

EXTREME TEMPERATURE RESPONSE PLAN

An Annex to the State Emergency Plan
(Includes Guidance for Local Government)



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Governor

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Director
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May 2022

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Letter of Promulgation



May 2022

To: Heads of All State Agencies, Boards, Departments, and Offices
Heads of City and County Governments

The State of California is one of the most diverse areas in the world. This is reflected not only in our communities but also in our weather. Weather in California has always been highly variable in terms of precipitation, temperature, magnitude and severity of storms, and wind events. With increasing climate change and the severity of prolonged heat and cold emergencies, it is incumbent on all of us to be prepared to respond to protect our communities, especially older adults, individuals with disabilities, and people with access or functional needs who are at a higher risk of negative outcomes from extreme temperatures.

As the Director of the California Governor's Office of Emergency Services, I am charged with executing this *Extreme Temperature Response Plan* which supports the State Emergency Plan. This plan communicates how state government mobilizes and responds to extreme high and low temperatures in coordination with partners at the National Weather Service, all levels of government, tribal nations, the private sector, non-profit, and community-based organizations. This plan also provides guidance and checklists to assist local efforts. I request that all political subdivisions of California take the necessary steps to carry out the provisions of this plan within their jurisdictions for the protection of all residents.

Sincerely,

MARK S. GHILARDUCCI
Director

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Record of Changes

The most current copy of this annex, including any changed pages, is available through the Planning and Preparedness Branch of the California Governor's Office of Emergency Services at 3650 Schriever Avenue, Mather, CA 95655. Copies are also available on the [Planning and Preparedness Branch web page under the Plans and Publications banner.](#)

Change #	Date	Summary of Changes
1	6/13/2022	Updates to CA Dept. of Developmental Services' facility terms.
2	8/31/2022	Updated CA ISO Emergency Notifications.
3	9/2/2022	Updates to access and functional needs, updates to Cal OES web links.
4	5/9/2023	Updated National Weather Service terminology for HeatRisk. Added information on California's electric balancing authorities. Updated program descriptions for CDFA and CDSS.

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Executive Summary

This plan is an annex to the [State Emergency Plan](#).

The plan describes state operations during an extreme temperature warning and provides guidance for state agencies, local governments, tribes, and non-governmental organizations (NGOs) in preparation for their heat and cold/freeze response plans and other related activities. It was created by combining and updating the 2013 Contingency Plan for Extreme Cold/Freeze Emergencies, as well as the 2014 Contingency Plan for Excessive Heat Emergencies.

The plan establishes best practices for local governments through guidance and checklists and recognizes that some local agencies may already have a system for managing extreme temperatures. It is the intent of this plan to assist local efforts and to better coordinate their efforts with those initiated by state agencies. More information regarding best practices for local governments can be found in [Appendix B: Local Government Guidance](#).

The plan utilizes the National Weather Service (NWS) experimental forecast product HeatRisk, which provides daily guidance on potential heat risks. This risk is assessed by comparing the official NWS temperature forecast to local thresholds which change through the year based on climatology. More detailed information about this product can be found in [Appendix C: National Weather Service Products](#).

The plan recognizes the need to:

- Communicate and coordinate between state agencies and local government.
- Mobilize resources and initiate actions in advance of local requests.
- Support the local government's actions according to the Standardized Emergency Management System (SEMS).

The plan contains the following information:

- A description of the purpose and scope of the plan.

- Background information including the history of extreme temperature-related declared emergencies in the state and other parts of the nation.
- Descriptions of the conditions triggering each phase of this plan.
- The responsible state agencies and their actions during different phases of the plan.
- Guidance for local agencies to help plan and coordinate efforts during extreme temperatures (See [Appendix B: Local Government Guidance - Roles and Responsibilities](#)).
- Appendices of supporting information.

The plan recognizes three (3) phases of activation:

- [Phase I - Seasonal Readiness](#)
- [Phase II - Heat or Cold/Freeze Alert](#)
- [Phase III - Heat or Cold/Freeze Warning](#)

These phases are activated based on the severity of the risk of extreme temperatures. This plan considers individuals who are at greater risk for serious illness from extreme temperatures, individuals with an access or functional need, the general population, as well as animals and livestock. The direct involvement of state and local agencies to protect individuals increases with the severity of the risk.

This plan contains specific actions to be taken by the state in each of the three phases. The specific action steps include, but are not limited to, the following:

- Coordinating among state and local agencies (All phases).
- Disseminating information (All phases).
- Preparing cooling or warming centers to support local response efforts (Phase II).
- Activating cooling or warming centers (Phases II and III).
- Directly contacting and monitoring those at risk (Phases II and III).
- Transporting those at risk to cooling or warming centers (Phases II and III).
- Governor's Proclamation of a State of Emergency (Phases III).

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1.0 Purpose and Scope

Purpose

The Extreme Temperature Response Plan is a hazard-specific plan that supports the State Emergency Plan (SEP), and outlines actions the State of California may take in support of state agencies and local government when an extreme temperature is anticipated or has occurred. It incorporates lessons learned from previous extreme temperature responses and current best practices for state and local governments.

Scope

This plan was developed to guide emergency management planning and response to a heat wave or a cold/freeze event in the State of California. It is flexible, scalable, and may be used during a response to a heat wave or a cold/freeze event of any severity. This plan focuses on the state's response in supporting state agencies, Operational Areas (OAs), and local government. Additionally, it provides guidance to local governments during their planning and preparedness, response, and recovery.

An extreme temperature (hot or cold) is defined as environmental temperatures (high or low) that are often slower to develop, taking several days of continuous, oppressive extreme temperatures before a significant or quantifiable impact is seen. Traditionally, extreme temperatures do not strike victims immediately, but rather have cumulative effects that, over time, negatively impact the lives of older adults, individuals with disabilities, and anyone with an access or functional need. Extreme temperatures may also negatively impact pets, livestock, and agricultural crops.

2.0 Background

California's climate is one of the most diverse in the world, ranging from the freezing temperatures of Bodie State Park that records nearly 300 days of temperatures below 32°F per year, to Death Valley which records around 100 days of temperatures of 99°F or above per year. These two extreme differences in climate illustrate why California's residents and businesses must plan, prepare, respond, and recover with great regard for the temperature.

Impact of Extreme Heat

According to the NWS, heat waves are defined as a period of abnormally and uncomfortably hot and unusually humid weather, typically lasting two or more days. Heat waves normally coincide with little overnight cooling/relief. Heat waves do not cause damage or elicit the immediate response that floods, fires, earthquakes, and other disasters do. They do, however, rank among the deadliest of natural hazards and claim many more lives when compared with other disasters.

The worst single heat wave in Southern California for loss of life occurred in the summer of 1955 when an eight-day heat wave resulted in 946 deaths. In early July 2006, a heat wave incident killed 141 individuals in California and caused crop damages more than \$180 million and \$583 million in other losses. This terrible incident tested the emergency management system in California in new ways and led to many recommended improvements to California's emergency management system to reduce loss of life in future heat wave events. In comparison, other types of disasters such as earthquakes and fires have caused fewer deaths. For example, the 1989 Loma Prieta Earthquake resulted in 63 deaths, while the 1992 Northridge Earthquake was responsible for the loss of 55 lives. The catastrophic 2003 Southern California firestorms resulted in 24 deaths and the 2018 Camp Fire in Butte County resulted in 85 deaths.

The [California Climate Adaptation Strategy](#), citing a California Energy Commission study of the San Diego region, states that over the past 15 years, heat waves have claimed more lives in California than all other declared disaster events combined. Despite this history, however, few heat events were proclaimed at the state level or declared as a federal disaster between 1960 and 2009. Though no formal explanation exists for this seeming contradiction, scholars have written about the exclusion of heat events as declared disasters.

Klinenberg, author of an account of a heat wave that killed 739 individuals in the Chicago area in July 1995, suggests that the hidden nature of social vulnerability, combined with the inconspicuous nature of heat events (unlike earthquakes, floods, wildfires, tornados, etc.), prevent them from being declared as legitimate disasters. Further, an evaluation of hospitalizations in California found that heat events in cooler months (due to less acclimatization to heat) and those with above average humidity resulted in greater health impacts.

According to [Safeguarding California: Reducing Climate Risk](#), an update to the 2009 California Climate Adaptation Strategy, it is anticipated that extreme heat events in urban centers such as Sacramento, Los Angeles, and San Bernardino could cause two to three times more heat-related deaths than occurred in 2006. Additionally, Safeguarding California notes that urban areas are more likely to experience heat island effects.

A heat island is an urban area having a higher average temperature than its rural surroundings due to the greater absorption, retention, and generation of heat by its buildings, pavements, and human activities. According to the U.S. Environmental Protection Agency, daytime temperatures in urban areas are on average 1-6° F higher than in rural areas, while nighttime temperatures can be as much as 22° F higher as the heat is gradually released from buildings and the pavement. The concentration of heat in urban areas enhances the formation of air pollutants, especially ozone, and the raised nighttime temperatures limits the ability of people to cool down before the heat of the next day, increasing the risk of illness and fatalities.

The frequency and intensity of heat waves are expected to increase globally, threatening human and animal health, especially among older adults, individuals with disabilities, and anyone with an access or functional need including individuals who are economically challenged, persons with chronic illnesses, and people experiencing homelessness. Current literature indicates that individuals with access or functional needs are disproportionately impacted by all disasters, including weather related events. In addition, the literature also indicates that emergency preparedness plans, heat health warning systems, and related interventions may not be reaching or supporting individuals with access or functional needs in meaningful ways that change behavior among those at the highest risk during a heat wave.

Impact of Extreme Cold/Freeze

Extreme cold/freezing temperatures are generally defined as sustained temperatures at or below freezing for an extended period. Extreme cold/freezing temperatures, although not as prevalent in the State of California as heat waves, still pose a real danger to life, property, and agriculture.

From December 1998 to mid-January 1999, freezing conditions caused damage to the Central Valley citrus crop. The freeze affected citrus workers and growers.

Agricultural damages were valued upwards of \$130 million. According to the Seattle Times, in December 2006, a severe windstorm and freezing temperatures to the Pacific Northwest left eight dead and up to one million individuals without power. Desperate for warmth, some individuals used barbeques inside their homes for heat which resulted in deaths caused by carbon monoxide poisoning. Additionally, the Associated Press reported that Colorado and several Midwest states experienced extreme freezing and ice storms causing massive power disruptions and a death toll of at least 46 individuals in seven states. More recently, in late December 2021, extreme snowfall and cold/freezing temperatures across California caused power outages in over 109,000 households: some for up to seven days. This resulted in multiple counties opening and maintaining warming centers for a prolonged period.

Although infrequent, freezes can severely affect California agriculture. Freezing temperatures occurring during winter and spring growing seasons can cause extensive crop damage. Secondary impacts of freeze disasters can include major economic impacts to farmers, farm workers, packers, and shippers of agricultural products and may cause substantial damage to various crops that may lead to significant increases in food prices for the consumer due to decreases in supply. A six-day period of freeze in December 2013 caused more than \$440 million in damage to citrus crops. Citrus crops tend to be the most vulnerable to freeze and they accounted for a vast majority of reported damages between 1972 and 2016.

Climate Change

Globally, California leads in efforts to avoid the worst effects of climate change by reducing greenhouse gas emissions. Still, the impacts of climate change are already being felt in California and are disproportionately impacting older adults, individuals with disabilities, and people with access or functional needs throughout the state.

The accelerating rate of climate change in this century will likely exceed that experienced by California's native populations over past millennia. These changes reveal that the state's 117 years of weather-related record-keeping can lead to significant underestimates as predictors of future weather-related events ([Science Advances](#)). California's climate is changing, as indicated in the California Office of Environmental Health Hazard Assessment's (OEHHA) 2022 report, [Indicators of Climate Change in California](#). Responsible agencies must

continue to plan for and take action to address current and future climate impacts.

The state relies on a comprehensive climate adaptation strategy that includes science planning, tools, funding, and collaboration to prepare for a changing climate and to create a more resilient California. The Adaptation Planning Guide (APG), State Adaptation Strategy, California Fourth Climate Change Assessment, and Cal-Adapt are key pieces of the comprehensive climate framework. Additional, up-to-date, climate change information and tools are kept on the [Governor's Office of Planning and Research Resilient California](#) website. This information equips planners, practitioners, policymakers, and decision-makers with data, background, funding options, and cutting-edge tools that visualize and model regional impacts from changes in temperature, sea-level rise, precipitation, and wildfire.

3.0 Assumptions

The following assumptions should be considered:

- Climate change may increase the extremes in temperature not only in the summer and winter months but throughout the year.
- Weather conditions often vary greatly from one geographic region to another.
- Different climates exist across the state and persons are acclimated best to the climate in which they live and work.
- Local governments are the first responders in emergencies and request mutual aid through the established process under SEMS when necessary.
- The California Governor's Office of Emergency Services (Cal OES) will primarily rely on the OAs to determine the activation levels at which specific mitigation, preparedness, response, and recovery activities will be undertaken in their jurisdictions.
- The state may initiate specified actions independently but will communicate and coordinate those actions with local government.
- Electric power generation, transmission, and distribution grids are impacted by the increased loads resulting from heat or cold/freezing temperatures.

- Power disruptions may occur simultaneously as extreme temperature incidents, thus increasing the risk to life safety, critical infrastructure, and the environment.
- Extreme temperatures are potentially life-threatening to people, pets, and livestock.
- Extreme temperature incidents may restrict public gatherings and require some public facilities to be used as temporary respite areas.
- Individuals with access or functional needs are disproportionately impacted and at higher risk for serious illness and negative impacts from extreme temperatures.
- Individuals experiencing homelessness may need immediate transportation to and from cooling/heating centers, temporary sheltering, and wraparound services during extreme temperatures.
- Extreme heat may result in an increase in water rescues/recoveries.
- The majority of California is a Mediterranean climate which may increase the population's vulnerability to a cold snap.
- Sustained temperatures below freezing in California's generally mild weather regions can cause disproportionate loss of life, increased suffering, and health risks to older adults, individuals with disabilities, and individuals with access or functional needs.
- Extreme cold/freezing temperatures may result in an increase in ice falls and cold-water drownings.
- Heavy ice/snowfall accumulation may result in the collapse of roof structures, power lines, and other infrastructure.

4.0 Roles and Responsibilities

State departments/agencies with lead and support roles named in this section, while responding to extreme temperatures, should act in accordance with agency and departmental delegated authorities and emergency response plans, policies, and procedures. All state response efforts are coordinated through the State Operations Center (SOC), Department Operations Centers (DOCs), and with OA Emergency Operations Centers (EOCs).

Associated tasks and departmental responsibilities depicted below are in addition to those identified in the State Emergency Plan and are not a comprehensive list of every task.

State Department/Agency	Responsibility
CA State Warning Center (CSWC)	<ul style="list-style-type: none"> • Statewide emergency alert and warning notifications. • Disseminate watches and warnings through statewide communications networks. • Collect situational updates from OAs.
Cal OES Situation Cell	<ul style="list-style-type: none"> • Clarify and define weather forecast with the National Weather Service. • Coordinate among all partners to gather situational awareness for report development. • Develop and disseminate the Situation Cell Weather Outlook and/or Situation Cell Incident Report. • Facilitate state coordination conference calls, as needed. • Continually analyze the weather event for changes in duration or impacts.

State Department/Agency	Responsibility
Cal OES Response Operations and Affected Administrative Regions	<ul style="list-style-type: none"> • Emergency management - all Incident Command Systems (ICS)/SEMS/National Incident Management System (NIMS) functions - recovery programs.
Cal OES Office of Access and Functional Needs (OAFN)	<ul style="list-style-type: none"> • Identify and integrate the needs of older adults, individuals with disabilities, and persons with access or functional needs within the state's emergency management systems. • Provide guidance and technical assistance to emergency managers, planners, community-based organizations, and whole community stakeholders for planning, disaster response, and recovery.
Cal OES, Office of Crisis Communications and Public Affairs (OCCPA)	<ul style="list-style-type: none"> • Responsible for all public communication, education, and media relations during response, recovery, and in preparation for disasters and emergencies.
CA Department of Food and Agriculture (CDFA)	<ul style="list-style-type: none"> • Animal (livestock and domestic) health services and biosecurity. • Coordinate California Animal Response Emergency System (CARES) during disasters. • Food safety and security measures. • Provide information and assistance for Agricultural Commissioners and growers. • Assist in coordinating animal mortality needs and carcass disposal.

State Department/Agency	Responsibility
CA Department of Aging (CDA)	<ul style="list-style-type: none"> • Provide information and assistance for older adults, adults with disabilities, and caregivers.
CA Employment Development Department (EDD)/ Workforce & Labor Development Agency	<ul style="list-style-type: none"> • Disability Insurance, Paid Family Leave, Unemployment Insurance, Disaster-Related Services, tax collection, and workforce services.
CA Department of Public Health (CDPH)	<ul style="list-style-type: none"> • Oversee statewide public health disaster planning and Medical and Health Coordination Center. • Public health programs. • Provide guidance on extreme temperature impacts to public health. • Provide hospitalization and heat injury data.
CA Division of Occupational Safety and Health (Cal/OSHA)	<ul style="list-style-type: none"> • Educate workers and employers on heat illness prevention. • Investigate worker heat-related illnesses and fatalities. • Ensure employer compliance with California's heat illness prevention regulation through targeted inspections. • Coordinate with Public Information Office to issue hazard alerts. • Develop strategic outreach initiative for annual heat illness prevention media campaign.

State Department/Agency	Responsibility
CA Department of Social Services (CDSS)	<ul style="list-style-type: none"> • California Work Opportunity and Responsibility to Kids (CalWORKs) - cash aid and services (including immediate need) • CalFresh (including expedited service and/or Disaster CalFresh benefits). • Emergency Food Assistance Program (EFAP). • Coordinate state resources in support of local government. • Community Care Licensing Division (CCLD) Responsible for the health and safety of persons in care in licensed facilities. • Coordinate Mass Care and Shelter during disasters.
CA Emergency Medical Services Authority (EMSA)	<ul style="list-style-type: none"> • Emergency medical care. • Provide disaster medical services if needed. • Provide Medical Health Operational Area Coordinators (MHOAC) and Regional Disaster Medical Health Specialists (RDMHS). • Review pre-hospital services as appropriate.
CA Military Department (Cal Guard)	<ul style="list-style-type: none"> • Logistical support of armories. • Provide Cal Guard Troop resources. • Provide the SOC with available resources list during disaster (e.g., portable water storage, desalinization apparatus, etc.).

State Department/Agency	Responsibility
CA Department of Developmental Services (DDS)	<ul style="list-style-type: none"> • Provide communication and assistance to regional centers and state operated facilities, who provide direct services and assistance to people with access or functional needs. • Advise Cal OES on the needs of people with access or functional needs.
CA Department of Health Care Services (DHCS)	<ul style="list-style-type: none"> • Oversee Medi-Cal. • Provide Crisis Counseling (regular and immediate).
CA Department of Rehabilitation (DOR)	<ul style="list-style-type: none"> • Provide communication and assistance to individuals with access or functional needs.
CA Department of State Hospitals (DSH)	<ul style="list-style-type: none"> • Provide treatment, care, and security for hospital in-patient psychiatric population. • Ensure support and care for patients receiving treatment in DSH programs.
CA Department of Transportation (Caltrans)	<ul style="list-style-type: none"> • Multimodal transportation coordination. • Transportation infrastructure.
CA Business, Consumer Services, and Housing Agency (BCHS)	<ul style="list-style-type: none"> • Loan guarantees for farm and agriculture related enterprises.
CA Department of Housing and Community Development (HCD)	<ul style="list-style-type: none"> • Housing programs.
CA Department of Community Services & Development (CSD)	<ul style="list-style-type: none"> • Community Services Block Grant (CSBG), Low Income Home Energy and Household Water Assistance Programs (LIHEAP/LIHWAP), Low Income Weatherization Program (LIWP), and other programs designed for individuals and households with low-income.

Commission	Responsibility
CA Agricultural Labor Relations Board	<ul style="list-style-type: none"> • Provide interpreters and mobile resources for agricultural workforce.
CA Public Utilities Commission (CPUC)	<ul style="list-style-type: none"> • Aid California utility customers. • Regulate utilities, including during emergencies and extreme weather events.

Utilities	Responsibility
Investor Owned/Publicly Owned Utilities	<ul style="list-style-type: none"> • Provide low-income energy assistance. • Alert customers of potential power disruptions. • Support customers impacted by power disruptions. • Assist customers who are dependent on power for life sustaining medical devices and other individuals with access or functional needs through various programs.

Electric Balancing Authority*	Responsibility
CA Independent System Operator (ISO)	<ul style="list-style-type: none"> • Operates an electrical transmission control area. • Matches power generation and needs to maintain consistent electricity, even during extreme weather or disasters. • Largest balancing authority in California, managing 80% of the state's electric load.

Electric Balancing Authority*	Responsibility
<p>Other California Balancing Authorities:</p> <ul style="list-style-type: none"> • Balancing Authority of Northern California (BANC) • Los Angeles Department of Water & Power (LADWP) • Imperial Irrigation District (IID) • Turlock Irrigation District (TID) • Western Area Power Administration, Lower Colorado (WALC) • PacifiCorp West • NV Energy 	<ul style="list-style-type: none"> • Each authority operates an electrical transmission control area. • Matches power generation and needs to maintain consistent electricity, even during extreme weather or disasters. • These authorities together manage 20% of the state's electric load.

* See [California Electric Balancing Authority Areas Map](#) for specific coverage areas and details.

Non-Governmental Agency	Responsibility
<p>American Red Cross (ARC)</p>	<ul style="list-style-type: none"> • Care and shelter services during and after disasters. • Post-disaster financial assistance, if approved.
<p>California Foundation for Independent Living Centers (CFILC)</p>	<ul style="list-style-type: none"> • Communicate and connect with the Independent Living Centers (ILC) and other access and functional need service providers.
<p>California Southern Baptist Convention (SBC)</p>	<ul style="list-style-type: none"> • Provide mass feeding units for shelters. • Recovery assistance after disasters.
<p>The Salvation Army</p>	<ul style="list-style-type: none"> • Care and shelter services during and after disasters recovery assistance.

Non-Governmental Agency	Responsibility
Voluntary/Community-Based Organizations	<ul style="list-style-type: none"> • Provide immediate and unmet needs such as food, shelter, clothing, mortgage, and rental assistance.

Federal Agency	Responsibility
US Department of Agriculture (USDA) Farm Service Agency	<ul style="list-style-type: none"> • Provide Emergency Loan Program for farmers' and ranchers' crop production and physical losses.
US Department of Health and Human Services	<ul style="list-style-type: none"> • Assists response to an actual or potential public health and medical disaster or incident.
USDA Food and Nutrition Service	<ul style="list-style-type: none"> • Provide Disaster Supplemental Nutrition Assistance Program (D-SNAP).
US Small Business Administration (SBA)	<ul style="list-style-type: none"> • Provide Economic Injury Disaster Loans (EIDL) available to small, non-farm businesses; small agricultural cooperatives; and most private, non-profit organizations of any size.
Federal Emergency Management Agency (FEMA)	<ul style="list-style-type: none"> • Aid post-disaster. • Coordinate Crisis counseling program. • Direct federal assistance if approved.
US Department of Labor	<ul style="list-style-type: none"> • Provide resources for and manage employment programs.
National Weather Service (NWS)	<ul style="list-style-type: none"> • Provide weather, water, climate data, forecasts, and warnings to protect life and property.

5.0 State Concept of Operations

The state operations described in this plan will be activated at the direction of the Cal OES Director. Local operations are generally activated according to local plans, policies, and procedures.

This plan may be activated during any of the following three phases:

- [Phase I - Seasonal Readiness](#)
- [Phase II - Heat or Cold/Freeze Alert](#)
- [Phase III - Heat or Cold/Freeze Warning](#)

These phases are activated based on the severity of risk to the general population including older adults, individuals with disabilities, and others with access or functional needs, as well as animals. The direct involvement of state and local governments is to protect individuals as the severity of risk increases.

The specific actions identified by the state departments/agencies in each of the phases are described in [Appendix A: State Department/Agency Activation Activities](#). In addition to the actions described, the state may provide supplemental support to local activities during any of the three phases.

All state actions should be coordinated with the affected local governments, through the affected regions, and the local coordination links used by key state departments/agencies. It is essential that the affected local governments and all the key state departments/agencies are informed of actions taken during Phase II and Phase III by the state. It is equally important for the state to be apprised of local actions. These communications are facilitated through the Standardized Emergency Management System (SEMS) functions, the affected regions, activated EOCs, Cal EOC reports (online) at the region and SOC, and by phone calls, texts, and various other notifications to constituents. To see a list of local government actions, refer to [Appendix B: Local Government Guidance](#).

During extreme temperatures, the Director of Cal OES may advise the Governor on local activities and needs. SOC activations may be enhanced as needed. The Director may convene key state agencies to identify any executive actions the Governor should be advised to take to alleviate the situation, including the proclamation of a state of emergency, potentially before a local emergency declaration is made. To see a list of local government actions, refer to [Appendix B: Local Government Guidance](#).

Extreme Heat Event

When temperatures spike for three or more consecutive days without an adequate drop in nighttime temperature to cool the outdoor and indoor environments, there is a significant increase in the risk to older adults, individuals with disabilities, and people with access or functional needs. Therefore, the definition of a heat wave will consider both daytime maximum temperatures and nighttime maximum low temperatures.

Any individual, regardless of age, race, sex, or health status can develop heat stress if engaged in intense physical activity and/or exposed to environmental heat (and humidity). Physiological mechanisms maintain the core body temperature (i.e., the operating temperature of vital organs in the head or trunk) in a narrow optimum range around 98°F. When core body temperature rises, the physiologic response is to sweat and circulate blood closer to the skin's surface to increase cooling. Over a period of one-to-two weeks, exposure to conditions that elevate body temperature, along with physical activity, and/or environmental heat results in a process of physiological adaptation or acclimatization. When acclimatized, the body produces more dilute sweat, and heart rate and body temperature increase less than when not acclimatized.

Current best practices are to utilize the climate-region-specific criteria, also known as *HeatRisk*, detailed in [Appendix C: National Weather Service Products](#). When NWS forecasters predict a heat wave for a given region, the NWS will issue alerts in the form of a Partner Email, Watch, or Warning. The product choice is based on how far in advance of the event they are making the prediction. Specifically:

- A **Partner Email** is issued three to seven days in advance of a heat wave to give advance notice of the possibility of excessively hot conditions. Forecast temperatures are anticipated to be in line with those necessary to issue an Excessive Heat Warning. If predicted weather conditions continue to hold, a Partner Email may become an Excessive Heat Watch.
- An **Excessive Heat Watch** is issued 36-48 hours prior to an event to give advance notice of the possibility of excessively hot conditions. Criteria match those of an Excessive Heat Warning.
- An **Excessive Heat Warning** is issued 0-36 hours prior to an excessive heat event that is expected to last two days or more.

State-level planning efforts are based on NWS products. Heat-related preparation and response activities should be carried out in consultation and coordination with state agencies, Cal OES Regions, and OAs that are impacted using the State Activation Phases as guidelines to determine the most appropriate level of state response. All state communication will be delivered using accessible platforms and formats.

Extreme Cold/Freeze Event

The NWS has regionally specific packages of weather products. **California's specific weather products are as follows:**

- **Frost Advisories** - These are generally issued during the late fall and again in the spring through May. No frost advisories are needed after a hard freeze in the fall. Multiple frost advisories may be issued for an area since each incidence of frost may be significant to certain growers. The important frost periods are the following:
 - First frost in the fall for an area to catch the “killing frost”.
 - Any frost once the bud stage has started for fruits and stone fruits (nuts).
- **Freeze/Hard Freeze Watches** - A Freeze Watch is issued when there is a potential for significant, widespread freezing temperatures within the next 24-36 hours.
- **Freeze/Hard Freeze Warnings** - These are issued when significant, widespread freezing temperatures are expected.

These weather products are generally confined to the active agricultural areas. This is roughly the area below about 2,000 feet. Geographically, this includes the entire Central Valley and lower foothills, the Delta, and the area near Clear Lake. Frost results from the external freezing of water, and because frost is primarily formed by radiational cooling, it may occur when temperatures are above 32°F. Refer to [Appendix C: National Weather Service Products](#) for more information.

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6.0 State Activation Phases

State-level planning efforts are based on NWS products. Preparation for extreme temperatures and response activities should be carried out in consultation and coordination with state agencies, Cal OES Regions, and impacted OAs.

The following phases are guidelines to determine the most appropriate level of response:

Phase I - Seasonal Readiness

Phase I actions are taken in the hotter months for extreme heat (May through August) and in cooler months for extreme cold/freezing (November through February) to prepare for and maintain a state of increased readiness.

Phase I actions may include the following:

- Orientation and training of plans and procedures.
- Review of existing plans, procedures, and resources.
- Verification of use/availability of key facilities and resources.
- Updating/validating alert and warning notification processes.
- Initiating public awareness campaigns through various media outlets.

For the complete list of Phase I actions see [Appendix A: State Agency Activation Actions](#). For a helpful list of resources and supplies to prepare for extreme temperatures refer to [Appendix D: Information Resources for Preparedness and Response](#). For information on public information refer to [Appendix E: State Dissemination of Public Information](#).

Phase II - Heat or Cold/Freeze Alert

Phase II actions are taken because of credible predictions by the NWS of excessive heat, cold, or of power disruptions during abnormal weather conditions. During this phase, contact with local agencies and coordination among state agencies increases. Location of the extreme temperatures may affect the triggering of this phase. For example, extreme heat in the southeastern portions of the state during the hotter months would be normal. If watches and warnings are extended for more than three days or nights this does not automatically initiate Phase II of the plan.

Phase II actions may be initiated when one or more of the following exists or at discretion of the Cal OES Director:

- NWS issuing a Cold or Freeze Warning indicating extreme cold or hard freeze for three days or more.
- Issuance of an Excessive Heat Warning with three nights or more with poor overnight recovery.
- NWS issuing an Excessive Heat Watch that lasts for five or more days consecutively.
- The credible prediction of power disruptions, Public Safety Power Shutoffs, or rotating blackouts (e.g., CA ISO Energy Emergency Alert 3, notifications from another electric balancing authority) during periods of high heat or cold weather.
- Notification(s) from an OA(s) that the jurisdiction is issuing a special notice (warning, alert, etc.).
- An abnormal animal mortality rate or loss of agricultural crops associated with an extreme temperature.

Phase II actions may include the following:

- An initial coordination call among the key state departments/agencies and the potentially affected OAs and regions.
- Conduct additional coordination calls as needed with weather and power updates.
- Increasing public information efforts to include conducting outreach to community-based organizations, whole community stakeholders, and access and functional needs partners to brief on the situation and provide initial recommended actions.
- Contacting local public health and other officials to encourage contact with individuals at high risk during extreme temperatures.
- Confirming roles and identifying specific local needs.
- Confirming details of agency participation and staffing.
- Stand-by and activation (if needed) of state-owned facilities as cooling or warming centers.

For the complete list of Phase II actions see [Appendix A: State Department/Agency Activation Actions](#). For helpful information on the health effects of extreme temperatures on both humans and animals see [Appendix F: Health Information and High Risk Populations](#) and [Appendix G: Animal Vulnerabilities in Excessive Heat or Cold/Freezing Temperatures](#).

Phase III - Extreme Heat or Cold/Freeze Warning

Phase III actions are taken when conditions in one or more OAs pose a severe threat, when one or more of the following exists, or at the discretion of the Cal OES Director:

- Notification from an OA that one or more jurisdictions have proclaimed an emergency related to extreme temperatures.
- NWS extreme cold/freeze warnings or wind chill warnings indicate weather conditions of extreme cold/freeze conditions that endanger human life with credible weather forecasts of more than three consecutive days. These weather conditions include low daytime temperatures accompanied by night temperatures of 32°F, or less.
- NWS issues excessive heat warnings that indicate heat that can endanger human life with credible weather forecasts of three consecutive days or more. These weather conditions include temperatures at or above record levels for daytime highs and overnight lows.
- Higher than normal medical emergencies and mortality due to extreme temperatures.
- Higher than normal animal mortality rates due to extreme temperatures.
- Energy notifications from an electric balancing authority (e.g., CA ISO Energy Emergency Alert) and/or extended power disruptions during expected extreme temperatures.

Phase III actions include the following:

- Coordination calls will increase as needed.
- Engage with state and local programs, including housing and homelessness programs.

- Coordinating with local jurisdictions to ensure accessible transportation is being provided for individuals with access or functional needs, including individuals experiencing homelessness, to and from cooling/warming centers.
- Activation of the SOC as needed.
- Coordinating requests for mutual aid and state assistance in accordance with SEMS.
- Mobilizing warming or cooling centers if requested.
- The Governor may proclaim a State of Emergency in the affected area.

For the complete list of Phase III actions see [Appendix A: State Department/Agency Activation Actions](#).

For information on power disruptions, see [Appendix H: The Electrical Grid and CAISO](#). Also see [Appendix I: Cooling or Warming Center Checklist](#) and [Appendix J: Infectious Disease and Cooling/Warming Centers](#) for helpful information supporting the operation of cooling and warming centers.

Key Decisions

Key state decisions to consider during an extreme temperature emergency include the following:

- Activating the Medical and Health Coordination Center (MHCC).
- Activating the SOC.
- Activating the AFN/Priorities Population Task Force, if appropriate.
- Scheduling and coordination of conference calls.
- Identifying state assets that can be used as cooling/warming centers.
- Opening and staffing of cooling/warming centers.
- Prioritizing resource allocations.
- Proclaiming an emergency and/or requesting a federal disaster declaration, if appropriate.

Critical Information Requirements

The following is critical information required during an extreme temperature emergency:

- Accurate weather forecasts as well as accurate list of impacted areas.
- Information on impacted areas and populations with access, functional, medical, or other needs.
- Cooling/warming center locations, times of operation, and instructions.
- Backup power generation capabilities of cooling/warming centers and critical facilities.
- Any Public Safety Power Shutoffs (PSPS) or unplanned power disruptions affecting the impacted area(s).
- Local transportation resources including accessible paratransit services.
- Impacts to critical facilities such as hospitals and nursing homes.
- Food and agricultural information of the affected areas relative to the impact of extreme temperatures.
- Agricultural damage estimates and significant economic impacts of the extreme temperature emergency.
- Requests/needs for state assistance.
- Status of local and/or state proclamations.
- Identification of state priorities.
- Identification and integration of local/OA and state priorities and supporting objectives (communicated at all levels).

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7.0 Recovery

Cal OES responds to and aids in the recovery from emergencies under the California Emergency Services Act (ESA), the California Disaster Assistance Act (CDAA), the federal Stafford Act, and other disaster related legislation. Cal OES aids local governments, special districts, tribal nations, certain nonprofit organizations, individuals, businesses, and agricultural communities impacted by disaster(s).

Public Assistance

Extraordinary emergency costs (such as overtime or equipment rental) incurred by local government in response to an extreme temperature-related disaster may potentially be recovered (on a cost share basis) under the California Disaster Assistance Act (CDAA) when the Governor has proclaimed a State of Emergency. Eligible costs may include the extra costs related to establishing cooling or warming centers, staffing the EOCs, renting generators, air conditioners, or heaters for the emergency sheltering effort, emergency public information costs, fatality management costs, and overtime costs for police, fire/rescue, and medical activities directly related to extreme temperatures. Additionally, funding can be provided (on a cost-share basis) to repair publicly owned facilities or infrastructure if damaged by the extreme temperatures. This includes damaged transformers and other electrical equipment owned by a public utility.

If the response and repair costs meet federal thresholds, the Governor may request, through FEMA, a Presidential Declaration of a Major Disaster, opening federal funds for these same applications under the Stafford Act. The federal Emergency Repair Program of Federal Highways Administration may be independently activated so highways in the Federal Aid System can be covered for heat or cold damage.

Individual Assistance

In response to severe economic impacts in a disaster area, the Recovery Individual Assistance (IA) Section works closely with a variety of local, state, and federal agencies to identify recovery programs that may potentially be able to assist individuals, businesses, and farmers. Some of the departments/agencies the IA Section coordinates with are:

- **CA Employment Development Department (EDD)**
Disability Insurance, Paid Family Leave, Unemployment Insurance, Disaster Unemployment Assistance, Tax Collection, and Workforce Services.
- **CA Department of Community Services and Development (CSD)**
Community Service Block Grants (CSBG) - Low-Income Home Energy Assistance Program (LIHEAP), migrant worker programs, and various other grant assistance.
- **CA Department of Health Care Services (DHCS)**
Crisis Counseling Immediate Services Program and Crisis Counseling Regular Program.
- **CA Department of Developmental Services (DDS)**
Purchase of emergency services and support, via local regional centers, to protect the health and safety of persons with developmental disabilities.
- **CA Department of Housing and Community Development (HCD)**
Funds may be redirected through local housing authorities to assist with housing needs.
- **CA Department of Social Services (CDSS)**
CalWORKs cash aid and services (including immediate need) and CalFresh (including expedited service and/or Disaster CalFresh benefits) food commodities programs.
- **U.S. Department of Agriculture (USDA)**
Emergency Loan Program for farmers and ranchers for crop production and physical losses and other direct assistance through special legislation. Food and Nutrition Service, D-SNAP.
- **U.S. Small Business Administration (SBA)**
Economic Injury Disaster Loans (EIDL) available to small, non-farm businesses; small agricultural cooperatives; and most private, non-profit organizations of any size.
- **Voluntary and Community-Based Organizations**
Immediate and unmet needs such as food, shelter, clothing, mortgage, and rental assistance.

Assistance Centers

Assistance centers may be set up to provide information and assistance to disaster survivors. If the centers are opened, Cal OES Public Information Officer (PIO) will support local PIOs in issuing press releases to request the media to make the information on assistance centers available and conduct outreach through local government and community-based organizations.

Agricultural Recovery

Agricultural damage assessments may be conducted to determine if a request should be submitted to the USDA to approve a disaster designation making available emergency loans for physical production losses to eligible applicants who conduct family-sized farming operations. Following a natural disaster designation by the USDA Secretary, the SBA makes Economic Injury Disaster Loans (EIDL) available to small, non-farm businesses; small agricultural cooperatives; and most private, non-profit organizations of any size. Assessments will also be made to determine if a presidential disaster declaration may be requested to access disaster unemployment insurance or crisis counseling programs.

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Appendix A: State Department/Agency Activation Actions

The following tables describe the activities that should be taken by state departments/agencies during the three phases of this plan.

Phase I - Seasonal Readiness

Seasonal readiness begins annually in May as the warmer months approach for extreme heat and in November as colder months approach for extreme cold/freeze.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
Key State Response Departments/Agencies	<ul style="list-style-type: none"> • Review their own procedures and resources to identify any capabilities, gaps, issues, or problems. • Collaborate to identify any anticipated state-wide needs or problems. • Coordinate with power balancing authorities (e.g., CA ISO) and municipal utilities to determine power availability.
CA State Warning Center	<ul style="list-style-type: none"> • Establishes link with NWS for weather alerts, watches, and warnings.
Cal OES Situation Cell	<ul style="list-style-type: none"> • Maintain situational awareness with weather forecasts. • Clarify and define weather forecast with the National Weather Service. • Conduct outreach to regions to gather information on actions taken by counties. • Develop and disseminate Situation Cell Weather Outlook as needed and include a plan assessment detailing/clarifying current phase. • Analyze plan and make recommendations of actions to be taken and possible phase movement. • Facilitate an initial coordination call and periodic or daily calls as needed among the key state

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
	<p>departments/agencies and the potentially affected OAs and regions with weather and power updates.</p>
<p>Cal OES Response Operations and Affected Administrative Regions</p>	<ul style="list-style-type: none"> • Cal OES review the Extreme Temperature Response Plan. • Coordinate to determine the readiness and availability of resources. • Initiate communication with key state departments/agencies. • Coordinate with Cal OES Office of Crisis Communications and Public Affairs (OCCPA) to post seasonal readiness campaign material on the Cal OES website and other various media sources. • Coordinate with the Office of Access and Functional Needs (OAFN) to review guidance and best practices, and review contract needs for AFN community. • Contact OAs to determine what seasonal efforts are in place at the local level. • Facilitate Mutual Aid Regional Advisory Committee (MARAC) presentations by NWS.
<p>Cal OES Office of Crisis Communications and Public Affairs (OCCPA)</p>	<ul style="list-style-type: none"> • Prepares general media statements to increase awareness of the risk from extreme temperatures for the general public, including older adults, individuals with disabilities, and anyone with access or functional needs. • Promotes CA Health and Human Services Agency (CHHSA) seasonal readiness campaign material; including a reminder to the AFN community to identify their local paratransit/transportation providers that would be used in emergencies or disasters.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
	<ul style="list-style-type: none"> • Coordinates any ongoing seasonal preparedness media campaign information about the risk from extreme temperatures and ways to mitigate effects. • Issues pre-scripted tips to media outlets, local government through SEMS, websites, service clubs, associations, NGOs, volunteer organizations, and faith-based organizations. • Leverages social media channels to amplify messaging.
CA Department of Food and Agriculture (CDFA)	<ul style="list-style-type: none"> • Reviews NWS watches and warnings and advises Cal OES of any potentially serious agriculture or livestock issues. • Identifies a Public Information Officer (PIO) to coordinate emergency public information with Cal OES. • Identifies potential fairgrounds/facilities for use as cooling or warming centers. • Provides animal removal, disposal, and rendering information. • Provides guidance to local Agricultural Commissioners. • Coordinate to determine the readiness and availability of resources.
CA Department of General Services (DGS)	<ul style="list-style-type: none"> • Provides Cal OES with an updated list of state facilities that could be used for cooling or warming centers. • Provides vendors for air conditioners, generators, and other warming/cooling supplies and equipment.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
CA Employment Development Department (EDD)	<ul style="list-style-type: none"> • Provides Cal OES OCCPA information related to assistance programs that will be available in excessive heat conditions as applicable to farm workers and related businesses whose workers may lose employment due to the weather conditions. • Prepares to respond to possible increase in unemployment resulting from extreme temperature emergencies.
CA Department of Education (CDE)	<ul style="list-style-type: none"> • Notifies schools to review school procedures and practices for measures schools should take in extreme temperature emergency conditions.
CA Environmental Protection Agency (CalEPA)	<ul style="list-style-type: none"> • Maintains the Emergency Animal Disposal Guidance.
CA Department of Public Health (CDPH)	<ul style="list-style-type: none"> • Identifies a PIO to coordinate emergency public information with Cal OES. • CDPH Licensing and Certification (L&C) monitors extreme temperature-related unusual occurrences reported by long term care facilities in affected areas until they are resolved and provides the reporting process long-term care facilities must follow to report any unusual occurrence related to the extreme temperature and for any facilities to report problems with information on caring for patients/residents during extreme temperature conditions. • Provides information regarding cooling/warming center operations during a pandemic event, as needed. • Coordinates with partner agencies to determine the readiness and availability of public health resources.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
CA Division of Occupational Safety and Health (Cal/OSHA)	<ul style="list-style-type: none"> • Continues multilingual heat illness prevention media campaign using radio, billboards, wallboards, and social media. • Reaches out to and educates employees, employers, and community-based organizations about the hazards of heat exposure and the methods to protect workers from heat illness and comply with the Heat Illness Prevention regulation. • Reviews and updates <i>Heat Illness Prevention Special Emphasis Program</i> and provides training to staff on any program changes. • Compile's statistics and prepares reports summarizing heat inspection data.
CA Department of Social Services (CDSS)	<ul style="list-style-type: none"> • Disaster Services Branch (DSB) - Monitors the situation with the American Red Cross and the Department's internal and local partners. • Community Care Licensing Division (CCLD) – Releases and communicates extreme temperature-related information and tips to licensees through mass-emails and a “robocall system”; posts information on the CCLD website; and includes in licensing quarterly updates. Request's provider and advocacy organizations to include the information in their newsletters and other communications to licensees. • CCLD - During annual visits, including but not limited to those conducted by tele-visits and virtual video conferencing, reviews facility emergency and disaster plans to ensure that they are current and includes the required content for emergencies and disasters. • Adult Programs Division (APD) – County In-Home Supportive Services/Adult Protective Services (IHSS/APS) programs follow the instructions in the All-

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
	<p>County Letter (ACL) issued by CDSS APD regarding their action to be taken in extreme temperature-related events and emergencies. Each county uses their targeted list to contact those individuals identified as the most at-risk group in their IHSS/APS population.</p>
<p>CA Emergency Medical Services Authority (EMSA)</p>	<ul style="list-style-type: none"> • Disseminates hazard-related information to regional and local medical partners. • Prepares to provide medical assistance upon request to support local medical system needs. • Coordinates with partner agencies to determine the readiness and availability of resources. • Coordinates with the RDMHSs and MHOACs.
<p>CA Department of Developmental Services (DDS)</p>	<ul style="list-style-type: none"> • Quality assurance system ensures that state operated facilities emergency preparedness plans are reviewed, updated, and sufficient to address the needs of all possible emergencies and disasters. • Contract requirements for regional center's emergency preparedness plans are monitored for compliance. • Notifies community-based programs serving people with developmental disabilities regarding any status changes and monitor their status.
<p>CA Department of Health Care Services (DHCS)</p>	<ul style="list-style-type: none"> • While on-site for annual facility reviews or conducting virtual site visits, Mental Health Licensing Section (MHLS) analysts ensure that the Mental Health Rehabilitation Centers (MHRC) and Psychiatric Health Facilities (PHF) <i>Disaster and Emergency Preparedness Plans</i> are reviewed, updated, and sufficient to address the needs of all possible emergencies and disasters.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
	<p>As a best practice, the Substance Use Disorder Licensing and Certification Section (SUDLCS) recommends that Alcohol and Other Drug (AOD) residential and outpatient programs maintain <i>Disaster and Emergency Preparedness Plans</i>. While on-site for biennial facility reviews or conducting virtual site visits, SUDLCS analysts ensure that these <i>Disaster and Emergency Preparedness Plans</i> are reviewed, updated, and sufficient to address the needs of all possible emergencies or disasters.</p> <ul style="list-style-type: none"> • While on-site for annual facility reviews or conducting virtual site visits, Counselor and Medication Assisted Treatment Section (CMATS) analysts ensure that the Narcotic Treatment Program (NTP) <i>Disaster and Emergency Protocols</i> are reviewed, updated, and sufficient to address the needs of hazards, emergencies, and disasters. • Ensures ongoing updates to the NTP Facilities emergency contact information as programs modify their contact information. • Maintains and update current telephone numbers of County Behavioral Health Directors Association of California (CBHDA).
CA Department of Rehabilitation (DOR)	<ul style="list-style-type: none"> • While on-site for biennial facility reviews or conducting virtual site visits, Driving Under the Influence Licensing Section (DUILS) analysts discuss the program's established protocols for addressing possible hazards, emergencies, and disasters • Notifies community-based organizations serving people with disabilities. • Remains available to advise Cal OES on potential issues and needs of the community.

Responsible Department/Agency	Phase I – Seasonal Readiness Activities
CA Department of State Hospitals (DSH)	<ul style="list-style-type: none"> • DSH emergency preparedness management staff review the Cal OES Extreme Temperature Response Plan and communicates with employees about preparation for heat/freeze conditions and offers useful safety tips/resources, as necessary.

Phase II - Heat or Cold/Freeze Alert

Phase II actions may be taken when a **heat or cold/freeze alert** is issued by the NWS or at the discretion of the Cal OES director when extreme temperature is predicted for an OA or power disruptions occur during abnormal weather conditions.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
National Weather Service (NWS)	<ul style="list-style-type: none"> • The NWS sends extreme temperature watch notifications to CSWC. • Coordinates partner emails and calls.
CA State Warning Center (CSWC)	<ul style="list-style-type: none"> • Notifies Cal OES, CDPH, and EMSA Duty Officers, the Cal OES Regional Administrators, the Governor's Office, and executive staff that the NWS has issued a statement indicating likely extreme temperatures.
Cal OES Situation Cell	<ul style="list-style-type: none"> • Develops and disseminates Situation Cell Incident Reports to Cal OES executives, Duty Officers, and state department/agency partners. • Conducts outreach to state departments/agencies outlined in Phase II for a roll-up on their activities for the event. • Continues to work with Administrative Regions to provide actions taken by counties. • Continues to clarify and define weather forecasts with the NWS.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> Continually analyze the weather event for changes in duration or impacts.
Cal OES Response Operations and Affected Administrative Regions	<ul style="list-style-type: none"> Disseminates the scope of the alert to the OAs. Determines the current situation, readiness, and availability of potentially needed resources. Coordinates with local governments to determine if supplemental support to local activities will be requested. Cal OES Region contact OA emergency managers in affected areas daily for updates. Initiates the daily conference calls and reports with key state response departments/agencies. Schedules conference calls once daily concerning weather, electrical power, and situational status. Coordinates public information efforts with OCCPA. Stands-by to activate the SOC as needed. Develops staffing patterns as necessary. Briefs the Governor's Office and state senior leadership daily. Identifies gaps in contacts, especially with older adults, individuals with disabilities, anyone with access or functional needs, community-based organizations, community stakeholders, cooling/warming centers, and accessible transportation resources. Tasks state departments/agencies to augment local cooling/warming centers in the affected area and identifying available non-state fairground facilities to utilize in support of local government. Contacts local emergency management, EMSA contacts local emergency medical, and CDPH contacts local public health offices to determine the

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<p>adequacy of accessible transportation for older adults, individuals with disabilities, and anyone with access or functional needs.</p> <ul style="list-style-type: none"> • Responds appropriately to all requests for assistance. • Cal OES Law Enforcement Branch coordinates with county coroners' offices to track mortality data. • Cal OES Law Enforcement Branch coordinates security for state cooling/warming centers, if necessary.
<p>Cal OES, Office of Access and Functional Needs (OAFN)</p>	<ul style="list-style-type: none"> • Ensure communication access (e.g., ASL services and world language translation) at cooling/warming centers. • Notifies community-based organizations serving people with AFN regarding any status changes and advises on potential issues and needs of the community. • Works with partners to supports physical and programmatic accessibility at all shelters and cooling/warming centers. • Provides guidance to whole community partners and advises stakeholders on appropriate measures to take in the extreme temperature warning conditions. • Works with community partners and stakeholders to identify and address unmet needs. • Provides best practices, technical assistance, and guidance. • Supports governmental partners via accessibility related contracts to support operations.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
<p>Cal OES, Office of Crisis Communications and Public Affairs (OCCPA)</p>	<ul style="list-style-type: none"> • Releases critical pre-scripted and public safety information. • Distributes the extreme temperature emergency pre-scripted educational materials to the impacted OAs and Cal OES Regional Administrators. • Considers scheduling press briefings to ensure the public is kept informed concerning actions underway and assistance available. • Issues needed materials focused on older adults, individuals with disabilities, and anyone with access or functional needs with links to local resources. • Cal OES, CDPH, and EMSA Public Information Officers (PIOs) are notified and briefed by their respective duty officers. In coordination with other identified state agencies, considers issuing joint press releases. • Requests other state department or agency PIOs and Cal OES Regional Administrators to distribute to the impacted OAs the following: <ul style="list-style-type: none"> ○ Distributes extreme temperature-related educational materials. ○ Provides information on state-operated cooling/warming centers. • Notifications by Cal OES and/or CDPH, EMSA, and Cal/OSHA to specific businesses and sport venues, outdoor public events, with specific risk reduction guidance. • Notifications by Cal OES and/or CDPH strongly encouraging community agencies to check on older adults, individuals with disabilities, and anyone with an access or functional need, known to the county, or served by the county-run programs, including but not limited to the following:

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> ○ Single Resident Occupancy (SRO) buildings. ○ Neighbors, those living alone, children, individuals with high medical risk, individuals living alone, and individuals with access or functional needs.
CA Department of Food and Agriculture (CDFA)	<ul style="list-style-type: none"> • Identifies state owned fairground facilities to be used for cooling/ warming centers if requested by Cal OES, including non-state-owned fairgrounds for use, if needed. • Activates cooling/warming centers (state owned fairgrounds) if requested by Cal OES in support of local governments. • Conducts outreach to agricultural commissioners and growers if significant agricultural impacts expected. • Provides guidance on livestock animal disposal.
CA Department of Aging (CDA)	<ul style="list-style-type: none"> • Instructs local Ombudsman programs to report to CDA any complaints from skilled nursing or residential care facilities which they receive related to temperature conditions in the facility or health and safety issues related to the extreme temperatures. • Advises all CDA contractors of the extreme temperature warnings; public health alerts being issued; and the availability of heat tip sheets that are available on the Cal OES, CDPH, and CDA websites for dissemination. • Requests CDA contractors to report to CDA any shortages of supplies and equipment that contractors encounter due to extreme temperatures. • Instructs CDA contractors to continue to provide them with updated temperature-related information until the extreme weather condition ends.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
CA Department of General Services (DGS)	<ul style="list-style-type: none"> • Provides a list of state facilities that could be used for cooling/warming centers.
CA Employment Development Department (EDD)	<ul style="list-style-type: none"> • Provides access to EDD Individual Assistance for Unemployment. (This program is available on regular basis.) • Anticipates the possible need for providing access to Insurance and Disaster Unemployment Assistance (funded by Department of Labor through EDD in the case of a presidential disaster declaration) and take preparatory actions as appropriate to the situation.
CA Department of Education (CDE)	<ul style="list-style-type: none"> • Notifies schools to review procedures and practices for measures schools should take in extreme temperatures.
CA Environmental Protection Agency (CalEPA)	<ul style="list-style-type: none"> • Maintains the Emergency Animal Disposal Guidance.
CA Department of Public Health (CDPH)	<ul style="list-style-type: none"> • Disseminates information specific to the extreme temperatures to local health departments via conference calls and/or the California Health Alert Network (CAHAN) and, in coordination with EMSA, disseminate information specific to the heat alert event to the Medical and Health OA Coordinators (MHOACs), Regional Disaster Medical Health Specialist (RDMHS), and Local Emergency Medical Services Agencies (LEMSAs) via conference calls and/or CAHAN. • Contacts and coordinate via conference calls and CAHAN with local health departments, CDPH executive staff and programs (e.g., Licensing and Certification, Emergency Preparedness Office (EPO), and the Office of Public Affairs (OPA). • CDPH's L&C notifies Skilled Nursing Facilities (SNFs) and Intermediate Care Facilities (ICF).

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> • CDPH's L&C monitors heat or cold-related unusual occurrences reported by long term care facilities in affected areas until they are resolved. • CDPH/EMSA MHCC Operations/EPO Duty Officer collects Public Health and Medical situation reports from local health departments in affected areas. • CDPH's L&C provides the reporting process long term care facilities must follow to report any unusual occurrence related to the extreme temperatures and any facilities that report problems with information on caring for patients or residents during extreme temperatures. • CDPH, EMSA, and Cal OES, through the RDMHS, contact local emergency management, local emergency medical, and local public health offices to determine potential unmet needs for older adults, individuals with disabilities, and anyone with access or functional needs. • Provides information regarding cooling/warning center operations during a pandemic event, as needed.
CA Division of Occupational Safety and Health (Cal/OSHA)	<ul style="list-style-type: none"> • Ensures all routes through which complaints may be filed are constantly monitored, including, but not limited to, walk-ins, phone, fax, emails, and referrals from other units. • Responds to complaints about unsafe workplace due to high heat conditions. • Ensures that all reports of suspect heat illnesses/fatalities are investigated as soon as feasible. • Holds bi-weekly heat calls from May through September to review past and upcoming activities,

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<p>obtain feedback on operations, review heat illness and fatality cases, and provide ongoing instruction.</p> <ul style="list-style-type: none"> • Notifies management and Public Information Office when the NWS has issued a statement indicating likely extreme temperatures. • Works with the Public Information Office to issue heat illness prevention reminders.
<p>CA Department of Social Services (CDSS)</p>	<ul style="list-style-type: none"> • DSB - Monitors the extreme temperature situation with the American Red Cross and the Department's internal and local partners. • DSB - Coordinates with internal partners' <i>Extreme Temperature Response Plan</i> responsibilities and ensure that the Department reports out all necessary information. • DSB - Identifies staffing to assist local government with cooling or warming center/shelter operations when local resources can no longer meet staffing needs, in accordance with SEMS. • CCLD - Monitors any unusual heat or cold/freeze-related occurrences or emergencies reported by community care licensees and aids as needed. • CCLD - During site visits, tele-visits, virtual video conferencing, and other interactions, encourages licensees in the affected geographic areas to implement extreme temperature-related tips to protect persons in care, such as: making sure persons in care are hydrated and remain in air-conditioned interior spaces during peak hours of heat or when the weather is coldest, provide adequate heating and ensure persons in care have weather appropriate supplies (e.g., blankets). Remind licensees to consult extreme temperature-related information and tips posted on the CCLD website as necessary.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> • CCLD - As necessary, during other site visits, tele-visits or virtual video conferencing, reviews facility emergency and disaster plans to ensure that they are current and include the required content for emergencies. • APD - Considers issuing an electronic alert to county welfare directors, public authorities, and county IHSS/APS program managers instructing them to implement their individual county plans or protocols to help ensure the safety of their most at risk IHSS/APS recipients/consumers. • APD - CDSS posts extreme heat weather or cold/freeze advisory tips/information. CDSS APD prepares to forward this information to each county, the CA Association of Public Authorities (CAPA), and the California Welfare Directors Association (CWDA) when an extreme temperature alert is issued. • EFAP - Establishes communications with the local food banks to assess any increased participation rates. • EFAP - Provides additional food to the food banks when necessary and available. • CalFresh - CalFresh (including expedited service, individual replacements, and/or Disaster CalFresh benefits) food commodities programs • CalWORKs - cash aid and services (including immediate need)
CA Emergency Medical Services Authority (EMSA)	<ul style="list-style-type: none"> • Communicates EMSA's activities to executive management and CHHSA. • Coordinates with CDPH information dissemination to local public health officers/departments, the MHOACs, Regional Disaster Medical Health Coordinators (RDMHCs), RDMHS, and LEMSAs.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> • Maintains communications with RDMHSs, MHOACs, and LEMSAs to identify potential needs for medical assistance to local government. Coordinates with CDPH and CDSS for medical support needed in support of local or state shelters. • Tracks hospitalization and weather injury data through Local Emergency Medical Services Agencies.
CA Department of Developmental Services (DDS)	<ul style="list-style-type: none"> • Ensures that all regional centers and state operated facilities are alerted to any heat or cold/freeze advisories and/or warnings and alerts that impact their geographic area. • Regional centers and state operated facilities implement various procedures to protect the health and safety of residents and staff, including, but not limited to the following: <ul style="list-style-type: none"> ○ Curtails or suspends outdoor activities. ○ Closes training sites that lack air conditioning or that lack adequate heating. ○ Provides for alternate activities for residents in air conditioned or heated areas. ○ Provides extra fluids, sunscreen, and modified clothing. ○ Adjusts employee work schedules to avoid strenuous assignments during afternoon heat. ○ Distributes reminders to staff regarding precautionary measures. ○ Initiates contact with their community emergency preparedness networks to identify cooling or warming sites and resources for assisting persons to access those sites if needed. ○ Initiates contact with service providers and consumers who live independently to provide

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<p>them with information about precautionary measures for protecting the health and safety of consumers and staff, identification of cooling/warming sites, and other pertinent information.</p>
<p>CA Department of Health Care Services (DHCS)</p>	<ul style="list-style-type: none"> • DHCS Licensing and Certification ensures that all MHRCs and PHFs are alerted to any heat advisories and/or warnings and alerts that impact their geographic area. • DHCS Licensing and Certification ensures that host counties Mental Health Practitioners (MHPs) of MHRCs and PHFs are alerted to any heat advisories and/or warnings and alerts that impact their geographic area and will request the MHP monitor and provide appropriate assistance to the facility under their jurisdiction as needed. • DHCS Licensing and Certification provides heat-related tips/information to all MHRCs and PHFs. Specifically, DHCS Licensing and Certification will request all providers of MHRCs and PHFs to implement numerous procedures to protect the health and safety of residents and staff, including but not to be limited to: <ul style="list-style-type: none"> ○ Provides the contact information to the community emergency preparedness networks to identify cooling/warming sites and resources for assisting persons to access those sites if needed. ○ Curtails or suspends outdoor activities. ○ Provides for alternate activities for residents in air conditioned or heated areas. ○ Provides extra fluids, sunscreen, and modified clothing.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
	<ul style="list-style-type: none"> ○ Distributes reminders to staff regarding precautionary measures. • While on-site for annual reviews, the DHCS licensing reviewer ensures that the MHRC and PHF facility disaster and emergency preparedness plans are reviewed, updated, and enough to address the needs of all possible emergencies and disasters. • Outdoor activities are limited, and preventative cool-down rests are encouraged.
CA Department of State Hospitals (DSH)	<ul style="list-style-type: none"> • Ensures that all five state hospitals at Atascadero (San Luis Obispo County), Coalinga (Fresno County), Metropolitan (Los Angeles County), Napa (Napa County), and Patton (San Bernardino County) are activating their heat or cold temperature plans when environmental triggers are reached. These triggers will be based upon Cal/OSHA requirements and CDPH licensing thresholds and regulatory guidance. • All hospitals ensure that clinical staff carefully monitors patients taking antipsychotic and other forms of medications that have possible drug/heat or sun exposure interactions. • Provides hats, sunscreens, water, shade/cooling areas, and prompts to drink fluid are provided for patients and employees as needed. • Each DSH Hospital Health and Safety Office distributes timely reminders and training to staff regarding precautionary measures to prevent heat related illness.

Responsible Department/Agency	Phase II Heat or Cold/Freeze Alert Activities
CA Military Department (Cal Guard)	<ul style="list-style-type: none"> • Prepares to assist the affected area with personnel and transportation if the situation is expected to be widespread, prolonged, or compounded by power disruptions, if needed. • Prepares to open National Guard Armories as cooling/warming centers, if needed.
CA Department of Community Services & Development (CSD)	<ul style="list-style-type: none"> • Administers Community Services Block Grants (CSBG), Low Income Home Energy and Household Water Assistance Programs (LIHEAP/LIHWAP), Low Income Weatherization Program (LIWP), and other program designed for low-income individuals and households.

Phase III - Heat or Cold/Freeze Warning

Phase III actions should be taken when the NWS issues an extreme temperature warning, a local jurisdiction or an OA proclaims an emergency due to a **heat or cold/freeze warning**, or at the discretion of the Cal OES Director.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
National Weather Service (NWS)	<ul style="list-style-type: none"> • Sends extreme temperature warning notifications to CSWC.
CA State Warning Center (CSWC)	<ul style="list-style-type: none"> • Notifies Cal OES and regions, CDPH, and EMSA duty officers, the Governor's Office, and executive staffs that a heat, or cold/freeze emergency (warning) has been issued.
Cal OES Situation Cell	<ul style="list-style-type: none"> • Holds transition meeting with SOC Situation Status Unit (SitStat), if activated, to brief on the report and what actions have been taken. • Coordinates with SOC SitStat through at least one reporting period to answer questions and provide current situational awareness. • After SOC's first report, Situation Cell transitions out of reporting to its steady state operations.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
Cal OES Director	<ul style="list-style-type: none"> • Advises Governor on local activities and needs. • In conjunction with key state response departments/agencies, identifies any rules and executive actions the Governor may be advised to take to alleviate the situation, including the proclamation of a state of emergency by the Governor. • Requests a state of emergency proclamation by the Governor if conditions warrant.
Cal OES Response Operations and Affected Administrative Regions	<ul style="list-style-type: none"> • Notifies all key state departments/agencies involved with heat or cold warning response and provides current situation information. • Establishes a schedule for conference calls daily concerning weather, deaths, cooling or warming center locations and operations, electrical power, and operational status with emphasis on power generation status. • Activates the SOC as needed to appropriate levels. • Directs requested state resources as necessary to assist local government. • Develops Cal OES staffing patterns as necessary. • Cal OES and CDPH/EMSA MHCC develop incident action plans, if needed. • Establishes daily briefing schedule for Governor's Office and may establish a Unified Coordination Group (UCG), if needed. • Cal OES Regions contact and coordinate with all local emergency managers and identifies gaps in contacts between older adults, individuals with disabilities, and anyone with access or functional needs and cooling or warming centers.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<ul style="list-style-type: none"> • Obtains identification of the cooling or warming center locations, including senior centers, community centers, shopping malls, churches, and other potential cooling/warming centers. • Advises affected local government to do wellness checks on older adults, individuals with disabilities, and anyone with access or functional needs. • Advises affected local government to implement plans for dealing with older adults, individuals with disabilities, and anyone with access or functional needs, including but not limited to SRO buildings and outreach to individuals experiencing homelessness and open accessible shelters as necessary. • Advises affected local government that has social service, public health, public safety, and community organizations to check on those most at risk including seniors living alone and those in single room occupancy buildings. • If requested by the affected area to augment local activities: <ul style="list-style-type: none"> ○ Cal OES tasks CDFA to open state fair cooling/warming centers in the affected area to augment local cooling/warming centers already open. ○ Cal OES may task the California Military Department (CMD) to provide Cal Guard personnel to assist the OA with person-to-person contacts and transportation to cooling or warming centers. ○ Cal OES, CDPH, and EMSA contact local emergency management and health offices to determine the adequacy of accessible transportation for older adults, individuals with

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<p>disabilities, and anyone with access or functional needs to cooling or warming centers as necessary.</p> <ul style="list-style-type: none"> ○ Cal OES or DOR coordinates with CFILC to determine the adequacy of accessible transportation for individuals with disabilities living independently. ○ Cal OES Law Enforcement Section collects death-related information. ○ Cal OES Law Enforcement coordinates security for state shelters, if necessary.
<p>Cal OES, Office of Access and Functional Needs (OAFN)</p>	<ul style="list-style-type: none"> • Places staff on call, including qualified sign language interpreters, to aid, if necessary. • Notifies community-based organizations serving individuals with AFN regarding any status changes and advises on potential issues and needs of the community. • Advises on accessibility of, and taking measures to, ensure viability of shelters. Provides guidance and best practices as well as contracts available for affected communities. • Coordinates with ILC centers to advise on potential issues and determine needs of the community. • Assesses needs of individuals with AFN and relays information to appropriate affiliated department/agency.
<p>Cal OES, Office of Crisis Communications and Public Affairs (OCCPA)</p>	<ul style="list-style-type: none"> • Issues public notices, in coordination with CDPH and EMSA, on protective measures and to check on neighbors, children, older adults, individuals with disabilities, individuals at high medical risk, individuals living alone, and anyone with access or functional needs.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<ul style="list-style-type: none"> • Considers activating a Joint Information Center (JIC) and requests PIO resources/representative(s) from appropriate departments/agencies.
CA Department of Food and Agriculture (CDFA)	<ul style="list-style-type: none"> • If tasked, opens fairgrounds in the affected areas to augment local cooling/warming centers already open. • Coordinates with animal carcass removal. • Contacts agricultural commissioners and growers if significant agricultural impacts are expected. • Shares information with agricultural industries regarding extreme heat/cold.
CA Department of Aging (CDA)	<ul style="list-style-type: none"> • Instructs local Ombudsman programs to report back to CDA any skilled nursing or residential care facility complaints they receive related to temperature conditions in the facility or safety issues related to the extreme temperatures. • Advises all CDA's contractors of the extreme heat emergency warnings, public health alerts being issued, and the availability of tip sheets that are available on Cal OES, CDPH, EMSA, and CDA websites for dissemination. • Requests that any shortages of supplies/equipment that contractors are encountering be communicated to CDA. • Reminds contractors that they need to request additional resources through their county office of emergency services. • Instructs CDA contractors to continue to provide them with updated extreme temperature-related information until the extreme weather condition ends.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
CA Employment Development Department (EDD)	<ul style="list-style-type: none"> • Provides access to EDD Individual Assistance for Unemployment. • Provides access to Insurance and Disaster Unemployment Assistance (funded by Department of Labor through EDD) if there has been a Presidential disaster declaration.
CA Department of Public Health (CDPH)	<ul style="list-style-type: none"> • CDPH and Cal OES PIOs are notified and briefed by their respective duty officers. • Contacts and coordinates activities with local health departments, CDPH executive staff and programs, and Office of Public Affairs (OPA) via conference calls and the CAHAN. • Coordinates with the MHOACs through the RDMHSs. • Issues press releases in coordination with EMSA and Cal OES, via the JIC at Cal OES, if activated. • Responds to the SOC, as requested by Cal OES. • L&C monitors heat or cold/freeze-related unusual occurrences reported by health care facilities in affected areas until they are resolved. • Collects public health and medical situation reports from local health departments in affected areas. • L&C provides the reporting process long term care facilities must follow to report any unusual occurrence related to extreme temperatures and any facilities that report problems with information on caring for patients or residents during extreme temperatures. • CDPH Primary and Rural Health Care Systems Branch provides a list of primary care clinics in the affected counties that provide services to patients regardless of ability to pay.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<ul style="list-style-type: none"> • Provides information regarding cooling/warming center operations during a pandemic event, as needed.
CA Division of Occupational Safety and Health (Cal/OSHA)	<ul style="list-style-type: none"> • Ensures all routes through which complaints may be filed are constantly monitored, including, but not limited to, walk-ins, phone, fax, emails, and referrals from other units. • Responds to complaints about unsafe workplace due to high heat conditions. • Ensures that all reports of suspect heat illnesses/fatalities are immediately investigated. • Supplements field enforcement related to outdoor heat illness prevention by engaging in high-heat inspections. Conducts evaluations of targeted workplaces to determine compliance with heat illness prevention regulations. <p>When an employer is in violation of the heat illness prevention regulation, ensures employer corrects any violations and achieves compliance with heat illness prevention regulation, including the provision of water, shade, training, and emergency procedures.</p>
CA Department of Social Services (CDSS)	<ul style="list-style-type: none"> • Includes extreme temperature-related tips/information on CDSS' website, including local emergency response information provided by local emergency response agencies when an extreme temperature warning is issued. • DSB monitors the situation with the American Red Cross and the Department's internal and local partners. • DSB coordinates the completion of internal partners' <i>Extreme Temperature Response Plan</i> responsibilities

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<p>and ensure that the Department reports out all necessary information.</p> <ul style="list-style-type: none"> • DSB identifies staffing to assist local government with cooling/warming center or shelter operations when local resources can no longer meet staffing needs, per SEMS. • CCLD ensures that all regional licensing offices are alerted to any extreme temperature advisories, warnings, and alerts that impact their geographic area. • CCLD releases information regarding declared extreme temperature emergencies, including how to find a local cooling or warming center, and posts on the CCLD website. Reminds licensees to consult the CCLD website or the regional licensing office, as necessary, for extreme temperature-related information and tips posted on. • CCLD monitors any unusual heat-related occurrences or emergencies reported by licensed community care licensees and aids as needed. • CCLD maintains contact with facilities that require evacuation of persons in care and assist, as needed, during the emergency. • APD – County IHSS/APS programs follow the instructions in the ACL issued by CDSS APD regarding their action to be taken in extreme temperature-related events and emergencies. Each county uses their targeted list to contact those individuals identified as the most at-risk group in their IHSS/APS population. As needed, APD may issue an electronic alert to county welfare directors, public authorities, and county IHSS/APS program managers.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<ul style="list-style-type: none"> • APD maintains contact with county IHSS/APS programs, as needed, during the emergency. • EFAP coordinates with local county food banks to ensure that they have an adequate supply of food to meet any increased participation demands.
CA Emergency Medical Services Authority (EMSA)	<ul style="list-style-type: none"> • Communicates EMSA's activities to CHHSA. • EMSA and CDPH coordinates information dissemination to local public health officers/departments, MHOACs, RDMHS, and LEMSAs via conference calls, emails, and CAHAN. • Maintains communication with RDMHSs, MHOACs, and LEMSAs to identify potential needs for medical assistance to local government. • Provides extreme temperature-related tips/information to RDMHCs, RDMHSs, MHOACs, LEMSAs, and provider associations for inclusion to their websites and distribution lists. • Coordinates with CDPH and CDSS on potential medical support needed in support of local or state shelters. • Mobilizes medical mutual aid assets if requested. • Issues press releases in coordination with CDPH and Cal OES via the JIC at Cal OES, if activated. • Includes extreme temperature-related tips/information on EMSA's website, including local emergency response information provided by local emergency response agencies when an extreme temperature warning is issued. • Collects and disseminates data from LEMSAs and hospitals regarding temperature related injuries.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
CA Department of Developmental Services (DDS)	<ul style="list-style-type: none"> • Ensures that all regional centers and state operated facilities are alerted to any extreme temperature advisories, warnings, and alerts that impact their geographic area. • Regional centers and state operated facilities implement various procedures to protect the health and safety of residents and staff, including, but not limited to: <ul style="list-style-type: none"> ○ Curtails or suspends outdoor activities. ○ Closes training sites that lack air conditioning or heaters. ○ Provides for alternate activities for residents in air conditioned or heated areas. ○ Provides extra fluids, sunscreen, and modified clothing. ○ Adjusts employee work schedules to avoid strenuous assignments to avoid afternoon heat or hazards from extreme cold/freeze conditions. ○ Distributes reminders to staff regarding precautionary measures • Regional centers initiate contact with their community emergency preparedness networks to identify cooling/warming sites and resources for assisting persons to access those sites if needed. • Regional centers initiate contact with service providers and consumers who live independently to provide them with information about precautionary measures to protect the health and safety of consumers and staff, identification of cooling/warming sites, and other pertinent information.

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
CA Department of Health Care Services (DHCS)	<ul style="list-style-type: none"> • All facilities ensure that nursing carefully monitors patients taking antipsychotic and other forms of medications that have possible drug/heat or drug/cold exposure interactions. Outdoor activities are terminated as needed. • Contacts County Mental Health Directors and licensed facilities to ensure that they have all necessary information regarding locating cooling/warming centers and access to extreme temperature tips. Licensed facilities will determine if additional assistance is needed and take appropriate actions. • DHCS Licensing and Certification ensures that all MHRCs and PHFs are alerted to any extreme temperature advisories and/or warnings and alerts that impact their geographic area. • DHCS Licensing and Certification also ensures that host counties MHPs of MHRCs and PHFs are alerted to any heat or cold/freeze advisories and/or warnings and alerts that impact their geographic area and requests the MHP monitors and provides appropriate assistance to the facilities under their jurisdiction as needed. • DHCS Licensing and Certification provides extreme temperature-related tips and information to all MHRCs and PHFs. Specifically, DHCS Licensing and Certification requests all providers of MHRCs and PHFs to implement numerous procedures to protect the health and safety of residents and staff, including but not to be limited to the following: <ul style="list-style-type: none"> ○ Provides the contact information to the community emergency preparedness networks to identify cooling or warming sites and

Responsible Department/Agency	Phase III Heat or Cold/Freeze Warning Activities
	<p>resources for assisting persons to access those sites if needed.</p> <ul style="list-style-type: none"> ○ Curtails or suspends outdoor activities. ○ Provides for alternate activities for residents in air conditioned or heated areas. ○ Provides extra fluids, sunscreen, and modified clothing. ○ Distributes reminders to staff regarding precautionary measures.
CA Department of State Hospitals (DSH)	<ul style="list-style-type: none"> • Ensures that all State Hospital facilities are alerted to any extreme temperature advisories, warnings, and alerts that impact their geographic area. • Implements procedures to protect the health and safety of patients and staff as directed by site specific illness prevention plans and Administrative Directives. • Initiates contact with service providers caring for patients being treated in community programs to ensure that precautionary measures to protect the health and safety of patients and staff are implemented.
CA Military Department (Cal Guard)	<ul style="list-style-type: none"> • Utilizes Cal Guard personnel and transportation, if mission tasked, to support local governments if the situation is widespread, prolonged, or compounded by power disruptions. • Opens cooling/warming centers, if tasked.
California Volunteers (CalVolunteers)	<ul style="list-style-type: none"> • Ensures that CV volunteer organizations are contacted and utilized as appropriate.

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Appendix B: Local Government Guidance

Guidance - Roles and Responsibilities

This plan recognizes that local agencies may have a system for managing extreme temperatures. It also recognizes that those systems should be consistent with SEMS. It is the intent of this guidance to provide a tool to further assist local efforts and to better coordinate with efforts initiated by state departments/agencies. The guidance is intended to be flexible to fit unique community needs.

Local Government Checklists

The following are some recommended actions that if applied, can assist local government in addressing extreme temperature alerts or warnings. This checklist is not a list of all required actions. Each local government may have changes and/or additions to make to adapt it to their jurisdiction. Again, the checklist is intended to be flexible to fit unique community needs.

Phases for an extreme temperature response are listed below:

- Phase I - Seasonal Readiness
- Phase II - Heat or Cold/Freeze Alert
- Phase III - Heat or Cold/Freeze Warning

Local Guidance for Phase I - Seasonal Readiness

Phase I – Seasonal Readiness Local Activity	Responsible Department/ Agency	Applied (✓)
Planning <ul style="list-style-type: none"> Establishes a working group consisting of agencies, private, volunteer and service organizations, food banks, faith-based organizations, cultural groups, immigrant groups, and service organizations to identify older adults, individuals with disabilities, and anyone with access or functional needs and develop a whole community strategy for 		

Phase I – Seasonal Readiness Local Activity	Responsible Department/ Agency	Applied (✓)
<p>accessible notification and emergency actions, such as establishing cooling or warming centers and transportation.</p> <ul style="list-style-type: none"> • Determines local activation levels in an extreme temperature warning plan based on the phases in this guidance and local weather conditions. • Create programs for outreach and support of older adults, individuals with disabilities, and anyone with access or functional needs (phone trees, in-home check-ups, video visits, etc.) utilizing volunteer and service organizations. 		
<p>Awareness</p> <ul style="list-style-type: none"> • Identifies volunteer and service organizations, private sector, food banks, faith-based organizations, cultural groups, immigrant groups, medical and care facilities, schools' representatives, law enforcement, fire personnel, and other representatives to determine the location older adults, individuals with disabilities, and anyone with access or functional needs to determine their needs and ensure whole community support. • Coordinates with state programs serving individuals with AFN to ensure needs are addressed and identify any anticipated needs or problems. • Develops culturally and linguistically appropriate public safety materials that include posters, flyers, and public media announcements. Announcements should include information for individuals with AFN regarding how to obtain paratransit transportation to be used in emergency/disaster situations. 		

Phase I – Seasonal Readiness Local Activity	Responsible Department/ Agency	Applied (✓)
<ul style="list-style-type: none"> Establishes processes to rapidly disseminate extreme heat emergency guidance older adults, individuals with disabilities, and anyone with access or functional needs through service groups, food banks, Community Emergency Response Team (CERT), faith-based organizations, cultural groups, immigrant groups, service organizations, care providers, medical and health facilities, workplaces, schools, public facilities, and private industries. Ensures accessible messaging using captioning, sign language interpretation, and other accommodations as necessary by all broadcasters for all emergency messages. Considers utilizing current grant funding (e.g., Emergency Management Program Grant (EMPG)), to develop 211 capability and/or telephonic notification systems with (TTY/TDD) capabilities to contact persons with disabilities, including text paging for people with hearing impairments and audible messaging for individuals with sight impairments. Conducts extreme temperature emergency awareness fairs and exercises extreme heat emergency plans. Notifies volunteers and service organizations, private sector, faith-based organizations, medical and care facilities, schools' representatives, public officials, law enforcement, and fire personnel are informed to be prepared to contact older adults, individuals with disabilities, and anyone with access or functional needs. 		

Phase I – Seasonal Readiness Local Activity	Responsible Department/ Agency	Applied (✓)
<ul style="list-style-type: none"> • Develops any additional public safety materials (in various accessible formats) that include posters, flyers, and public/social media announcements. • Disseminates guidance on extreme temperature warning to older adults, individuals with disabilities, and anyone with access or functional needs • in a timely manner through the local emergency alert systems, service groups, CERT, CV, disabilities organizations, care providers, medical and health facilities, workplaces, schools, public facilities, and private industries. Ensures compliance with program accessibility for persons with sight impairments via audible messages and persons with hearing impairments via captioning or sign language interpretation by all broadcasters for all emergency messages. 		
<p>Cooling or Warming Centers</p> <ul style="list-style-type: none"> • Ensures that the facilities identified for cooling/warming centers will be available. • Confirms the points of contact for cooling/warming center operations. • Determines if special considerations for cooling/warming procedures are needed during a pandemic event. • Identifies the services provided at the cooling/warming facilities, taking into consideration accommodations for individuals with disabilities, service animals, domestic pets, and possible 24-hour operations. 		

Phase I – Seasonal Readiness Local Activity	Responsible Department/ Agency	Applied (✓)
<ul style="list-style-type: none"> Coordinates with the local power utility to identify and develop procedures for the operations of cooling/warming centers that could be exempt from rotating blackouts, if necessary. 		
<p>Transportation</p> <ul style="list-style-type: none"> Develops a transportation working group consisting of public, private, volunteer, and service organizations to identify and develop transportation procedures to ensure older adults, individuals with disabilities, and anyone with access or functional needs are provided accessible transportation to cooling/warming centers. Identifies ways for individuals with AFN to notify appropriate authorities when accessible transportation to cooling/warming centers is needed. Notifies private, volunteer, and service organizations involved in the transportation component and procedures to ensure availability of accessible transportation for older adults, individuals with disabilities, and anyone with access or functional needs to cooling/warming centers. Ensures that coordination procedures, including memoranda of understanding, are in place to ensure accessible transportation is available for those in need of being transported to cooling/warming centers. 		
<p>Other</p> <ul style="list-style-type: none"> Identifies actions during an extreme temperature warning that will require emergency regulations or ordinances. 		

Local Guidance for Phase II - Heat or Cold/Freeze Alert

Phase II - Heat or Cold/Freeze Alert Local Activity	Responsible Department /Agency	Applied (✓)
<ul style="list-style-type: none"> Sends extreme temperature warnings related notifications to CSWC. 		
<ul style="list-style-type: none"> Distributes information specific to the extreme temperature warnings to local jurisdictions. 		
<ul style="list-style-type: none"> Cities and counties stand-by or begin activating pre-identified cooling/warming centers and works with volunteer groups to identify additional cooling centers that may be needed, identify American Disabilities Act (ADA) compliant centers so that persons with AFN could be taken to those facilities, and coordinate planning with local transportation providers. 		
<ul style="list-style-type: none"> Activates local extreme temperature response plans. 		
<ul style="list-style-type: none"> Disseminates extreme temperature protective measure guidance to all media sources. 		
<ul style="list-style-type: none"> Activates telephone extreme temperature hotlines. 		
<ul style="list-style-type: none"> Alerts appropriate neighborhood volunteer groups, volunteer and service groups, CERT, disability organizations, social services departments/agencies, medical facilities, and care homes. 		
<ul style="list-style-type: none"> Notifies paratransit or other local transportation of the potential need to transport individuals to cooling/warming centers. 		
<ul style="list-style-type: none"> Coordinates and briefs all emergency managers on actions to be undertaken and responsible departments/agencies. 		
<ul style="list-style-type: none"> Coordinates with local utilities to assess power restrictions or limitations. 		

Phase II - Heat or Cold/Freeze Alert Local Activity	Responsible Department /Agency	Applied (✓)
<ul style="list-style-type: none"> Plans transportation services and ways for individuals to request the transportation if utilities fail. 		
<ul style="list-style-type: none"> Activates transportation resources, including paratransit and private accessible transit services to assist those without transportation, including service animals, to and from cooling/warming centers. 		
<ul style="list-style-type: none"> Requests mutual aid as needed through SEMS if weather forecasts indicate extreme temperatures may be imminent. 		
<ul style="list-style-type: none"> Activates EOC if necessary. 		
<ul style="list-style-type: none"> Establishes regular public official briefings to include weather updates and actions taken and planned. 		
<ul style="list-style-type: none"> Schedules regular reporting and monitoring procedures with cooling/warming centers, volunteer organizations, utilities, public safety, and medical facilities. 		
<ul style="list-style-type: none"> Determines the need to proclaim a local emergency (or public health emergency) based on current or projected conditions. 		
<ul style="list-style-type: none"> Considers reductions in energy usage in local public buildings and reduced hours of operations that would not impact the cooling/warming center operations. 		
<ul style="list-style-type: none"> Activates hot line for public information. 		
<ul style="list-style-type: none"> Implements a method to track extreme temperature related deaths and medical emergencies. 		
<ul style="list-style-type: none"> Ensures all employees review and update their home emergency plans. 		

Local Guidance for Phase III - Heat or Cold/Freeze Warning

Phase III - Heat or Cold/Freeze Warning Local Activity	Responsible Department/ Agency	Applied (✓)
<ul style="list-style-type: none"> Activates EOC, as needed. 		
<ul style="list-style-type: none"> Monitors and determines need for more cooling/warming centers and resources. 		
<ul style="list-style-type: none"> Establishes regular media releases. 		
<ul style="list-style-type: none"> Tracks extreme temperature related fatalities and medical emergencies. Report extreme temperature related deaths to Cal OES, if requested. 		
<ul style="list-style-type: none"> Prioritizes public offices that should remain open and close others to conserve energy. 		
<ul style="list-style-type: none"> Issues targeted extreme temperature warnings to older adults, individuals with disabilities, and anyone with access or functional needs. 		
<ul style="list-style-type: none"> Monitors jurisdictional cooling/warming center facilities providing regular updates on numbers of persons at each, support issues including AFN, and power availability. 		
<ul style="list-style-type: none"> Coordinates activities with OA and neighboring jurisdictions. The OAs coordinate with Cal OES Regions providing information updates, resource assessments, and mutual aid requests. 		
<ul style="list-style-type: none"> Determines if special considerations for cooling/warming procedures are needed during a pandemic event. See Appendix J: Infectious Disease and Cooling/Warming Centers. 		
<ul style="list-style-type: none"> Proclaims and ratifies emergency (local and/or public health) and renews resolution as appropriate. 		
<ul style="list-style-type: none"> Identifies any regulatory or ordinance issues that may need to be suspended. 		

Phase III - Heat or Cold/Freeze Warning Local Activity	Responsible Department/ Agency	Applied (✓)
<ul style="list-style-type: none"> Establishes regular briefings with the National Weather Service. 		
<ul style="list-style-type: none"> Ensures employees have updated extreme temperature related materials and methods for checking on family members. 		
<ul style="list-style-type: none"> Ensures impacts to pets and animals due to extreme temperatures are addressed at cooling/warming centers. 		
<ul style="list-style-type: none"> Requests state activation of state-owned cooling/warming centers in the vicinity as needed. 		
<ul style="list-style-type: none"> Surveys available emergency resources and facilities to determine replenishment needs. 		
<ul style="list-style-type: none"> Notifies ambulance providers and hospitals to expect and prepare for surge in extreme temperature related illnesses. 		
<ul style="list-style-type: none"> Submits regular situation reports to the Cal OES Region. 		
<ul style="list-style-type: none"> Tracks extreme temperature related fatalities and medical emergencies. Report extreme temperature related fatalities to Cal OES, if requested. 		
<ul style="list-style-type: none"> Gathers data on damages, if appropriate: <ul style="list-style-type: none"> Submits Initial Damage Estimates (IDE) Prepares to participate in Preliminary Damage Assessments (PDA) Establishes Local Assistance Centers (LACs) 		

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Appendix C: National Weather Service Products

National Oceanic and Atmospheric Administration)/National Weather Service Information

National Oceanic and Atmospheric Administration/NWS issues extreme heat or cold/freeze products using the outlook/watch/warning concept. These products are explained as follows:

- **Partner Emails** are issued for any potential significant weather event in the next seven days. Not an official NWS product, but an email heads up notification with very wide distribution to all emergency managers and the California State Warning Center.
- **Watches** are usually issued 36-48 hours before expected onset of the event.
- **Warnings** indicate a high degree of confidence that the event will occur as described and they usually are issued within 24 hours of the event.

Warnings may be issued even if neither an outlook nor watch was issued in advance. Similarly, outlooks and watches may have been issued but conditions then change enough that a warning is not warranted.

National Weather Service HeatRisk

Heat affects everyone differently. To prepare for upcoming heat events, the NWS is producing experimental forecasts which provide daily guidance on potential heat risks, out to seven days. This risk is assessed by comparing the official NWS temperature forecast to local thresholds which change through the year based on climatology. The name of this output is HeatRisk.

Note: Prior to the development of this plan, NWS determined that the Heat Index (HI), was no longer representative of California's climate. Individuals in all levels of government, the private sector, non-profit, and community-based organizations are now urged to utilize HeatRisk as the NWS product of choice.

NWS Experimental HeatRisk is portrayed in a numeric (0-4) and color (green/yellow/orange/red/magenta) scale, very similar to the Air Quality Index (AQI). This daily value indicates the level of heat risk concern for any location, along with identifying the groups who are most at risk. Essentially, the higher the value, the greater the potential heat risk. During this experimental phase, the NWS in California, Nevada, Utah, and Arizona are linking the heat product issuance to the HeatRisk output, rather than to the many varied single threshold approaches previously used. In simple terms, magenta and red HeatRisk would generally lead to excessive heat warnings and orange would lead to advisories, depending on location.

See **Figure 1** below for an example of the NWS HeatRisk product distributed by NWS in the partner emails. See **Table 1** on the next page for the HeatRisk table used to identify the risk used in the HeatRisk product.

For more information visit the [NWS Experimental HeatRisk: Identifying Potential Heat Risks in the Seven Day Forecast](#) website.

Figure 1: NWS HeatRisk Product Example

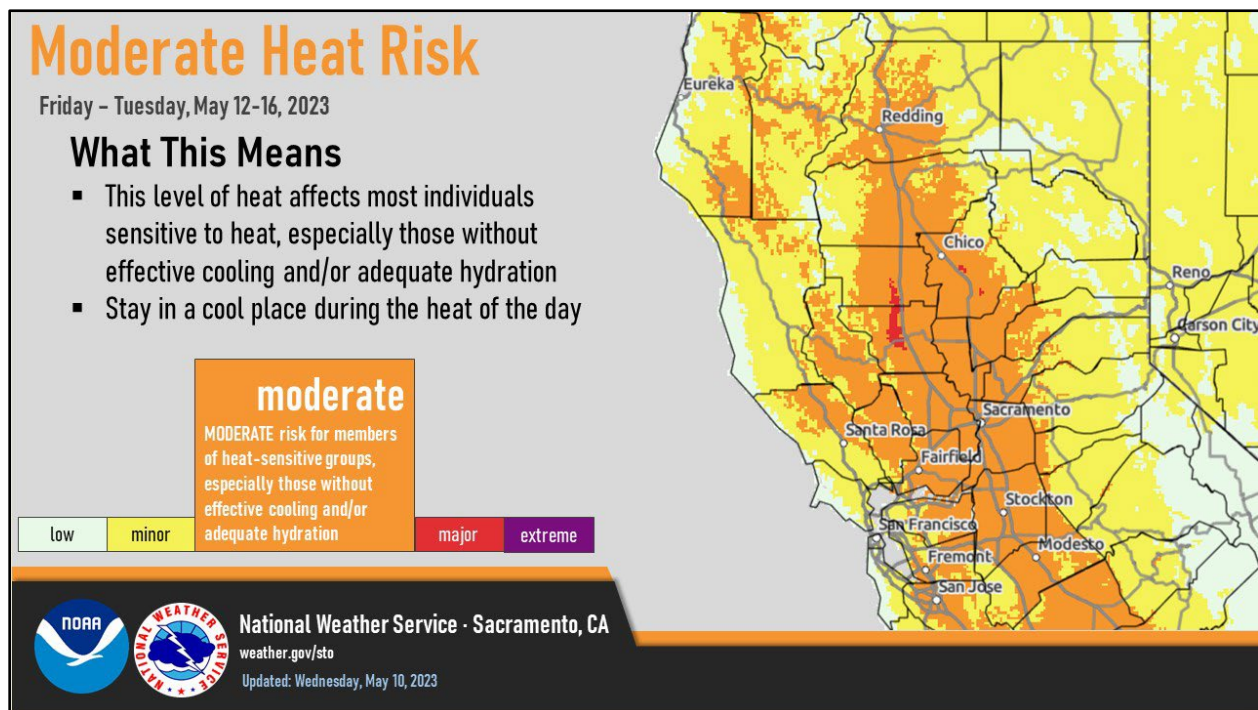


Table 1: NWS HeatRisk Table

Numerical Value	Meaning	Who/What is at Risk?	How Common is this Heat?	For those at risk, what actions can be taken?
0 (Green)	<ul style="list-style-type: none"> Level of heat poses little to no risk 	<ul style="list-style-type: none"> No elevated risk 	Very Common	<ul style="list-style-type: none"> No additional preventative actions should be necessary
1 (Yellow)	<ul style="list-style-type: none"> Heat of this type is tolerated by most; however, there is a low risk for sensitive groups to experience health effects 	<ul style="list-style-type: none"> Primarily those who are extremely sensitive to heat 	Very Common	<ul style="list-style-type: none"> Increase hydration Reduce time spent outdoors or stay in the shade when the sun is strongest. Open windows at night and use fans to bring cooler air inside buildings
2 (Orange)	<ul style="list-style-type: none"> Moderate risk for members of heat sensitive groups to experience health effects Some risk for the general population who are exposed to the sun and are active For those without air conditioning, living spaces can become uncomfortable during the day, but should cool below 	<ul style="list-style-type: none"> Primarily heat sensitive groups, especially those without effective cooling or hydration. Some transportation and utilities sectors. 	<p>Fairly common most locations.</p> <p>Very common in southern regions of country</p>	<ul style="list-style-type: none"> Reduce time in the sun between 10 a.m. and 4 p.m. Stay hydrated Stay in a cool place during the heat of the day Move outdoor activities to cooler times of the day

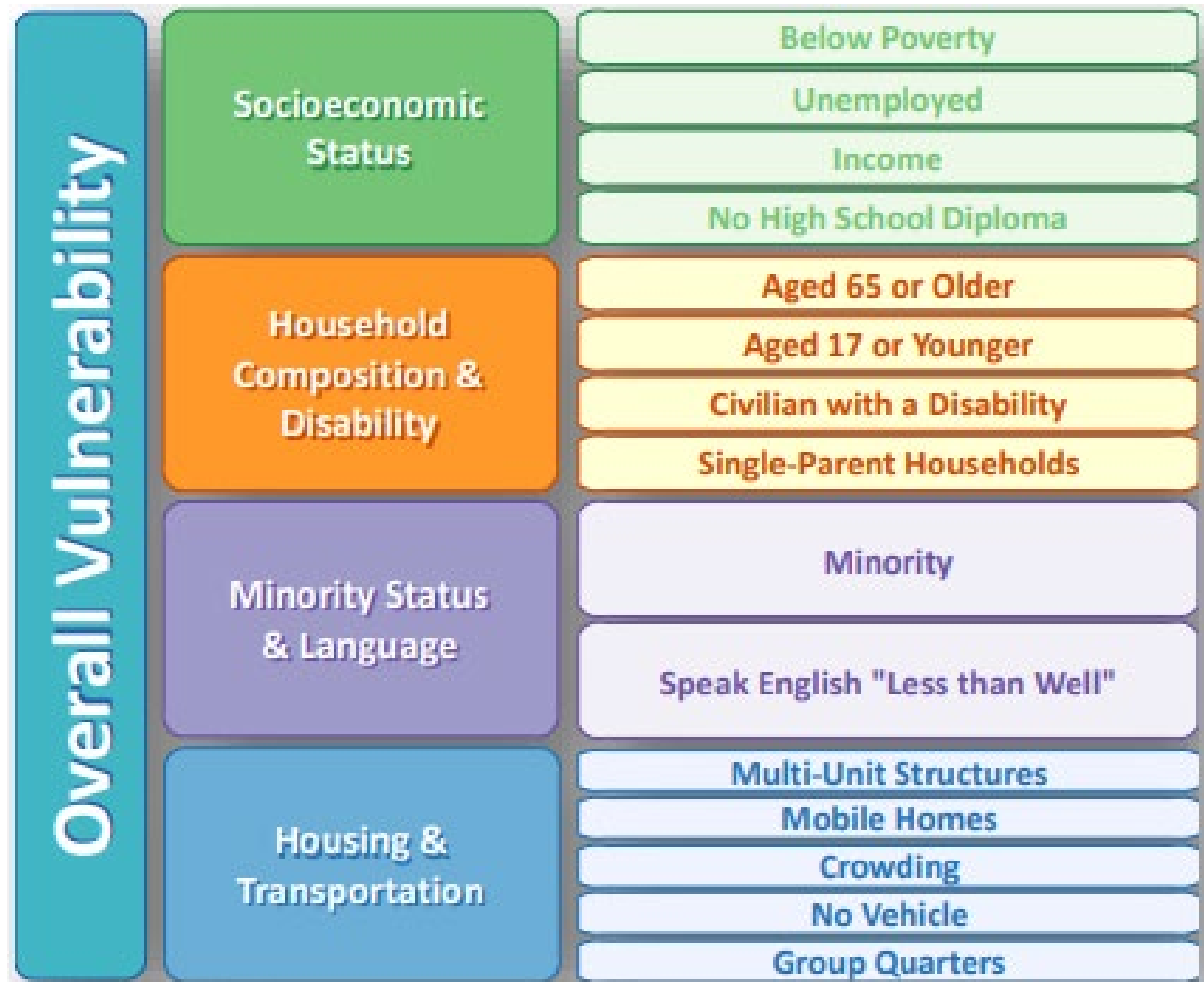
Numerical Value	Meaning	Who/What is at Risk?	How Common is this Heat?	For those at risk, what actions can be taken?
	<ul style="list-style-type: none"> Dangerous levels at night 			<ul style="list-style-type: none"> Open windows at night and use fans to bring cooler air inside buildings and circulate air
3 (Red)	<ul style="list-style-type: none"> Major risk for much of the population who are 1) exposed to the sun and active or 2) are in a heat sensitive group Dangerous to anyone without proper hydration or adequate cooling Poor air quality is possible Power interruptions may occur as electrical Demands increase 	<ul style="list-style-type: none"> Much of the population, especially those who are heat sensitive and anyone without effective cooling or hydration Most transportation and utilities sectors 	<p>Uncommon in most northern locations</p> <p>Fairly common in southern regions of country</p>	<ul style="list-style-type: none"> Try to avoid being outdoors in the sun between 10 a.m. and 4 p.m. Stay hydrated Stay in a cool place especially during the heat of the day If you have access to air conditioning, use it. Fans may not be adequate. Cancel outdoor activities during the heat of the day

Numerical Value	Meaning	Who/What is at Risk?	How Common is this Heat?	For those at risk, what actions can be taken?
4 (Magenta)	<ul style="list-style-type: none"> • Extreme risk for entire population • Very dangerous to anyone without proper hydration or adequate cooling • This is a multi-day excessive heat event. Prolonged heat is dangerous to anyone not prepared • Poor air quality is likely • Power outages are increasingly likely as electrical demands may reach critical levels 	<ul style="list-style-type: none"> • Entire population is at risk • For heat sensitive groups, especially people without effective cooling, this level of heat can be deadly • Most transportation and utilities sectors 	<p>Rare most locations</p> <p>Occurs up to a few times a year in southern regions of country, especially the Desert Southwest</p>	<ul style="list-style-type: none"> • Avoid being outdoors in the sun between 10 a.m. and 4 p.m. • Stay hydrated • Stay in a cool place, including overnight • If you have access to air conditioning, use it because fans will not be adequate • Cancel outdoor activities during the heat of the day

Social Vulnerability Index (SVI)

The NWS Experimental HeatRisk utilizes the Center for Disease Control (CDC) Social Vulnerability Index (SVI) in combination with the weather forecast to determine the level of HeatRisk in an affected area. See **Figure 2** for Overall Social Vulnerability by Category.

Figure 2: Overall Social Vulnerability by Category



The Agency for Toxic Substances and Disease Registry (ATSDR) and the Geospatial Research, Analysis, and Services Program (GRASP) created this database to help emergency response planners and public health officials identify and map communities that will most likely need support before, during, and after a hazardous event. To learn more, visit [ATSDR's CDC Social Vulnerability Index \(SVI\) webpage](#).

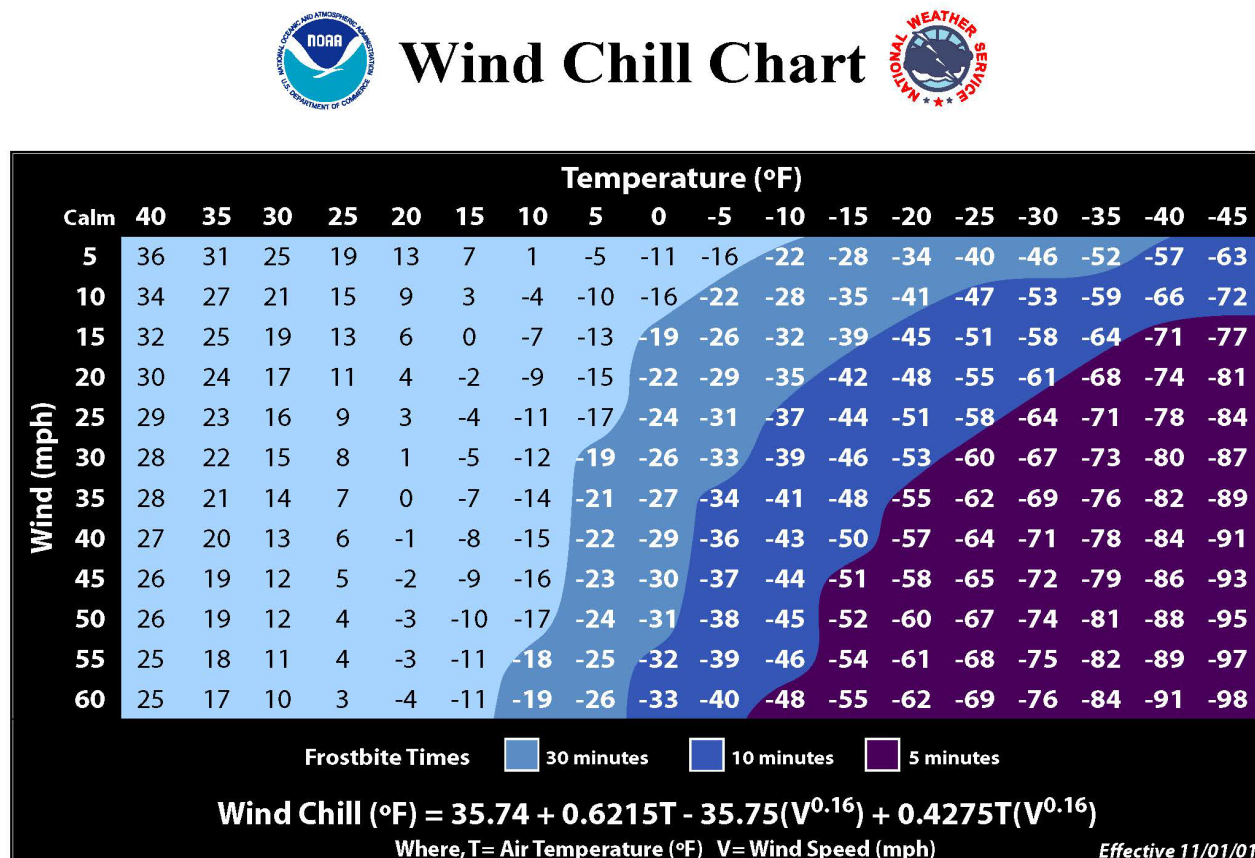
National Weather Service Wind Chill Temperature

The NWS Wind Chill Temperature (WCT) Index uses advances in science, technology, and computer modeling to provide an accurate, understandable, and useful formula for calculating the dangers from winter winds and freezing temperatures. The WCT index:

- Calculates wind speed at an average height of five feet, the typical height of an adult human face, based on readings from the national standard height of 33 feet, which is the typical height of an anemometer.
- Is based on a human face model.
- Incorporates heat transfer theory based on heat loss from the body to its surroundings, during cold and breezy/windy days.
- Lowers the calm wind threshold to three mph.
- Uses a consistent standard for skin tissue resistance.
- Assumes no impact from the sun (i.e., clear night sky).

To determine the wind chill temperature, find the value closest to your outside air temperature. Find the value that most closely represents your present wind speed. Your wind chill temperature is the value where lines drawn from the air temperature and wind cross. See **Figure 3**, the NWS Wind Chill Chart.

Figure 3: National Weather Service Wind Chill Chart



For more information and to use the Wind Chill Calculator, visit the [National Weather Service's Wind Chill website](#). For more information on cold weather products, see the [State Concept of Operations, Extreme Cold/Freeze](#) section.

Notification

The CSWC is used as a situational awareness pass through for information received daily by the NWS. NWS heat or cold/freeze information received by the CSWS is then:

- Forwarded to the OAs via the California Law Enforcement Telecommunications System (CLETS).
- Forwarded to third party distribution systems, the media, and subscribing emergency managers through the Emergency Digital Information System (EDIS).

Items which meet thresholds of immediate action are also verbally transmitted to OAs, Cal OES duty officers, and other essential personnel.

Appendix D: Resources and Supplies for Preparedness and Response

The following is a partial list of resources supplies that can assist in preparing for and responding to extreme temperatures:

Extreme Temperature Warning Resources and Supplies

- Public education pamphlets - preventive measures, symptoms, etc.
- Prepared press releases listing available resources and contact numbers.
- State facilities, including fairgrounds with temperature-controlled venues to act as warming centers.
- Portable generators to loan to nursing homes and senior housing complexes.
- A developed statewide list of companies that will donate goods.
- Ready to eat meals or commercial equivalents.
- Special dietary products for babies, older adults, and other special needs groups.
- Coupons that can be used at pre-identified stores to obtain ice, water, etc.
- Lists of volunteers to staff cooling/warming centers and check on special needs' populations.
- Lists of county cooling/warming centers.
- Lists of potential air conditioned or heated dormitory rooms available to house individuals and those with AFN.
- Lists of available vehicles and volunteers/personnel to transport heat or cold/freeze-impacted individuals with AFN.
- Pre-staged portable tables and chairs to accommodate clientele.
- Lists of facilities that can accommodate pets.
- Animal cages to house pets.
- Stockpiled animal food and water.
- Disposable dishes to serve animals.

- Portable regular and AFN showers.
- Regular, bariatric, and AFN cots.
- Available National Guard or other state resources for housing and care.

Heat Resources and Supplies

- Portable air conditioners and fans to loan where needed.
- Bottled water and assorted cold drinks.
- Identified sources for obtaining ice to distribute at cooling centers.
- Dry ice to assist community members with power disruptions.
- Bottled Pedialyte and adult equivalent.
- Cooling tents for setting up in state/county parks.

Cold/Freeze Resources and Supplies

- Portable heaters to loan where needed.
- Bottled water and other warm beverages.
- Identified and prepared sources for obtaining blankets to distribute at warming centers.
- Bottled/boxed fruit juices.
- Blankets, care kits, and other comfort items.

Appendix E: State Dissemination of Public Information

Increased readiness should begin when extreme temperatures are forecast. Cal OES coordinates statewide preparedness activities, including dissemination of preparedness information through media and in-person events with an emphasis on accessible messaging to older adults, individuals with disabilities, and anyone with access or functional needs. These events will include multiple levels of government, private entities, and NGOs, such as community, faith based, volunteer, and service organizations. Discussion groups at these events will assist in fine-tuning materials, developing delivery methods, reviewing and updating plans and procedures, and developing community-based partnerships. As extreme temperature weather increases consider a variety of strategies and methods for dissemination.

Seasonal Approach

Public information functions will address extreme temperatures using a seasonal approach:

- A heat awareness campaign during the month of May, or earlier in the event of forecasted heat events.
- An extreme cold/freeze conditions awareness campaign during the months of November to February, or earlier in the event of forecasted extreme cold/freeze conditions.

Public information messages should reinforce communications received from key state departments/agencies. Messages should be culturally appropriate and accessible to individuals with AFN considerations (e.g., vision and hearing impairment), and should be about:

- Heat or cold/freeze safety awareness for all populations, including workers.
- Heat or cold/freeze safety health tips.
- When to use 911 and hospital emergency departments.
- Checking on family, friends, and neighbors.
- Availability of resources for assistance and respite.

Outreach by State and Local Departments/Agencies

Public information should include the use of mass media and community education strategies, such as:

- Sending notification and prevention tips through schools, businesses, and associations.
- Posting public information tips at hospitals, medical offices, grocery stores, and community centers.
- Additional outreach to parks and recreation, sports and outdoor activity venues, senior and day care centers, and organizations serving non-English speakers.

All materials and messages should be coordinated with state departments/agencies with public health and safety responsibilities.

Free Media

- Public Service Announcements (PSAs).
- Media Advisories.
- Press Releases.
- Social Media Outlets (Facebook, Twitter, etc.).
- Opinion page editorials and guest columns.
- Guest spots on news programs, public affairs appearances, talk shows, etc.
- Community events/expos as feasible.
- Web sites with resources (Cal OES and other state departments/agencies,).
- Press conferences and news briefings.

Partnerships

- Partner with private sector businesses on promotional campaigns.
- Partner with AFN and older adult service organizations on heat safety awareness outreach materials.

- Partner with utility companies on extreme temperature safety awareness outreach materials.
- Partner with local government on regional promotions.

Speakers Bureau

Establishes a multi-department/agency speaker's bureau with subject matter experts on topics, such as issues related to older adults, individuals with disabilities, and anyone with access or functional needs.

Joint Information Center Activation

As extreme temperature warnings unfold, Cal OES OCCPA determines when to activate a JIC and bring together representatives from all responsible departments/agencies to coordinate crisis communications and public information (e.g., Cal OES, DHCS, CDSS, CDFA, and other key state and local departments/agencies). Previously developed extreme temperature warnings and pre-scripted materials should be distributed to local agencies prior to any excessive temperature event.

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Appendix F: Health Information and High-Risk Populations

Symptoms of Heat Exposure

Heat Exhaustion occurs when the body is dehydrated resulting in an imbalance of electrolytes.

- Symptoms - Headache, nausea, dizziness, cool and clammy skin, pale face, cramps, weakness, and profuse perspiration.
- First Aid - Move to a cooler spot, drink water with a small amount of salt added (one teaspoon per quart).
- Without Intervention - Can lead to collapse and heatstroke.

Heatstroke occurs when the body cannot perspire and overheats.

- Symptoms - Headache, nausea, face flushed, hot and dry skin, no perspiration, body temperature over 101°F, chills, and rapid pulse.
- First Aid – Move to a cooler spot as soon as possible, cool person immediately, wrap in a cool, wet sheet, and get medical assistance.
- Without Intervention - Can lead to confusion, coma, and death.

Symptoms of Cold/Freeze Exposure

Frostbite is a reaction to cold that can cause permanent harm.

- Symptoms - A white or grayish-yellow skin area, skin that feels unusually firm or waxy, and numbness.
- First Aid – Move to a warm spot as soon as possible.
 - Unless necessary, do not walk on feet or toes that show signs of frostbite - this increases the damage.
 - Do not rub the frostbitten area with snow or massage it at all - this can cause more damage.
 - Put the areas affected by frostbite in warm - not hot - water (the temperature should be comfortable to the touch for unaffected parts of the body).

- If warm water is not available, warm the affected area using body heat. For example, you can use the heat of an armpit to warm frostbitten fingers.
- Do not use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming. Affected areas are numb and can easily burn.
- Without intervention, frostbite may permanently damage the body part and in severe cases, can lead to amputation (removing the affected body part).

Hypothermia occurs when the body's temperature drops below 95°F.

- Symptoms - Confusion, dizziness, exhaustion, and shivering are signs of hypothermia. If you experience any of these symptoms, seek medical attention immediately.
- First Aid - Centers for Disease Control and Prevention (CDC) guidance on warming procedures:
 - Get the victim into a warm room or shelter. If the victim has on any wet clothing, remove it.
 - Warm the center of the body first - chest, neck, head, and groin - using an electric blanket, if available; or use skin-to-skin contact under loose, dry layers of blankets, clothing, towels, or sheets.
 - Warm beverages can help increase the body temperature, but do not give alcoholic beverages. Do not try to give beverages to an unconscious person.
 - After body temperature has increased, keep the person dry and wrapped in a warm blanket, including the head and neck.
 - Get medical attention as soon as possible.

High Risk Populations and Individuals with Access or Functional Needs

Situational and physical characteristics help to identify high risk populations that may not comfortably or safely access and use disaster resources. Government Code Section 8593.3 was added to the law in 2016 and broadly defines those with access and functional needs as:

“The access and functional needs population consists of individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

For more information on emergency preparedness and response best practices of the AFN community, visit the [Cal OES Office of Access and Functional Needs](#).

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Appendix G: Animal Vulnerabilities in Excessive Temperatures

Animals in the Extreme Heat

Dogs and cats are less efficient at cooling than humans. They are in danger of heat stroke at 110°F. Their 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.

Every year, People for the Ethical Treatment of Animals (PETA) receives reports of dogs, cats, and other animals who have died after being left in hot cars or outside during the summer months. **Table 2** shows the temperature change in a vehicle over time on a warm day:

Table 2: Temperature Changes in a Vehicle Overtime on a Warm Day

Outside Air Temperature	Minutes Inside Vehicle	Temperature in Vehicle
85° F	10 Min.	102° F
85° F	30 Min.	120° F
72° F	30 Min.	104° F
72° F	60 Min.	112° F

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, staggering gait, vomiting, or 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 (e.g., leash for dog, pet carrier for cats, etc.).

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.

Animals in Extreme Cold/Freeze

When the temperature outside drops below freezing (32°F), pets should be provided adequate protection from the elements. When the outside temperature and/or wind-chill drops below zero, then pets should have access to shelter with heat. Normal body temperature for a dog or cat is around 101°F. Animals experience hypothermia when their body temperature falls dramatically below their normal body temperature, which can lower metabolic rate and affect organ functions.

Signs of Hypothermia in Pets:

- Shivering.
- Respiratory depression.
- Lethargy.
- Weakness.
- The pet's gums turn pale or bluish.
- The pet experiences lack of coordination.
- Paralysis.
- Loss of conscious.
- Eventual cardiac arrest.

Treatment:

- Remove the pet from the elements immediately.
- Wrap the animal in a warm, dry blanket.
- Give the pet warm liquids or food.
- Dry any excess moisture from the animal's fur.
- Get the effected pet to a veterinary clinic immediately.

Livestock and Poultry in the Heat

Extreme heat can be hazardous to livestock, horses, and poultry. Reduced production, heat-related illnesses, even death can occur. During extreme heat, individuals who own livestock and poultry should observe the following:

- Producers should assure 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 power disruptions. 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 an excessive heat warning, dairy producers can use 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.

Livestock and Poultry in the Cold

Livestock and poultry are very resilient to winter temperatures. However, when severe winter hits suddenly, it can be a stress factor. During extreme cold, individuals who own livestock and poultry should observe the following:

- Livestock should be provided with windbreak and roof shelter, and monitored for signs of discomfort (extensive shivering, weakness, lethargy, etc.).
- It is very important that livestock be provided extra hay/forage/feed as the calories for normal body heat maintenance may double in extreme cold.
- It is critical that animals have access to drinking water. Usual water sources may freeze solid in low temperatures and dehydration can become a life-threatening factor. Many animals, especially the young, may not know how or cannot break several inches of ice to reach water. In general, animals tend to drink less in extreme cold, risking dehydration. Research with horses shows they will drink more water if it is warmed when weather is cold.
- Adding a warm sloppy bran mash, sloppy moistened beet pulp, or soaking pelleted feed in warm water is a good way to add water to a horse's diet and provide some comfort food in the cold weather.
- Special attention should be paid to very young and old animals. They may be less able to tolerate temperature extremes and have weaker immune systems.

Livestock and Poultry Mass Fatality

During an extreme temperature warning, if producers are experiencing difficulties or delays in having dead animals picked up by rendering companies, they should immediately contact their Agricultural Commissioner, their local office of emergency services, or office of environmental health to inform them of the situation. Local officials can assist with alternate methods of disposal, including evaluating the need for a proclamation of local emergency. Producers are encouraged to review the [Emergency Animal Disposal Guidance](#) on Cal EPA's website.

Appendix H: The Electrical Grid and the California ISO

The California Independent System Operator (ISO) is tasked with managing about 80 percent of the California electrical power grid, except in areas serviced by municipal utilities.

California Independent System Operator - The ISO is tasked with managing the power transmission grid that supplies most of California except in areas serviced by municipal utilities. There are times when supply margins are tight, especially during the summer when air conditioning drives up electricity demand. When that happens, the ISO initiates communications with the public to take actions to protect the grid reliability. Loss of generation or transmission equipment, peak electricity demand forecasts, and persistent heatwaves may trigger an emergency notification from the ISO.

Emergency Notifications – The ISO uses a series of emergency notifications to alert the public based on system conditions. Click to see the [CA ISO Emergency Notifications Fact Sheet](#). The emergency notifications are:

- Transmission Emergency - Declared for any event threatening or limiting transmission grid capability, including line or transformer overloads or loss.
- Energy Emergency Alert Watch - Analysis shows all available resources are committed or forecasted to be in use, and energy deficiencies are expected. Market participants are encouraged to offer supplemental energy. This notice can be issued the day before the projected shortfall or if a sudden event occurs.
- Energy Emergency Alert 1 - Real-time analysis shows all resources are in use or committed for use, and energy deficiencies are expected. Market participants are encouraged to offer supplemental energy and ancillary service bids. Consumers are encouraged to conserve energy.
- Energy Emergency Alert 2 - ISO requests emergency energy from all resources and has activated its emergency demand response program. Consumers are urged to conserve energy to help preserve grid reliability.
- Energy Emergency Alert 3 - ISO is unable to meet minimum Contingency Reserve requirements and controlled power curtailments are imminent or in progress according to each utility's emergency plan. Maximum conservation by consumers requested.

Utilities - Utilities generally attempt to provide outage information through automated notifications such as phone calls, text messages, emails, social media, mass media, and, if warranted, going door to door to inform customers and the public of electric power disruptions. For non-customers or account holders, some utilities have established a separate registry to receive notifications of potential power shutoffs.

Ongoing emergency coordination between city and county emergency managers and utility providers could enhance advance notification of electric disruptions and restoration coordination. In case of a Public Safety Power Shutoff (PSPS) program disruption, the utilities will also notify local public safety officials and the CSWC.

Electric Power Load Shedding

When the power system is under extreme stress due to heavy demand and/or failure of critical components, it is sometimes 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 blackout involves cutting service to selected customers for a predetermined period (usually not more than two 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.

California's investor-owned utilities may shut off electric power, referred to as de-energization or Public Safety Power Shutoffs (PSPS), as a measure of last resort to protect public safety during high-fire-threat events. Unlike rotating blackouts, areas being de-energized for a PSPS event should receive notifications prior to the de-energization as well as notifications when the restoration process begins and is concluded. Undefined cooling or warming centers are not covered by this rule and are not exempt from rotating power outages; however, Cal OES may request an exception from the utilities through the California Utilities Emergency Association (CUEA). There are no commonly defined criteria for cooling or warming centers. For more information on power disruptions, see the [Cal OES Electric Power Disruption Toolkit for Local Government](#).

Appendix I: Cooling or Warming Center Checklist

The following is a list of important and suggested criteria considerations for setting up a cooling or warming center:

Important Criteria	Applied (✓)
Air conditioning, heating, or equivalent (temperature maintained at maximum of 79°F or minimum of 68°F)	
Accessible to individuals with access or functional needs	
Ample seating appropriate to the jurisdiction	
Public restrooms accessible to individuals with AFN	
Access to potable water	
Access to 911 services	
Publicly advertised	
Parking stalls reserved for disabled access or placard parking	
Close proximity to public transit	
Suggested Criteria	Applied (✓)
Back-up generators	
Facility security	
Child friendly, with materials for children to play	
Communications, phone (including TDD/TTY), internet access, and language interpreters (e.g., telephonic translation services, video remote interpreting, etc.)	
Charging stations for mobile devices, assistive technology, power chairs, medical equipment, etc.	
Medical personnel, such as nurses and/or aides and first aid equipment and supplies.	
Mobility aids (e.g., wheelchairs, chairs with arms, walkers, etc.)	
24-hour, 7 days a week operation with outdoor lighting	
Large capacity	
Personnel assistance services for individuals with AFN (e.g., readers)	
Available televisions, books, radios, and games	
On demand transportation for those lacking their own, including wheelchair accessible services provided at no cost	

Important Criteria	Applied (✓)
Follow-up procedures for those in need of additional services (health care, social services, mental/behavioral health, etc.)	
Area for pets	
Veterinary resources available if needed	

Appendix J: Infectious Disease and Cooling/Warming Centers

Extreme temperatures are a major public health concern in California. Cooling/warming centers are used by many communities to protect health during extreme temperatures. However, the use of cooling/warming centers can potentially provide a route for the transmission of infectious diseases among both visitors and staff. Additionally, groups of individuals at higher risk for illness, such as older adults or those with underlying medical conditions, may have greater need to congregate at cooling/warming centers. This document provides guidance to support a safe, clean environment for members of the public and workers at facilities operated as cooling/warming centers.

Utility Assistance

- Consider implementing or expanding programs that provide utility assistance, such as the low-income home energy assistance program to limit shut offs due to financial insecurity.
- A temporary ban on utility shut offs during extreme cold/heat waves would allow individuals to stay home and continue using home heater or air conditioning.

Staff and Volunteers

- Plan for staff and volunteer absences.
- All staff should be screened for temperature and symptoms at the beginning of their shift.
- Provide personal protective equipment.
- Develop flexible attendance and sick-leave policies.
- Identify critical job functions and positions, and plan for alternative coverage by cross-training center staff.
- Be prepared to contact emergency officials (call 911) in the case of severe illness requiring medical assistance.

Physical Distancing

- Implement screening and alternative sites for symptomatic and asymptomatic individuals.
- Visitors and staff should be encouraged to wear cloth face coverings while in the center. The center is encouraged to have a supply of face coverings to distribute to anyone who arrives without one. Face coverings must not be shared.
- Maintain physical distancing, ideally at least six feet between individuals or family units.
- Separate furniture and create spaces for individual family units.
- Consider larger facilities to provide adequate space for physical distancing.
- If possible, provide alternative sites for those showing symptoms of illness (e.g., fever, cough, shortness of breath). This may be separate rooms within the centers or a space that can be used to accommodate visitors with symptoms and separate them from others.
- As space shortages arise, consider emergency alternatives such as using parked air-conditioned buses, trailers, or tents.
- Communities may also partner with closed businesses, such as movie theaters or shopping malls, as alternative cooling sites.

Air Filtration

- Centers should be equipped with air exchange systems and be in buildings with tall ceilings when possible.
- Utilize the highest efficiency filters that are compatible with the cooling center's existing HVAC system and adopt clean-to-dirty directional airflows.
- Ceiling fans with upward airflow rotation combined with upper-air ultraviolet germicidal irradiation (UVGI) disinfection systems can be utilized.
- When conditions allow (low humidity), shaded outdoor spaces with cross-draft airflow augmented by evaporative coolers may provide a safer alternative.

Cleaning

- Follow the CDPH [Effective Cleaning Strategies](#), and clean facilities if someone is sick.
- Continue routine cleaning and disinfection (every day if possible) with a focus on high touch surfaces, including those in common areas and bathrooms. All viruses can survive for several days on non-porous surfaces.

Communication

- Enhance communication about infectious disease onsite.
- Use health messages and materials developed by credible public health sources, such as your local and state public health departments or CDC.
- Share or post infectious disease posters and CDC Fact Sheets and keep your visitors informed about public health recommendations to prevent disease spread. Messaging may include:
 - Posting signs at entrances and in strategic places providing instruction on hand hygiene, respiratory hygiene, cough etiquette, and cloth face coverings.
 - Providing educational materials about infectious disease for non-English speakers, as needed.
 - Encouraging ill staff and volunteers to stay home (or be sent home if they develop symptoms while at the facility) to prevent transmitting the infection to others.
- Identify and address potential language, cultural, and disability barriers associated with communicating infectious disease information to workers, volunteers, and those visiting cooling/warming centers.

Prevention Supplies

- Provide infectious disease prevention supplies onsite at centers, if available.
- Have supplies on hand for staff, volunteers, and visitors, such as soap, alcohol-based hand sanitizers that contain at least 60% alcohol, tissues, trash liners, gloves, face shields, masks, and gowns.

- Visitors and staff should wear a cloth face covering, or if supplies are available, be given a clean disposable facemask, even if they are not showing any symptoms.
- Cloth face coverings should not be placed on young children under age two, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Place posters that encourage hand hygiene to help stop the spread of viruses at the entrance to the facility, at sinks in restrooms, and in other areas where they are likely to be seen.
- If water bottles are distributed at the center, ensure visitors do not share bottles or glasses and other drinking accessories.

This annex utilizes information from the [Center for Disease Controls COVID-19 and Cooling Centers](#) guidance and the [California Department of Public Health Guidance for Cooling Centers on COVID-19](#).

Appendix K: Authorities

Government Code Sections (within the Emergency Services Act, Chapter 7, Division 1, Title 2):

- [Section 8630\(a\)](#): A local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body.

The local health officer may proclaim a local emergency if he or she has been specifically designated to do so by ordinance adopted by the governing body of the jurisdiction.

- [Section 8558\(c\)](#): Local emergency means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by conditions such as air pollution, fire, flood, storm, epidemic, riot, drought, cyberterrorism, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California PUC.

It is possible to proclaim a local emergency for health-related reasons.

- [Section 8625](#): The Governor is hereby empowered to proclaim a state of emergency in an area affected or likely to be affected thereby when:
 - (a) The Governor finds that circumstances described in subdivision (b) of Section 8558 exist; and either
 - (b) The Governor is requested to do so (1) in the case of a city by the mayor or chief executive, (2) in the case of a county by the chairman of the board of supervisors or the county administrative officer; or
 - (c) The Governor finds that local authority is inadequate to cope with the emergency.

Government Code Section 8588.15:

Government Code [Section 8588.15](#) requires the incorporation of the disability community into the California Standardized Emergency Management System (SEMS) via representatives on the SEMS specialist committees and technical group. It also addresses funding needs for expanded emergency alerting technology in order to ensure early alert and warning to all the disability community, especially the blind, persons with sensory or cognitive disabilities, and/or vision impaired population. Early emergency alert information in emergencies and/or disasters is critical to the disability community, for example, in the case of mandatory evacuations.

Health and Safety Code Section:

- [Section 101040](#): Authority to take preventive measures during emergency. The local health officer may take any preventive measure that may be necessary to protect and preserve the public health from any public health hazard during any state of war emergency, state of emergency, or local emergency, as defined by Section 8558 of the Government Code, within his or her jurisdiction.

Preventive measure means abatement, correction, removal or any other protective step that may be taken against any public health hazard that is caused by a disaster and affects the public health.

The local health officer, upon consent of the county board of supervisors or a city governing body, may certify any public health hazard resulting from any disaster condition if certification is required for any federal or state disaster relief program.

- [Section 101475](#): Gives a city public health officer authority to take preventive measures to protect public health.

Appendix L: Definitions

Access and Functional Needs – As defined by Gov Code, §8593.3, consists of individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

Acclimatization - The process of becoming accustomed to a new condition (e.g., temperature, weather, altitude, physical environments, geographical environments, etc.).

Activation - 1) Initial activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency. 2) An event in the sequence of events normally experienced during most emergencies.

Agency - A division of government with a specific function offering a particular kind of assistance. In the Incident Command System (ICS), agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private sector organizations may be included. Additionally, NGO may be included to provide support.

Balancing Authority - A balancing authority is responsible for operating a transmission control area. It matches generation with load and maintains consistent electric frequency of the grid, even during extreme weather conditions or natural disasters.

Communication(s) - Process of transmitting information through verbal, visual, written, or symbolic means.

Contingency Plan - Refers to a subset of an existing emergency plan focused on addressing the particulars of a specific emergency scenario (e.g., earthquake, flood, etc.).

Cooling Center(s) - Facilities that are made available by public, private, and volunteer organizations as a heat relief station. There is no agreement that these facilities will be exempt from power outages.

Coordination Center - Term used to describe any facility used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Department Operations Center (DOC) - An Emergency Operations Center (EOC), specific to a single department or agency where the focus is on internal agency incident management and response. They are often linked to and, in most cases, are physically represented in a combined agency EOC by authorized agent(s) for the department or agency.

Disaster(s) - A sudden calamitous emergency event bringing great damage, loss, or destruction.

Emergency - Any incident(s), whether natural or human-caused, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Operations Center (EOC) - The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally take place. An EOC may be a temporary facility or may be in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

Emergency Plan(s) - As defined in Government Code §8560 (a) Emergency Plans means those official and approved documents which describe the principles and methods to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, the emergency services of governmental agencies, mobilization of resources, mutual aid, and public information.

Emergency Response Agency - Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

Energy Emergency Alert Watch - Analysis shows all available resources are committed or forecasted to be in use, and energy deficiencies are expected. Market participants are encouraged to offer supplemental energy. This notice can be issued the day before the projected shortfall or if a sudden event occurs.

Energy Emergency Alert 1 - Real-time analysis shows all resources are in use or committed for use, and energy deficiencies are expected. Market participants are encouraged to offer supplemental energy and ancillary service bids. Consumers are encouraged to conserve energy.

Energy Emergency Alert 2 - ISO requests emergency energy from all resources and has activated its emergency demand response program. Consumers are urged to conserve energy to help preserve grid reliability.

Energy Emergency Alert 3 - ISO is unable to meet minimum Contingency Reserve requirements and controlled power curtailments are imminent or in progress according to each utility's emergency plan. Maximum conservation by consumers requested.

Evacuation - Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

Excessive Heat Warning - An excessive heat warning means that many individuals can be affected, some seriously, by heat if precautions are not taken.

Excessive Heat Watch - An NWS product that is issued 36-48 hours prior to an event to give advance notice of the possibility of excessively hot conditions. Criteria match those of an Excessive Heat Warning.

Extreme Temperatures - Environmental temperatures (low or high) that are often slower to develop, taking several days of continuous, oppressive extreme temperatures before a significant or quantifiable impact is seen.

Federal - Of or pertaining to the federal government of the United States of America.

Freeze - A freeze is when the surface air temperature is expected to be 32°F or below over a widespread area for a climatologically significant period of time.

Freeze/Hard Freeze Warnings - Surface temperatures are expected to drop below freezing over a large area for an extended period of time, regardless of whether or not frost develops.

Freeze/Hard Freeze Watch - A Freeze Watch is issued when there is a potential for significant, widespread freezing temperatures within the next 24-36 hours and may be issued in the autumn until the end of the growing season (marked by the occurrence of first widespread freeze).

Hazard - Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Heat Advisory - A heat advisory means that some individuals can be affected by heat if precautions are not taken.

Heat Cramps - Symptoms: painful spasms usually in leg muscles and possibly the abdomen, and heavy sweating.

Heat Exhaustion - Symptoms: heavy sweating, weakness, cold, pale and clammy skin, possible fainting, and vomiting. Normal temperature is possible.

Heat Index - A factor used to determine how hot it feels based on temperature and relative humidity. Heat index values can be up to fifteen degrees higher with exposure to direct sunlight. Heat index values assume calm wind conditions. Hot dry winds can also increase heat index factors. NWS has determined that the HI is no longer representative of California's climate. Individuals in all levels of government, the private sector, non-profit, and community-based organizations are now urged to utilize HeatRisk as the NWS product of choice.

Heat Island - An urban area having a higher average temperature than its rural surrounding due to the greater absorption, retention, and generation of heat by its buildings, pavements, and human activities.

Heat Warning - An excessive heat warning means that many individuals can be affected, some seriously, by heat if precautions are not taken.

HeatRisk - The NWS is producing experimental forecasts which provide daily guidance on potential heat risks, out to 7 days. This risk is assessed by comparing the official NWS temperature forecast to local thresholds which change through the year based on climatology.

Heat Stroke - An individual medical condition with symptoms of high body temperature (106°F or higher), hot, dry skin, rapid and strong pulse, and possible unconsciousness.

Heat Wave (Extreme / Excessive Heat Event) - When temperatures reach 10°F or greater above the average high temperature for the region, last, or predicted to last, for a prolonged period of time. A heat wave is often accompanied by high humidity.

Incident Command System (ICS) - A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

Joint Information Center - A centralized facility for coordinating an organized, integrated, release of critical emergency information, crisis communications and public affairs functions, which is timely, accurate, and consistent.

Local Emergency - As defined in [Government Code Section 8558 \(c\)](#) local emergency means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission (CPUC).

Local Government - As defined in SEMS regulations, is a city, county, city and county, school district, or special district.

Mitigation - Provide a critical foundation in the effort to reduce the loss of life and property from natural and/or human-caused disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage,

reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mutual Aid Agreements and/or Assistance Agreements - Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

National Incident Management System (NIMS) - Provides a systematic, proactive federal approach guiding government agencies at all levels, the private sector, and NGO to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, to reduce the loss of life or property and harm to the environment.

Non-Governmental Organizations (NGO) - An entity with an association based on the interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with the government. Such organizations serve a public purpose, not a private benefit. Examples of NGO include faith-based charity organizations and the American Red Cross.

Operational Area (OA) - As defined in Government Code [Section 8559 \(b\)](#), an operational area is an intermediate level of the state emergency services organization, consisting of a county and all political subdivisions within the county area.

Organization - Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or nongovernmental organizations.

Partner emails - Emails distributed by the National Weather Service to alert governmental and other response agencies containing weather forecasting notification information, charts, maps, graphs, and any other pertinent situational awareness information.

Private Sector - Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

Protocols - Sets of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

Public Information - Processes, procedures, and systems for communicating timely, accurate, and accessible information on the incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Public Information Officer (PIO) - A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Public Safety Power Shutoff (PSPS) – A preventative measure of last resort if an electric utility reasonably believes that there is an imminent and significant risk that strong winds may topple power lines or cause major vegetation-related issues leading to increased risk of fire.

Relative Humidity - the ratio of the partial pressure of water vapor to the equilibrium vapor pressure of water at a given temperature. Relative humidity depends on temperature and the pressure of the system of interest. The same amount of water vapor results in higher relative humidity in cool air than warm air.

Rolling or Rotating Blackout - A process of cutting off service to selected customers for a predetermined period (usually not more than two hours) to retain the integrity of the power grid.

Social Vulnerability Index (SVI) – A tool developed by the CDC that evaluates social factors in a community, such as poverty, lack of access to transportation, and crowded housing that may weaken that community's ability to prevent human suffering and financial loss in a disaster. The Agency for Toxic Substances and Disease Registry (ATSDR) and the GRASP created SVI databases to help emergency response planners and public health officials identify and map communities that will most likely need support before, during, and after a hazardous event.

Stafford Act - The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) establishes the programs and processes for the federal government to provide disaster and emergency assistance to states, local governments, tribal nations, individuals, and qualified private nonprofit organizations. The provisions of the Stafford Act cover all hazards including natural disasters and terrorist events. Relevant provisions of the Stafford Act include a process for Governors to request federal disaster and emergency

assistance from the President. The President may declare a major disaster or emergency.

Standardized Emergency Management System (SEMS) - A system required by California Government Code and established by regulations for managing response to multiagency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: field response, local government, operational area, region, and state. Based upon the Incident Management System (ICS), the Multi-Agency Coordination System (MACS), the OA concept, and the Master Mutual Aid Agreement and related mutual aid systems.

State Operations Center (SOC) - The SOC is operated by the California Governor's Office of Emergency Services at the State Level in SEMS. It is responsible for centralized coordination of state resources. It is also responsible for providing updated situation reports to the Governor and Legislature.

State Emergency Plan - As defined in [Government Code Section 8560 \(b\)](#), the State of California Emergency Plan as approved by the Governor. Where in effect as defined in Government Code §8568, the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof.

State of Emergency - As defined in [Government Code Section 8558 \(b\)](#), state of emergency means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by conditions such as air pollution, fire, flood, storm, epidemic, riot, drought, cyberterrorism, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a state of war emergency, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the CPUC.

A state of emergency proclamation by the Governor is warranted when:

- There exists conditions of disaster or of extreme peril to the safety of persons, which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California PUC [Government Code Sections [8558\(b\)](#) and [8625](#)]; or
- The Governor is requested to do so by the mayor of a city or the chairman of the county board of supervisors or the county administrative officer; or
- The Governor finds that local authority is inadequate to cope with the emergency; and
- Local emergency response costs are significant to make these costs eligible for reimbursable under the California Disaster Assistance Act or as a prerequisite for a request for federal disaster assistance for state and local governments.

Warming Centers - a short-term emergency shelter that operates when temperatures or a combination of precipitation, wind chill, wind and temperature become dangerously inclement.

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Appendix M: Acronyms List

Acronyms used throughout this plan and their full names are listed below as they appear in the document:

ADA	American Disabilities Act
AFN	Access and Functional Needs
ATSDR	Agency for Toxic Substances and Disease Registry
APD	Adult Programs Division (part of CDSS)
BANC	Balancing Authority of Northern California
BCHS	Business, Consumer Services, and Housing Agency
CAHAN	California Health Alert Network
CA ISO	California Independent System Operator
CAPA	California Association of Public Authorities
Cal OES	California Office of Emergency Services
CalEPA	California Environmental Protection Agency
Caltrans	California Department of Transportation
CalWORKs	California Work Opportunity and Responsibility to Kids
CCLD	Community Care Licensing Division (part of CDSS)
CDA	California Department of Aging
CDE	California Department of Education
CDFA	California Department of Food & Agriculture
CDPH	California Department of Public Health
CDSS	California Department of Social Services
CERT	Community Emergency Response Team
CFILC	California Foundation for Independent Living Centers
CHHSA	California Health and Human Services Agency
CLETS	California Law Enforcement Telecommunications System
CMD	California Military Department (Cal Guard)
CPUC	California Public Utilities Commission

CSBG	Community Service Block Grants
CSD	Community Services & Development
CSWC	California State Warning Center
CUEA	California Utilities Emergency Association
DDS	Department of Developmental Services
DGS	Department of General Services
DHCS	Department of Health Care Services
DOC	Department Operations Center
DOR	Department of Rehabilitation
DSB	Disaster Services Branch (part of CDSS)
DSH	Department of State Hospitals
D-SNAP	Disaster Supplemental Nutrition Assistance Program
EDD	Employment Development Department
EDIS	Emergency Digital Information System
EFAP	Emergency Food Assistance Program
EIDL	Economic Injury Disaster Loans
EMPG	Emergency Management Program Grant
EMSA	California Emergency Medical Services Agency
EOC	Emergency Operations Center
EPO	Emergency Preparedness Office (part of CDPH)
FEMA	Federal Emergency Management Agency
GRASP	Geospatial Research, Analysis, and Services Program
HCD	Department of Housing and Community Development
HI	Heat Index
IA	Individual Assistance
ICF	Intermediate Care Facilities
ICS	Incident Command System
IDE	Initial Damage Estimates

IHSS/APS	In-Home Supportive Services/Adult Protective Services
IID	Imperial Irrigation District
ILC	Independent Living Centers
ISO	California Independent System Operator
LAC	Local Assistance Center
LADWP	Los Angeles Department of Water & Power
LEMSA	Local Emergency Medical Services Agency
LIHEAP	Low Income Home Energy Assistance Program
LIHWAP	Low Income Household Water Assistance Program
LIWP	Low Income Weatherization Program
MACs	Multi-Agency Coordination
MARAC	Mutual Aid Regional Advisory Committee
MHOAC	Medical Health Operational Area Coordinator
MHP	Mental Health Practitioner
MHRC	Mental Health Regional Coordinator (Center)
NGOs	Non-Governmental Organizations
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NWS	National Weather Service
OA	Operational Area
OAFN	Cal OES Office of Access and Functional Needs
OCCPA	Cal OES Office of Crisis Communications and Public Affairs
OEHHA	California Office of Environmental Health Hazard Assessment
OPA	Office of Public Affairs (part of CDPH)
PDA	Preliminary Damage Assessment
PHF	Psychiatric Health Facilities
PIO	Public Information Office (Officer)
PSAs	Public Service Announcements

PUC	Public Utilities Commission
RDMHC	Regional Disaster Medical Health Coordinator
RDMHS	Regional Disaster Medical Health Specialist
SBA	Small Business Administration
SBC	Southern Baptist Convention
SEMS	Standardized Emergency Management System
SNFs	Skilled Nursing Facilities
SOC	State Operations Center (Cal OES)
SRO	Single Resident Occupancy
TID	Turlock Irrigation District
TTY / TDD	Teletype / Telecommunications Device for the Deaf
UCG	Unified Coordination Group
USDA	US Department of Agriculture
WALC	Western Area Power Administration, Lower Colorado

Appendix N: Helpful Resources and Web Site References

- *State of California Emergency Plan & Emergency Support Functions* at <https://www.caloes.ca.gov/office-of-the-director/operations/planning-preparedness-prevention/planning-preparedness/state-of-california-emergency-plan-emergency-support-functions/>
- *The 2018 California State Hazard Mitigation Plan (SHMP)* at https://www.caloes.ca.gov/wp-content/uploads/002-2018-SHMP_FINAL_ENTIRE-PLAN.pdf
- *Cal/OSHA heat illness prevention regulations and related information* at <http://www.dir.ca.gov>
- *Electric Power Disruption Toolkit for Local Government*, Office of Emergency Services, June, 2012 at <https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/Electric-Power-Disruption-Toolkit-January-2020-FINAL.pdf>
- *NWS Experimental HeatRisk: Identifying Potential Heat Risks in the Seven Day Forecast Excessive Heat Events Website* at <https://www.wrh.noaa.gov/wrh/heatrisk/>
- *Heat wave: A Major Summer Killer*, NWS Publication, http://www.nws.noaa.gov/om/brochures/heat_wave.shtml
- *California Department of Food and Agriculture Animal Disease Emergency Management Program* on the CDFA website https://www.cdafa.ca.gov/AHFSS/Animal_Health/Emergency_Management.h
- *California Department of Public Health Effective Cleaning Strategies September 26, 2018* <https://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/EnvironCleanEffectiveCleaningStrategies.aspx>
- *Center for Disease Controls COVID-19 and Cooling Centers*, April 11, 2020 <https://www.cdc.gov/coronavirus/2019-ncov/php/cooling-center.htm>
- *California Department of Public Health Guidance for Cooling Centers on COVID-19*, <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/GuidanceforCoolingCenters.aspx>.

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<https://svi.cdc.gov/factsheet.html>.
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