXCESSIVE HEAT RESPONSE ANNEX

HAZARD SPECIFIC ANNEX TO THE
COUNTY EMERGENCY OPERATIONS PLAN



OFFICE OF EMERGENCY MANAGEMENT
COUNTY OF SANTA CLARA & SANTA CLARA COUNTY FIRE
55 W. YOUNGER AVE., SAN JOSE, CA



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RECORD OF CHANGE

Number	Date	Section #	Description
01.	July 28, 2017	Entire	Review - Revision of 4/11/14 annex
02.	September 29, 2017	p. 9,10,15 & Appendix D	Review - Revision of July 28 th annex.
03.	May 27, 2021	p. 6-8	Updated weather assessment to follow the HeatRisk Value (Heat Index no longer a valid practice and has been omitted).
04.	June 15, 2021	p. 5	Event Activity flow chart updated, decision matrix added, operational roles and responsibilities added, vehicle dwellings added to at-risk populations, list of locations updated,
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PROMULGATION

The preservation of life, property, and the environment are inherent responsibilities of local, state, and the federal government(s). Additionally, history has demonstrated that government agencies must understand and strengthen their organization’s disaster management and recovery procedures before and during times of disaster, in order to maintain and improve their ultimate charge. While no plan can completely prevent error, reasonable plans – carried out by knowledgeable and well-trained personnel can minimize loss of life, increase financial stability, and reduce negative impacts to improved property and the environment.

This Plan, as an annex to the Emergency Operations Plan complies with California’s Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), state and federal procurement regulations, and standard accounting practices.

This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts for respective stakeholders.

This plan will be reviewed and exercised periodically, and revised as necessary to satisfy changing conditions and needs.

The Office of the County Executive, the Office of Emergency Management, and the Public Health Department give their full support to this plan and urge all officials, employees, and residents – individually and collectively – to do their share in the total emergency effort of the County of Santa Clara.

Dr. Sara Cody

Public Health Department

Date

Garry Herceg

County Executive’s Office

Date

Dana Reed

Office of Emergency Management

Date



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SECTION 1: CRITICAL ACTION GUIDE

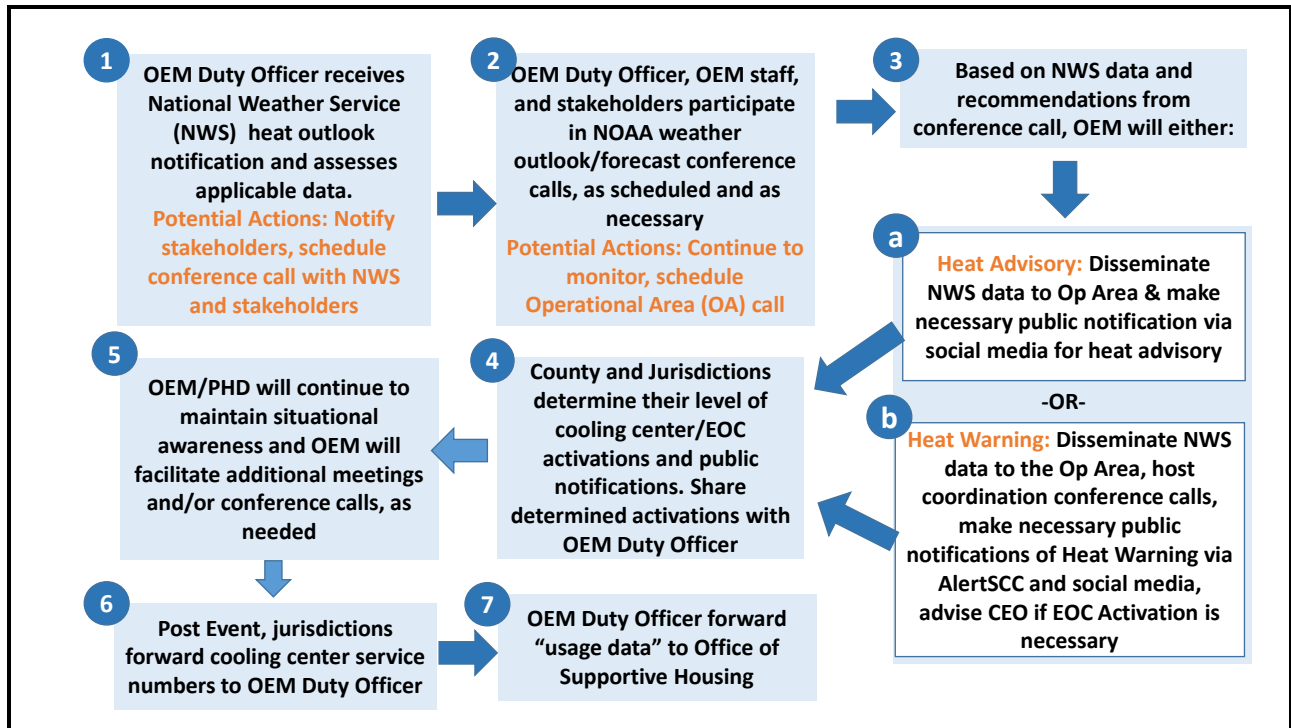
The Critical Action Guide is a tear-away resource for emergency services personnel of the County of Santa Clara. This section includes an overview of operational activity phases, a matrix to assist decision-makers in determining whether to activate cooling centers or the EOC, a roles and responsibilities table for participating agencies and organizations, and event coordination task list of steps to consider to successfully coordinate an excessive heat response.

Extremely hot weather can result in ailments that can strike with little warning, such as heatstroke, heat exhaustion, heat cramps, sunburn, heat rash, and in rare instances death. Vulnerable populations are primarily at risk for adverse effects from excessive heat. Santa Clara County’s Office of Emergency Management has identified “triggers” to initiate preparedness and response within the County to reduce such risks. Recent summer temperatures serve as reminders for the need for planning and preparedness prior to hot weather. Triggers and Excessive Heat Emergency Phases identified in this annex are based on recent standards identified from the National Weather Service.

1.1 Overview of Operational activity phases

Figure 1.1 depicts the activity phases of an excessive heat event: initial situational awareness, communication to stakeholders, discerning levels of activation, situation monitoring and conclusion.

FIGURE 1: EXCESSIVE HEAT ANNEX ACTIVITY PHASES





1.2 CRITICAL DECISION MATRIX: EXCESSIVE HEAT EVENT RESPONSE ASSESSMENT

Excessive Heat Events will be assessed by Santa Clara County Office of Emergency Management (OEM), the National Weather Service, Office of Supportive Housing, and Public Health. This group will provide the response recommendation (i.e. monitor, alert OA, or schedule an Operational Area call).

Table 2 is intended to assist decision-makers in understanding how and when to promulgate excessive heat notifications and response activities.

TABLE 1: EXCESSIVE HEAT DECISION-MAKING

When to Coordinate Op Area Calls	When to Send Public Notifications	When to Establish Cooling Centers
When communities within the Op Area are expected to experience HeatRisk Values at levels 3 or 4 (see Table 3 & 4).	When communities within the Op Area are expected to experience HeatRisk Values at levels 3 or 4 (see Tables 3 & 4).	When communities within the Op Area are expected to experience HeatRisk Values at levels 3 or 4 (see Tables 3 & 4).

1.3 ROLES AND RESPONSIBILITIES FOR EXCESSIVE HEAT EVENTS

The following departments or positions contribute to the pre-planning, response, and recovery of excessive heat events.

TABLE 2: ROLES AND RESPONSIBILITIES FOR EXCESSIVE HEAT EVENTS

Department and/or Position	Responsibilities
National Weather Service	<ul style="list-style-type: none"> Participate in Excessive Heat Annex pre-planning Monitor regional weather conditions. Promulgate adverse weather conditions to Santa Clara County Office of Emergency Management.
Duty Officer, Santa Clara County Office of Emergency Management and OEM Staff	<ul style="list-style-type: none"> Participate in Excessive Heat Annex pre-planning Monitor operational area for adverse conditions Monitor Duty Officer email inbox and incoming calls Assess threatening or potentially threatening weather conditions Notify stakeholder groups Organize conference calls Disseminate NWS weather advisories and warnings to Excessive Heat Op Area Call Group, accordingly
Director/Deputy of the Office of Emergency Management	<ul style="list-style-type: none"> Facilitate Op Area calls
Supportive Housing, Office of	<ul style="list-style-type: none"> Participate in Excessive Heat Annex pre-planning



	<ul style="list-style-type: none"> • Participate in Op Area Excessive Heat conference calls • Coordinate activation and deactivation of County-wide Cooling Centers • Coordinate public information with OEM PIO • Coordinate the 'seasonal readiness' of County facilities to host Cooling Centers • As necessary, send AlertSCC weather advisory or warning notifications • Receive metrics of Cooling Center usage from jurisdictions (via the OEM Duty Officer relay of this data)
Public Health Director	<ul style="list-style-type: none"> • Participate in Excessive Heat Annex pre-planning • Approve Excessive Heat Annex
Public Health	<ul style="list-style-type: none"> • Participate in Excessive Heat Annex pre-planning
Public Health Public Information Officer	<ul style="list-style-type: none"> • Participate in Excessive Heat Annex pre-planning • Participate in op Area Excessive Heat conference calls
Op Area – Excessive Heat Call Group	<ul style="list-style-type: none"> • CalOES • Coroner's Office • Emergency Medical Services • Jurisdiction Emergency Managers • Libraries, Santa Clara County • National Weather Service • OEM Duty Officer & staff • Open Space Authority, Santa Clara County • Pacific Gas & Electric PG&E • Public Health PIO • Social Services Agency, Santa Clara County • Supportive Housing, Office of • Valley Water
Libraries, Santa Clara County	<ul style="list-style-type: none"> • Participate in Op Area Excessive Heat conference calls
Medical Examiner - Coroner's Office	<ul style="list-style-type: none"> • Participate in Op Area Excessive Heat conference calls • Report excessive heat fatalities
Public Information Officer, OEM	<ul style="list-style-type: none"> • Participate in Op Area Excessive Heat conference calls • Disseminate heat advisories and warnings to OEM web page and social media • Monitor Duty Officer email inbox. • Publish cooling center locations to local news media, OEM web page and social media



Santa Clara County Cooling Centers	<ul style="list-style-type: none"> • Provide air-conditioned space for excessive heat relief. For locations, visit the non-public version of this Annex.
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1.4 OPERATIONAL COMMUNICATIONS

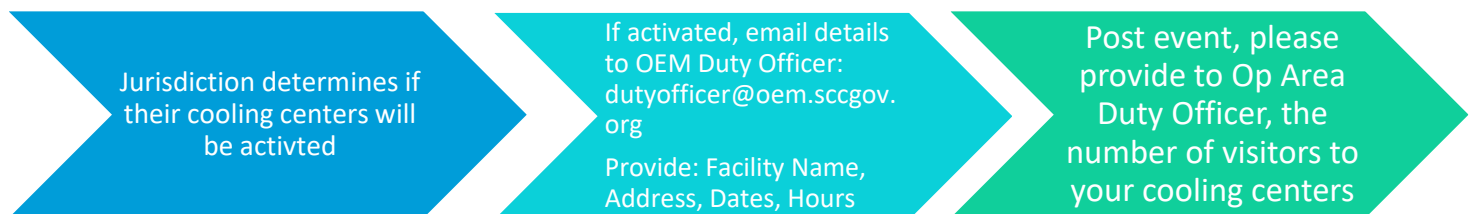
The Santa Clara County Operational Area Excessive Heat Contact list may be obtained by contacting the Duty Officer at the Office of Emergency Management at dutyofficer@oem.sccgov.org.

See the Excessive Heat Activity Phases flow chart for Event communications, Figure 1.1.

1.5 RESPONSE AND REPORTING OF COOLING CENTERS

In accordance with the California Standardized Emergency Management System (SEMS), local jurisdictions are responsible for the management of Excessive Heat events and the development of jurisdiction-specific local heat event plans. The decision to establish and operate Cooling Centers during excessive heat events is the responsibility of each jurisdiction. When Cooling Centers are activated, jurisdictions are encouraged to notify the Op Area Duty Officer. The Op Area PIO will receive Duty Officer communications and publish locations to the OEM web page and social media channels.

TABLE 3: JURISDICTION COOLING CENTER ACTIVATION



Post Event, the Duty Officer will forward the number of Cooling Center visitors to the Santa Clara County, Office of Supportive Housing.

1.6 NATIONAL WEATHER SERVICE PRODUCTS

OUTLOOK

An outlook is used to indicate that a hazardous weather or hydrologic event may develop. It is intended to provide information to those who need considerable lead time to prepare for the event. A broad discussion of the weather pattern expected across any given area, is generally confined to forecast periods beyond 48 hours. The Office of Emergency Management (OEM) will begin monitoring.



WATCH

A watch is used when the risk of a hazardous weather or hydrologic event has increased significantly, but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead time so that those who need to set up their plans in motion can do so. OEM will disseminate NWS/NOAA data to Operational Area partners and make appropriate alert and warning notifications, as necessary.

ADVISORY

An advisory highlights special weather conditions that are less serious than a warning. They are for events that may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property. In addition to the “Watch” and “Outlook” actions, The Office of Emergency Management will host a coordination conference call (see Appendix A) to begin considering any necessary actions to be taken.

WARNING

A warning is issued when a hazardous weather or hydrologic event is occurring, is imminent, or has a very high probability of occurring. A warning is used for conditions posing a threat to life or property. In addition to the “Watch” and “Outlook” actions, the Office of Emergency Management will host a coordination conference call (see Appendix A) and consider utilizing county facilities for animal sheltering (see Appendix C) as well as a possible Emergency Operations Center (EOC) activation if necessary.

HEATRISK VALUE

The National Weather Service Bay Area’s heat alert procedures are based on the Heat Risk Values forecasted for a specific region.

HEATRISK OVERVIEW

The National Weather Service (NWS) has created a product to determine the need for heat-related advisories or warnings. This program is called HeatRisk – www.wrh.noaa.gov/wrh/heatrisk/

HeatRisk forecast provides a color and numeric value that places forecast heat for a specific location into an appropriate level of heat concern, along with identifying groups potentially most at risk at that level. The HeatRisk is accompanied by recommendations for heat protection and is a useful tool for planning for upcoming heat and its associated potential risk. Based on the high resolution NWS national gridded forecast database, a daily HeatRisk value is calculated for each location from the current date through seven days in the future. At this time, the experimental HeatRisk forecast is being used to influence the issuance of, and to add value, to the NWS’s official heat watches, advisories, and warnings. This product is an NWS tool that can be used to protect lives and property, being especially useful for those who are more easily affected by heat or those who provide support to vulnerable individuals.

Understanding the HeatRisk Product



The purpose of the NWS experimental HeatRisk product is to help you understand what forecasted heat means to you. To make it easier to understand, the HeatRisk is divided into five categories.

The higher the value, the greater the level of heat concern would be for that location. If both the overnight lows and daytime highs are exceptionally warm for that date at a given location over a period of at least 48 hours, at levels that pose an elevated risk for heat complications, the highest level of 4 for HeatRisk is achieved.

When HeatRisk values are 1 or greater, heat is considered to be of concern – at first for those who are extremely sensitive to heat, then for everyone as HeatRisk values get to the highest levels.

The NWS has assigned a specific color to each HeatRisk category to make it easier for people to understand quickly whether heat is reaching a high enough level to create heat concerns for their unique situation. Each HeatRisk category corresponds to a different level of potential heat concern.

Table 3: HeatRisk Values

HeatRisk Values	Risk of Heat Effects	Level of Heat Concern
When the HeatRisk value is:	the risk of heat effects are:	as symbolized by this color:
0	Very Low	Green
1	Low	Yellow
2	Medium	Orange
3	High	Red
4	Very High	Magenta

WHO ARE MOST SUSCEPTIBLE TO HEAT?

Heat commonly affects certain groups, typically identified as heat sensitive or heat vulnerable, at lower thresholds than other populations. Some of these groups include:

- The elderly and the very young;
- Those on certain medications and/or those with preexisting conditions which make them more sensitive to heat (your doctor can let you know if this is you);
- Those working outdoors -- especially new workers, temporary workers, or those returning to work after a week or more off;
- Those exercising or doing strenuous activities outdoors during the heat of the day - especially those not used to the level of heat expected, those who are not drinking enough fluids, or those new to that type of activity;
- Those without a reliable source of cooling and/or hydration;



- Those not acclimated to the level of heat expected - especially those who are new to a much warmer climate.
- Some economic sectors are also affected by increasing levels of heat, such as energy and transportation.
- Individuals dwelling in Recreational Vehicles (RVs) or cars may be susceptible to excessive heat and risk sooner than individuals in traditional homes.

TABLE 4: RISKLEVEL MEANNGS

Category	Level	Meaning
Green	0	No Elevated Risk
Yellow	1	Low Risk for those extremely sensitive to heat, especially those without effective cooling and/or adequate hydration (OEM will monitor situation)
Orange	2	Moderate Risk for those who are sensitive to heat, especially those without effective cooling and/or adequate hydration (OEM will make appropriate alert and warning notifications as necessary).
Red	3	High Risk for much of the population, especially those who are heat sensitive and those without effective cooling and/or adequate hydration (OEM will host coordination conference calls and consider activating cooling centers & county facilities for human & animal sheltering).
Magenta	4	Very High Risk for entire population due to long duration heat, with little to no relief overnight (OEM will host coordination conference calls and consider potential for activating EOC).



SECTION 2: PURPOSE AND BACKGROUND

2.1 PURPOSE

This Excessive Heat Response Annex is an annex to the County of Santa Clara Emergency Operations Plan (EOP) and provides a framework for coordinating actions to be taken prior to and during an excessive heat event. This annex is written to ensure that all departments, agencies, and partners within the County of Santa Clara are provided centralized information that will aid in the development of further local plans, as well as provide key information required to successfully mitigate the adverse impacts of an excessive heat event.

This annex establishes guidelines for Heat Response thereby limiting adverse public health effect from excessive heat.

In order to alleviate unnecessary overlap of duties or allocation of resources, this annex outlines some of the relevant roles and responsibilities of jurisdictions, agencies, and partners prior to and during an Excessive Heat event. Once implemented, this annex will be utilized for operational coordination.

The activities following activation of this annex flow according to the following chart:

2.2 BACKGROUND

PUBLIC INFORMATION AND ENGAGEMENT

Santa Clara County has nearly 2 million residents comprising a network of communities that are culturally, ethnically, linguistically, and economically diverse, as well as geographically dispersed over some 1,300 square miles of land. Santa Clara is the most affluent county in the San Francisco Bay Area and, with a median income of \$91,425, ranks 14th among the nation's wealthiest counties. Such affluence belies the fact that nearly 5% of families live at or below the federal poverty line.

These economic, cultural and geographic factors are critical considerations when creating a public information and engagement program for emergency communications. The communications program will encompass multiple channels to ensure that all segments of the population are reached in an equitable manner.

Communications channels include the County's 24/7 communications technology solutions that can be broadcast to broad or targeted populations. Private broadcast, print and online news media in multiple languages will be integral to broad inclusive communications as well as social media sites operated by the County including Facebook and Twitter. A single Facebook post with a \$10.00 boost can reach more than 38,000 people and a Twitter post can reach more than 10,000.

Public information and engagement programs will comply with Titles II & III of the Americans with Disabilities Act, which requires state and local governments, business and non-profit organizations to communicate effectively with people who have disabilities or access and functional needs (AFN). Our goal is to ensure that communication is equally effective for all stakeholders.



PRE-PLANNING

Getting the right messages, to the right people at the right time during and after an emergency is made possible with a resilient crisis communications program. The Office of Emergency Management in collaborative effort with the Public Health Public Information Officer (PIO) will take the lead role in emergency communication during excessive heat events utilizing these components:

- Comprehensive identification and prioritization of stakeholder segments – with special emphasis on individuals who have access and/or functional needs including:
 - Physical, developmental or intellectual disabilities
 - Chronic conditions or injuries
 - Limited English proficiency
 - Older adults
 - Children
 - Low income, homeless and/or transportation disadvantaged (i.e., dependent on public transit)
 - Pregnant women
- Contact information in digital form (e.g. in Excel on a flash drive) for County departments, media outlets and community partners in private and public sector organizations that serve as conduits to stakeholder groups.
 - County departments
 - Regional and local media
 - Community-based organizations
 - Faith-based organizations
 - Labor and business organizations
- Clear definition of roles and responsibilities for managing and executing emergency communications before, during and after an incident.
 - Organizational chart that designates clear authority for 1) approving messages and content, 2) releasing information to the media and public, 3) serving as spokesperson to the media
 - Roles and responsibilities checklists
- Clear, well-organized written protocol for message development and dissemination that ensures timely, accurate and complete information that is relevant and useful to stakeholders.
 - Pre-written press release templates (hazard-specific) that are “fill-in-the-blanks”
 - Message templates (hazard-specific) for multilingual and multicultural stakeholder segments. These templates to be tailored for specific



communications channels.

- Flash drive that contains press releases and message templates
- Detailed communications protocol: e.g. a flood or weather alert is issued and immediately triggers the following outreach and communications actions:
 1. Emergency notification through *IPAWS* and *Alert Santa Clara County* to provide alerts, information and resources
 2. Emergency notification through news releases, press conferences, television and radio public announcements
 3. Content posted to digital channels including website, landing pages, social media, email and text messages
 4. Distribution of printed materials such as fliers, brochures, pamphlets

2.3 SOCIAL MEDIA ENGAGEMENT

The use of social media for public alerting also begins with a heat advisory issuance from the National Weather Service (NWS). This may be followed up by a press release from the County of Santa Clara Public Affairs, Public Health, or Office of Emergency Management. The process for posting the press release will be to update the information on County of Santa Clara websites, reaching out to the local media, and then follow up with information across all county owned social media/digital channels.

2.4 ALERT PROTOCOL - SANTA CLARA COUNTY ENGAGEMENT

PROTOCOL

Intelligence received from the National Weather Service (NWS) through the Office of Emergency Management and/or the County Health Officer will inform utilization of the AlertSCC mass notification tool when data shows that notifying the public is pertinent. Messages will also be sent when considering vulnerable populations in known heat island locations.

REACHING VULNERABLE POPULATIONS THROUGH ALERT SANTA CLARA COUNTY

The alert and notification system can be accessed and utilized by all vulnerable populations through signing up for Alert Santa Clara County on the Office of Emergency Management website or other county and city websites.

To assist Santa Clara County's homeless population who survive by living on the streets, in recreational vehicles, parked cars, Creekside encampments or freeway onramps are constantly in harm's way from exposure to the elements, potential physical attacks and social isolation. Their only means of receiving alerts is through their cell phone.

The County Office of Supportive Housing's staff has created a lifeline for these at-risk individuals by using a text message alert system (Alert Santa Clara County) to convey critical disaster alerts and weather warnings. Staff also uses the system to direct people to life-saving resources such as food, shelter and medical care.

Registration for the text message alert system, Alert Santa Clara County, is simple:

- **Simply address a text message to: 888777**



- Type BADWEATHER (and/or HOMELESS) in the message
- Send the message

In just an instant, the sender is enrolled in the Alert Santa Clara County system and will receive text messages linking them to critical information and services. For more details: Alert Santa Clara County.

ALERT SANTA CLARA COUNTY TEMPLATES

Email Message (example below)

Headline

Residents Encouraged to Follow Safety Tips to Prevent Heat-Related Illness

A National Weather Service Heat Advisory is in effect until [Date/Time]. High temperatures are forecast to range from [Forecasted Temperature]. Degrees across most of Santa Clara County, with locally hotter temperatures possible.

If you have an elderly or infirm neighbor or know someone with a drug or alcohol disorder or severe mental illness, and they are without air conditioning, or if you see someone outside who may be having a reaction to the heat, make sure that they get to a cooling center or other air conditioned space between the hours of 10:00 a.m. and 8:00 p.m.

For a list of Cooling Centers and information on heat-related illnesses and prevention, please visit the County of Santa Clara Office of Emergency Management web site at:

<https://www.sccgov.org/sites/OEM/Pages/Office-of-Emergency-Services.aspx> or call 2-1-1.

Thank you for doing your part to keep people safe during this heat crisis.

Text Message (example below)

Urgent: Dangerous Heat Wave in Santa Clara County peaking on [Date]. See list of Cooling Centers at: <https://www.sccgov.org/sites/OEM/Pages/Office-of-Emergency-Services.aspx> or call 2-1-1.

VOICEMAIL MESSAGE (EXAMPLE BELOW)

Greetings,

A National Weather Service Heat Advisory is in effect until [Date/Time]. High temperatures will range from [Forecasted Temperature] degrees across Santa Clara County, with hotter temperatures possible.

For a list of Cooling Centers and information on heat-related illnesses and prevention, please visit the County of Santa Clara Office of Emergency Management web site at:

<https://www.sccgov.org/sites/OEM/Pages/Office-of-Emergency-Services.aspx> or call 2-1-1.

Please help those who are elderly or infirm, with a drug or alcohol issue or severe mental illness – if they are without air conditioning. If you see someone outside who may be having a reaction to the heat, please help them get to a cooling center or other air conditioned space between the hours of 10:00 a.m. and 8:00 p.m. Thank you for doing your part to keep people safe during this heat crisis.



SECTION 3: ROLES AND RESPONSIBILITY SUMMARY

This section provides basic guidance on the roles and responsibilities of the various jurisdictions, county departments/agencies, and other partners within the OA prior to and during excessive heat events.

LOCAL JURISDICTIONS

Local jurisdiction refers to the cities and towns that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself. Local jurisdictions participate in ongoing operational area planning and training.

In accordance with SEMS, local jurisdictions are responsible for the management of Excessive Heat events and the development of jurisdiction-specific local heat event plans. Additional agencies/organizations to those listed below, could be applicable and utilized for support.

COUNTY OF SANTA CLARA DEPARTMENTS/AGENCIES

OFFICE OF EMERGENCY MANAGEMENT (OEM)

The County of Santa Clara Office of Emergency Management (OEM) is the lead OA coordinating agency for all four phases of emergency management which include, mitigation, preparedness, response, and recover. Specifically, OEM is responsible for ensuring the development, implementation, and maintenance of a comprehensive OA EOP and associated annexes.

PUBLIC HEALTH DEPARTMENT (PHD)

The Public Health Department (PHD) serves as the coordinating body for all hospital and healthcare facility emergency management components. They provide strategic resource support and medical expertise to hospitals and health care facilities. PHD is responsible for developing recommendations and planning considerations that protect the health of the county's population during a Heat event, including the various vulnerable populations.

SOCIAL SERVICES AGENCY (SSA)

The Social Services Agency (SSA) is the county agency responsible for coordinating mass care and shelter across the OA in an emergency or disaster. SSA works in close collaboration with the American Red Cross (Red Cross) to ensure mass care and shelter services are responsive to the county's operational needs. SSA assumes its emergency role when the OA EOC is activated or the Director of OEM requests assistance. In a heat related event SSA can be requested to assist with cooling centers and other potential cool needs.

OFFICE OF SUPPORTIVE HOUSING (OSH)

The Office of Supportive Housing's (OSH) mission is to increase the supply of housing and supportive housing that is affordable and available to extremely low income and/or special needs households. In cases of inclement weather, OSH has coordinated pre-set Inclement Weather Shelter Beds with overnight accommodations, as well as Excessive Heat Episode



Cooling Centers (overnight accommodations are not common) throughout the OA. Prior to or during heat events, OSH is responsible for conducting outreach to the various homeless populations that may be impacted.

SCC COUNTY PARKS

The mission of the Santa Clara County Parks & Recreation Department is to provide, protect, and preserve regional parklands for the enjoyment, education and inspiration of this and future generations. During a heat event situational awareness for the Emergency Operations Center (EOC) regarding park closures, awareness of hazardous conditions, and monitoring guest safety are among potential actions to be taken.

OFFICE OF THE MEDICAL EXAMINER-CORONER (MEC)

The Medical Examiner-Coroners mission is to serve the community by conducting objective medicolegal death investigations in a compassionate manner into all deaths which fall under the jurisdiction of the Santa Clara county Medical Examiner-Coroner's office. During a heat event the Medical Examiner-Coroner can confirm the causes of fatalities with specific implications/concerns having to do with a hyperthermic events.

EMERGENCY MEDICAL SERVICES (EMS)

The mission of the Santa Clara EMS System is to evolve a cost-effective, collaborative, and outcome-based EMS delivery system that produces clinically superior and culturally competent care, while achieving high levels of patient satisfaction from the people of Santa Clara County. When tracking calls EMS can inform the EOC of volume increase in calls for service and can coordinate with county hospitals.

SANTA CLARA COUNTY FIRE DEPARTMENTS (SCCFD)

The Santa Clara County Fire Department exists to protect the lives, property, and environment within the communities served from fires, disasters, and emergency incidents through education, prevention, and emergency response. During heat related weather events SCCFD can be utilized for awareness of wildfires and other heat related fire hazards. As well as notifications on heat related increases in call volume and up-staffing needs.

FLEETS AND FACILITIES (FAF)

Facilities and Fleet is a total resource organization providing full service physical plant operations management, capital construction management, project management, lifecycle maintenance/repair of all vehicle and equipment, and organization wide mail and parcel processing/distribution services. In a heat related weather FAF will be utilized to ensure all HVAC, and County Cooling Centers are functional and have their needs addressed.

SANTA CLARA COUNTY SHERIFF (SO)

The Santa Clara County Sheriff's Office is dedicated to the preservation of public safety by providing innovative and progressive service in partnership with the community. During a heat event the SO can provide situational awareness out in the field including up-staffing needs, there may also be a potential for security at county cooling centers.



COUNTY COMMUNICATIONS

The Santa Clara County 9-1-1 Communications Department exists to protect lives, property and the environment by providing the vital connection between the community and emergency responders. County communications can be utilized for situational awareness regarding call volume for heat related calls. As well as reaching the Duty Officer of other agencies/jurisdictions make the request and the potential for AlertSCC messaging.

COUNTY EXECUTIVE OFFICE (CEO)

County Executive provides support to the County's Board of Supervisors, to the County's various organizations, and to the residents and businesses of Santa Clara County. The Office ensures the implementation of legislative mandates and Board policies. It provides analytical support, strategic planning, policy analysis, and budgetary oversight for the County organization. In addition, it seeks to safeguard civil rights, and to educate, inform, and advise both those who administer and those who receive County services. The CEO's office during a heat event can be an integral resource for coordination of elected officials needs and establishing other key priorities.

PRIVATE ORGANIZATIONS

PG&E

The Pacific Gas and Electric Company (PG&E) is an investor-owned electric utility (IOU) and is overseen by the California Public Utilities Commission. They are utilized for energy forecasts, and flex alerts in efforts to best serve their customers and provide situational awareness to the County EOC.

OPERATIONAL AREA

COUNTY OF SANTA CLARA

As the lead agency in the OA, the County of Santa Clara is responsible for coordinating resources across the OA during a disaster. It is the primary point of contact for brokering resources among cities within the county and requesting state and federal resources when the need exceeds available resources at the local level.

STATE AGENCIES

CALIFORNIA OFFICE OF EMERGENCY MANAGEMENT (CAL OEM)

Cal OEM is responsible for the coordination of overall state agency response to large- scale disasters in support of local jurisdictions. The office is responsible for assuring the state's readiness to respond to and recover from all hazards—natural, manmade, war-caused emergencies and disasters—and for assisting local jurisdictions in their emergency preparedness, response, recovery, and hazard mitigation efforts.

FEDERAL AGENCIES



NATIONAL WEATHER SERVICE (NWS)

The National Weather Service (NWS) is a component of the National Oceanic and Atmospheric Administration (NOAA) which is an operating unit of the U.S. Department of Commerce. Their mission is to provide weather, water, and climate data, forecasts and warnings for the protection of life and property and enhancement of the national economy.

PLAN MAINTENANCE

OEM in coordination with the designated lead planning agency and other essential stakeholders from the OA, is responsible for maintaining, reviewing, and updating this annex. They will—at a minimum—review this annex every year and update it every three years. It is essential that OEM make revisions and updates in collaboration with participating persons, local jurisdictions and other planning partners identified in this annex to ensure accuracy and validity. If this annex requires an immediate change due to lessons learned from trainings, exercises, or actual incidents, OEM will identify a course of action for the review, update, and implementation of the necessary changes.

PLAN DEFINITIONS

COOLING CENTERS

Facilities made available by public, private, and volunteer organizations as heat relief stations. Each city is responsible to determine the need for cooling centers in their jurisdiction. The County has multiple potential cooling center locations identified via eight different County of Santa Clara libraries located throughout the county as well a Public Health facility in San Martin. Please see Appendix D for potential cooling centers throughout the county.

EOC

Santa Clara County Emergency Operations Center is located at the Office of Emergency Management, within the Sheriff's Building, 55 W. Younger Avenue, San Jose.

HEAT STAKEHOLDERS

Other agencies/individuals with a vested interest/responsibility during an excessive heat event.

JOINT INFORMATION SYSTEMS

A coordinated effort amongst local Public Information Officers (PIO) for implementing local and regional media strategies that include systems to provide the disaster victims, the general public, and various target audiences with accurate, timely, consistent and easy-to-understand information about disaster response, recovery and mitigation operations.

HEAT ISLAND

The term "heat island" describes built up areas that are hotter than nearby rural areas. The annual mean air temperature of a city with 1 million people or more can be 1.8–5.4°F (1–3°C) warmer than its surroundings. In the evening, the difference can be as high as 22°F (12°C). Heat islands can affect communities by increasing summertime peak energy demand, air conditioning costs, air pollution and greenhouse gas emissions, heat-related illness and mortality, and water quality.



AUTHORITIES AND REFERENCES

Emergency response, like all governmental action, is based on legal authority. The Excessive Heat Annex is a hazard-specific annex of the overall County of Santa Clara Emergency Operations Plan (EOP), and follows state and federal guidelines.

LOCAL

County of Santa Clara Emergency Operations Plan

County of Santa Clara Ordinance Code– Division A8 – Civil Protection and Emergency Services

STATE

California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code)

California Disaster Assistance Act (CDAA)

California Disaster and Civil Defense Master Mutual Aid Agreement

Standardized Emergency Management System Regulations (SEMS) California Code of Regulations, Title 19, Division 2, Chapter 1

California Government Code, Title 1, Division 4, Chapter 8, Sections 3100, 3101, and 3102, and California Labor Code Section 3211.92

State of California Emergency Plan

Emergency Function 8 – Public Health and Medical

FEDERAL

Robert T. Stafford Disaster Relief and Emergency Assistance Act

Homeland Security Act of 2002

Homeland Security Presidential Directive (HSPD) 5 - (February 2003)

Presidential Policy Directive (PPD) 8: National Preparedness

Post-Katrina Emergency Management Reform Act (PKEMRA) of 2006

Pets Evacuation and Transportation Standards (PETS) Act of 2006

Public Law 920: Federal Civil Defense Act of 1950

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency

Executive Order 13347, Individuals with Disabilities in Emergency Preparedness

National Incident Management System (NIMS), Department of Homeland Security, updated in May 2013

National Response Framework (NRF)

Mass Evacuation Incident Annex to the National Response Framework, Department of Homeland Security, June 2008.



APPENDIX A

CONFERENCE CALL AGENDA TEMPLATE



Conference Call Agenda		
Dial-In Information: Code:		Call 1
Date:	Time:	Chair: SCC OEM
Purpose: Share Situational Awareness, Discuss Agency Issues, and Identify Resource Needs		
Operational Period: N/A (Preparedness)		
Event Overview		
Participating Agency/Organization/Jurisdiction		
<input type="checkbox"/> National Weather Service	<input type="checkbox"/> SCC Medical Examiner's Office	<input type="checkbox"/> SCC Sheriff's Office
<input type="checkbox"/> SCC EMS	<input type="checkbox"/> Santa Clara Co Fire	<input type="checkbox"/> SCC County Comm
<input type="checkbox"/> SCC Office of Supportive Housing	<input type="checkbox"/> SCC Facilities and Fleet	<input type="checkbox"/> SCC Social Services
<input type="checkbox"/> SCC County Parks	<input type="checkbox"/> SCC Public Health	<input type="checkbox"/> CalOEM
<input type="checkbox"/> Campbell	<input type="checkbox"/> Cupertino	<input type="checkbox"/> Gilroy
<input type="checkbox"/> Los Altos	<input type="checkbox"/> Los Altos Hills	<input type="checkbox"/> Los Gatos
<input type="checkbox"/> Milpitas	<input type="checkbox"/> Monte Sereno	<input type="checkbox"/> Morgan Hill
<input type="checkbox"/> Mountain View	<input type="checkbox"/> Palo Alto	<input type="checkbox"/> Santa Clara
<input type="checkbox"/> San Jose	<input type="checkbox"/> Saratoga	<input type="checkbox"/> Sunnyvale
<input type="checkbox"/> PG&E	<input type="checkbox"/> South Santa Clara County Fire District	<input type="checkbox"/> County of Santa Clara Animal Care and Control
<input type="checkbox"/> Santa Clara County Library District	<input type="checkbox"/>	<input type="checkbox"/>
Agenda		
1. Opening Comments & Roll Call	OEM	
2. National Weather Service Weather Update	NWS	
3. SCC Medical Examiner's Office	MEC	
4. Emergency Response Agency Reports	SO / EMS / CNT / County Communications	
5. Supporting Agency Reports	OSH / FAF / SSA / CoParks /Public Health	
6. Op Area Cities / Towns	As listed	
7. CalOEM	CalOEM	
8. Closing Comments OEM	OEM	



APPENDIX B

HEALTH INFORMATION & VULNERABLE POPULATIONS



HEAT EXHAUSTION

Heat exhaustion occurs when the body is dehydrated resulting in an imbalance of electrolytes. Symptoms are listed as: headache, nausea, dizziness, cool and clammy skin, pale face, cramps, weakness, profuse perspiration. On the spot First Aid should be to move to a cooler spot, drink water with a small amount of salt added (one teaspoon per quart), without Intervention an individual can collapse and heatstroke.

HEAT STROKE

Heatstroke occurs when perspiration cannot occur and the body overheats. Symptoms are listed as: headache, nausea, face flushed, hot and dry skin, no perspiration, body temperature over 101°F, chills, rapid pulse. Immediate First Aid would be to cool the person immediately, move to shade or indoors, wrap in a cool, wet sheet, and get medical assistance. Without Intervention heat stroke can lead to confusion, coma, and death.

VULNERABLE POPULATIONS

Situational and physical characteristics help to identify vulnerable populations that may not comfortably or safely access and use disaster resources. Specifically, when discussing heat related emergency preparedness, the following groups could be considered vulnerable or at greater risk in a heat emergency:

- Homeless
- Those with sensory impairments (blind/visually impaired or deaf/hard of hearing)
Infants and small children under age five
- Women who are pregnant
- Elderly people (age 65 and older)
- Persons who have obesity
- Persons who are bedridden
- Persons with cognitive disorders or with mental illness/disabilities
- Persons with medical conditions (e.g., heart disease, diabetes, high blood pressure, insulin)
- Persons requiring life-saving medications (e.g., for high blood pressure, depression, insomnia)
- Persons who utilize medical equipment (e.g., ventilators, oxygen, G-tubes)
- Individuals with drug or alcohol addictions
- Persons who use mobility devices (e.g., wheelchairs, walkers, canes)
- Persons who are non-ambulatory
- Persons who are under extreme working conditions
- Persons who are economically disadvantaged
- Persons who are socially isolated
- Persons who do not speak English with minimal access to information
- Unlisted Access and Functional Needs individuals



- Persons dwelling in recreational vehicles (RVs) or cars

APPENDIX C

ANIMAL VULNERABILITIES IN EXCESSIVE HEAT RELATED WEATHER



PETS

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 degrees Fahrenheit. 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 if the air temperature is overheated, brain and organ damage can occur in 15 minutes. Risk factors to 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

Car with window rolled down slightly + windows collecting light, trapping heat inside = pressure cooker effect:

Outside air = 85 degrees Fahrenheit

- After 10 minutes: inside car = 102 degrees Fahrenheit
- After 30 minutes: inside car = 120 degrees Fahrenheit

Outside air = 72 degrees Fahrenheit + humidity

- After 30 minutes: inside car = 104 degrees Fahrenheit
- After 60 minutes: inside car = 112 degrees Fahrenheit

PREVENTION

- Never leave pets in a car on warm days
- Call animal control or police immediately if an animal is in distress in a car
- 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 tied up 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 accept pets and what preparations are necessary

TREATMENT

- Overheated pets must be cooled immediately
- Move pet to shade
- Apply cool water all over body
- Apply ice packs to neck and chest area
- Allow licking ice and small amount of water (large amount will cause vomiting)
- Take to veterinarian immediately for evaluation



SHELTERING FOR VULNERABLE POPULATIONS

To continue supporting Santa Clara County's homeless and vulnerable population through excessive heat scenarios, specifically with regard to multiple days of sustained heat with little to no respite. Animal care considerations for these populations must be considered. This may be done through cooling centers that would accept animals for vulnerable populations or through the County's support trailers.

MASS CARE & SHELTER SUPPORT TRAILERS

The County Office of Emergency Management (OEM) in partnership with the County Social Services Agency (SSA) has staged a pair of Mass Care and Shelter Support trailers at four various locations around the county. These support trailers will be utilized to deploy sheltering operations (also for animal sheltering) in the unincorporated areas of the county as well as a means of support for OpArea jurisdictions.

LIVESTOCK AND POULTRY

Producers should ensure that all livestock and poultry are provided adequate and accessible drinking water, shade, and fans and water-cooling, where feasible.

Many producers have back-up generators for their facilities, which should be inspected to ensure operational condition in the event of rolling or rotating blackouts or power failures. Emergency power should also be available for fans and well pumps. Misters, soakers and fans should be checked to ensure they are operational. Shade structures (especially shade cloths) should be in good repair.

During a heat wave emergency, dairy producers have used a variety of temporary cow-cooling methods. Fire hoses can be hooked up to water trucks and used to soak the cattle. Strings of cows can be cooled in sprinkler pens, if they are not in constant use for milking. Temporary soaking lines can be devised using flexible landscaping PVC hose and high volume emitters positioned over the cattle. Industrial fans have been rented to augment these water cooling methods. Temporary shade structures have been erected. In general, working cattle should be avoided except in the early morning.

If producers are experiencing difficulties or delays in having dead animals picked up by rendering companies, they should immediately contact their Ag Commissioner, their local office of emergency services or office of environmental health and make them aware of the situation. Local officials are in a position to assist with alternate methods of disposal, including evaluating the need for a declaration of a local emergency.



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APPENDIX D

POTENTIAL COOLING CENTERS



COUNTY OF SANTA CLARA - POTENTIAL SITES

Once vetted, approved cooling centers should be identified on the County of Santa Clara Office of Emergency Management website; for times and locations visit - [http://www.scccl.org/Locations or list OEM heat web page?](http://www.scccl.org/Locations%20or%20list%20OEM%20heat%20web%20page?)

DAYTIME COOLING CENTERS						
Activated	Jurisdiction	Center Name	Capacity	Address & Phone	Restrictions	Dates & Hours
	Cupertino	Cupertino Library		10800 Torre Avenue, Cupertino, CA, 95104 (408) 540-3947	Follow center rules Must wear mask	
	Gilroy	Gilroy Library		350 W. Sixth Street Gilroy, CA 95020 (408)-763-7120	Follow center rules Must wear mask	
	Los Altos	Los Altos Library		13 S. San Antonio Rd, Los Altos, CA 94022 (650) 948-7683	Follow center rules Must wear mask	
	Milpitas	Milpitas Library		160 North Main Street , Milpitas, CA, 95035 (408) 262-1171	Follow center rules Must wear mask	
	Milpitas	Milpitas Community Center		457 E. Calaveras Blvd. Milpitas, CA 95035 Phone: 408-586-3210		
	Milpitas	Barbara Lee Senior Center		40 N. Milpitas Blvd. Milpitas, CA 95035 Phone: 408-586-3400		
	Milpitas	Sports Center		Sports Center 1325 E. Calaveras Blvd. Milpitas, CA 95035 Phone: 408-586-3225		



	Morgan Hill	Morgan Hill Library			660 West Main Ave., Morgan Hill, CA 95037 (408) 779-3191	Follow center rules Must wear mask			
	Morgan Hill	Community and Cultural Center			17000 Monterey Street Morgan Hill, CA 95037 (408) 782-0008				
	Morgan Hill	Centennial Recreation Center,			171 W. Edmundson Ave. (408) 782-2128	Follow center rules Must wear mask			
	Mountain View	Mountain View Public Library			585 Franklin St. Mountain View, CA 94041				
	Santa Clara	Senior Center			1303 Fremont Street (408) 615-3170	Follow center rules Must wear mask			
	Santa Clara	Central Park Library			2635 Homesteads Rd Santa Clara, CA 95050 (408) 615-2900				
	Santa Clara	City Hall Cafeteria			1500 Warburton Ave Santa Clara, CA 95050 (408) 615-2220				
	Santa Clara	Community Recreation Center			969 Kiely Blvd. Santa Clara, CA 95051 (408) 615-3140				



OFFICE OF EMERGENCY MANAGEMENT
 COUNTY OF SANTA CLARA & SANTA CLARA COUNTY FIRE

	Santa Clara	Northside Branch Library	695 Moreland Way Santa Clara, CA 95054 (408) 615-5500			
	Santa Clara	Senior Center	1303 Fremont St. Santa Clara, CA 95050 (408) 615-3170			
	Saratoga	Saratoga Library	13650 Saratoga, CA, 95070 (408) 867-6126	Follow center rules Must wear mask		
	Saratoga	Saratoga Community and Senior Center	19655 Allendale Ave, Saratoga, CA 95070 (408) 868-1257			
	San Jose	Camden Community Center	3369 Union Avenue San Jose, CA 95116 (408) 559-8553	Follow center rules Must wear mask		
	San Jose	Joyce Ellington Library	491 E. Empire St. San Jose, CA 95112 (408) 808-3043	Follow center rules Must wear mask		
	San Jose	Valley Medical Center Main Lobby	Valley Medical Center Main Lobby 751 S. Bascom Ave San Jose, CA 95128			
	San Jose	San Jose Public Libraries	Library locations: https://sjpl.org/locations			



San Jose	Lobbies of Valley Health Clinics (except Bascom and Moorpark locations) For clinic locations: https://www.scvmc.org/patients/locations/Pages/default.aspx								



