Webinar will start momentarily...

**HOT, HOT, HOT**

Extreme Heat Planning

Learn:
- Roles and responsibilities of City/County
- Coordination activities
- Community Support
- Reducing risk
- Public Information and spreading the word

Tuesday, July 26 11:00 a.m.-12:30 p.m.
MyShake™ App

Download on the App Store
GET IT ON Google Play

iPhone

Android

An earthquake has been detected
SHAKING EXPECTED

DROP! COVER! HOLD ON!

Google Maps NOAA Radar Pro Box Translate
When Seconds Count
Earthquake Safety for the Home

Resources:
www.cadresv.org/earthquake

Request Presentations:
earthquake@cadresv.org
408-577-2175

English | ASL | Spanish | Vietnamese | Korean | Tagalog | Chinese | Amharic | Hindi | Portuguese | Russian and more!
Extreme Heat Planning

July 26, 2022
Welcome

Welcome and Introductions
– Housekeeping and ACCESS Coordinator for today
– Zoom basics and etiquette
Session Objectives

Inform the whole community about existing Extreme Heat planning by:

• Explaining the risks
• Outlining the Roles and Responsibilities of County Departments during Heat Emergency preparedness/response
• Describing how OSH, San Jose and others coordinate activities
• Offering recommendations for how the community can reduce the risks
• Identifying additional methods to amplify the message in the community to reach more people
• Exploring opportunities for collaboration
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Partnership Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
Medical Examiner-Coronor [ME-C]: Our role in Extreme Heat Events

CADRE WEBINAR
MICHELLE A. JORDEN, MD
CHIEF MEDICAL EXAMINER-CORONER
Our Mission Statement

▪ To serve the community by conducting objective medicolegal death investigations in a compassionate manner into all deaths which fall under the jurisdiction of the Santa Clara County Medical Examiner-Coroner’s Office
What is heat-related illness

- When the body can no longer compensate for the heat load
  - Loss of heat through conversion of liquid to vapor (sweating)
  - Flow of heat from the body surface (convection)
  - Transfer of body heat to a cooler solid object (conduction)
  - Transfer of heat to air (radiation)

- Heat stress – nausea, vomiting, headache, dizziness, thirst

- Heat stroke (hyperthermia)
  - Rectal temperature of 105-106°F or higher

- Two settings:
  - Acute - exertion in high temperatures, working outside in extreme heat
  - Prolonged heat wave – usually deaths occur toward end of wave
Symptoms of heat stroke include:

- Confusion, altered mental status, slurred speech
- Loss of consciousness (coma)
- Hot, dry skin or profuse sweating
- Seizures
- Very high body temperature
- Fatal if treatment delayed
ME-C Office response

- ME-C Investigators receive written/verbal correspondence on potential heat and cold related weather trends by the Chief Medical Examiner and/or Chief ME-C Investigator
- Investigators investigate potential heat related deaths
- Scene response:
  - ME-C vehicles are equipped with thermometers that can register ambient temp
  - Scene and deceased body are examined including recording of body core temperature
  - If temperature is elevated and/or body is unusually warm to touch, Investigator will alert on call doctor, Chief ME-C and Chief Investigator
- Potential heat and cold related deaths are monitored by the Chief ME-C
Potential heat related deaths undergo examination by the doctor.

Doctor takes into consideration exam findings and other postmortem ancillary tests:
- Autopsy findings are non-specific:
  - Evidence of dehydration
  - Evidence of other co-morbidities (heart disease)
  - Evidence of alcohol or drug intoxication

and
- Scene findings = environmental temperature along with body core temperature
Communication

▪ Chief ME-C reports all potential heat related deaths. The Chief ME-C reviews all heat-related cases to try and identify possible risk factors or other findings, which may assist with effective preventive messaging.

▪ ME-C participates in Office of Emergency Management calls
  ▪ Participate in managing emergency communication
What have we learned

- Anyone who is spending time in extreme heat is vulnerable to heat-related illness.
  - Stay hydrated (if profuse sweating, we recommend complementing electrolytes with hydration)
  - Wear clothes appropriate for the weather
  - Wear a hat and sunscreen
  - Stay cool and seek shelter (shade)

- The elderly and infants are at risk for heat related illness
  - Pets
  - Automobiles can reach peak internal temperature in 15 mins when windows are closed (130°F)

- Individuals may have limited income and may not use or have fans or air conditioners
  - Seek cooling centers, fountains, water
What have we learned, continued

- Elderly who live alone are vulnerable to heat stress/stroke
  - Check on and call your elderly neighbors
  - Discourage the elderly from being outside in peak temperatures

- Stimulant drugs can increase body core temperatures and can be dangerous in the presence of elevated environmental temperature
  - Alcohol

- Importance of hydration + electrolyte supplementation especially with prolonged sweating (unhoused)

- Lack of sweating is an ominous sign
Contact Information

▪ **Medical Examiner-Coroner Office**
  County of Santa Clara
  MECAdmin@mec.sccgov.org
  408-793-1900

▪ **Chief Medical Examiner-Coroner**
  Michelle.Jorden@mec.sccgov.org
  408-793-1900
• Medical Examiner Coroner
  — Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  — Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  — Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  — Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  — Jan Bernstein Chargin, Board Chair

• Sourcewise
  — Linda Phillips, Director Community Development

• Santa Clara County OEM
  — Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  — Jay Hernandez, Participating Manager

• National Weather Service
  — Brian Garcia, Meteorologist

• CADRE
  — Marsha Hovey, Executive Director
Overview:
Excessive Heat Response Annex

County of Santa Clara

July 2022
County of Santa Clara
Office of Emergency Management

Agenda

• Background
• Activation Process
• Operational Area Coordination
• Status of Annex

EXCESSIVE HEAT RESPONSE ANNEX
HAZARD SPECIFIC ANNEX TO THE COUNTY EMERGENCY OPERATIONS PLAN

Office of Emergency Services
County of Santa Clara & Santa Clara County Fire
55 W. Younger Ave., San Jose, CA

JULY 28, 2017
Purpose
• The purpose of the Excessive Heat Annex is to provide “a framework for coordinating actions to be taken prior to and during an excessive heat event...to ensure that all departments, agencies, and partners within the county are provided centralized information that will aid in the development of further local plans, as well as provide key information required to successfully mitigate the adverse impacts of an excessive heat event.”

Background
• Extremely hot weather can result in ailments with little warning.
• Vulnerable populations are primarily at risk for adverse effects from excessive heat.
• County OEM has identified “triggers” based on standards set by the National Weather Service
## Activation Process

<table>
<thead>
<tr>
<th>NWS Product</th>
<th>OEM Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook</td>
<td>OEM will begin monitoring temperatures.</td>
</tr>
<tr>
<td>Watch</td>
<td>OEM will disseminate NWS data to OA partners and make any necessary alerts/notifications</td>
</tr>
<tr>
<td>Advisory</td>
<td>OEM should host a coordination call</td>
</tr>
<tr>
<td>Warning</td>
<td>County should consider opening additional facilities as shelters – depending on the heat index, overnight recovery, and duration of the event.</td>
</tr>
</tbody>
</table>
Operational Area Coordination

- Conference Calls
- Situation Overview
- Current status of agency
- Current or planned actions (i.e., outreach, cooling center, public messaging, etc.)
- Resource needs
Status of Excessive Heat Annex

- Discussion around lead agency.
- New OSH staff.
County of Santa Clara
Office of Emergency Management

Contact Information

Darrell Ray, MPS, CEM
Deputy Director
Office of Emergency Management
County of Santa Clara
Darrell.ray@oem.sccgov.org
408-808-7800

Duty Officer
Office of Emergency Management
County of Santa Clara
dutyofficer@oem.sccgov.org
408-808-7800
 Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM
  Deputy Director

• **Office of Supportive Housing**
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta,
  Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin,
  Board Chair

• Sourcewise
  – Linda Phillips, Director
  Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez,
  Participating Manager

• National Weather Service
  – Brian Garcia,
  Meteorologist

• CADRE
  – Marsha Hovey,
  Executive Director
OFFICE OF SUPPORTIVE HOUSING – EXTREME HEAT

Crisis Response Team
Mission

The Office of Supportive Housing’s (OSH’s) mission is to increase the supply of housing and supportive housing that is affordable and available to extremely low income and/or special needs households.

OSH supports the County mission of promoting a healthy, safe, and prosperous community by ending and preventing homelessness.
OSH Emergency Preparedness and Response

OSH receives notification from the Santa Clara County Office of Emergency Management (OEM) about impending:

- Extreme Cold/Rain “Inclement Weather”
- Extreme Heat
- Other Emergencies and Disasters – Fire/Pandemic/Earthquake, etc.

Upon identification of hazard(s) likely to impact unsheltered persons, OSH requests OEM to convene and facilitate Operational Area calls with key county departments and jurisdictions to seek assistance from partners to provide resources and services to impacted populations.
OSH – What we do

- Communication with partners; SCC Alert messages
- Coordination of Resources
- Outreach Coordination
OSH Operations – Communication and Coordination of Resources

Communication

- Manage emergency communication, including situation status to service providers and stakeholders
- Develop and support dissemination of SCC alert text messages to unsheltered subscribers

Coordination of Resources

- Coordinate resource requests and support delivery of supplies to service providers and partner organizations
Outreach Coordination

- Coordinate outreach services with providers (Teams meetings, email, text, calls)
- Coordinate and support shelters county-wide to maximize utilization, receive census updates and monitor bed availability (meetings at 9am and 5pm, or as needed)
- Coordination of after-hours (5pm to 9pm) outreach as needed
- Provide support for after-hours transportation to outreach teams
OSH Crisis Response Team (CRT)

OSH led the County’s unprecedented efforts for Isolation, Quarantine and Mass Care Sheltering through the COVID-19 pandemic.

The OSH Crisis Response Team (CRT) is committed to supporting our community-based partners in building our capacity and resilience together for all members of our community.

Thank you for your service.
Office of Supportive Housing

Crisis Response Team
Michelle Covert  michelle.covert@hhs.sccgov.org
Linda Jones  linda.jones@hhs.sccgov.org
Kathleen Conley  kathleen.conley@hhs.sccgov.org

OSH 408-278-6400
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
Unhoused Challenges

- Minimal protection from elements
- Limited cell phone access
- No running water
- No refrigeration
- Little electricity
Unhoused Challenges

Barriers to the use of cooling centers:

- Distance/transportation
- Limited hours
- Pets
- Fear of belongings being stolen if unguarded
- Disabilities- anxiety, PTSD, mobility
Unhoused Challenges

Outreach challenges:

• Distrust of institutions
• Can be hard to find if not at shelter
• May not be at same place every day
• Phones not available or not working
• Limited internet access
• Language barriers
Speakers

- **Medical Examiner Coroner**
  - Dr. Michelle Jorden, Chief Medical Examiner

- **Santa Clara County OEM**
  - Darrell Glen Ray, CEM Deputy Director

- **Office of Supportive Housing**
  - Kathleen Conley, Senior Emergency Planning Coordinator

- **City of San Jose Department of Housing**
  - Vanessa Baretta, Homelessness Response Team

- **PitStop Outreach**
  - Jan Bernstein Chargin, Board Chair

- **Sourcewise**
  - Linda Phillips, Director Community Development

- **Santa Clara County OEM**
  - Kia Xiong, Emergency Risk Communications Officer

- **2-1-1 Bay Area**
  - Jay Hernandez, Participating Manager

- **National Weather Service**
  - Brian Garcia, Meteorologist

- **CADRE**
  - Marsha Hovey, Executive Director
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
PUBLIC INFORMATION AND OUTREACH

Excessive Heat Response Annex

Presented by
Kia Xiong
Emergency Risk Communications Officer
Overview

- Joint Information System (JIS)
- Public Information Officer Roles and Responsibilities
- Who We Are Trying To Reach
- Communication Channels
- Reaching Our AFN Community
- Community Partnerships
- Q&A
- Contact Information
JOINT INFORMATION SYSTEM (JIS)

• What is the Joint Information System?
  o Network of Public Information Officers (PIO)

• Purpose of the JIS
  o Coordinate emergency and crisis communication.

- Emergency Communications Annex or https://emergencymanagement.sccgov.org/sites/g/files/exjcpb261/files/annex/EMERGENCY%20COMMUNICATIONS%20ANNEX_FINAL.pdf
PIO ROLES AND RESPONSIBILITIES

• Lead Public Information Officer (PIO) for extreme heat events

• Roles
  o OEM Public Information Officer
    ▪ Develop key message
    ▪ Cooling Center
    ▪ Respond to media and public inquiries.

  o OCPA Public Information Officer
    ▪ Support OEM PIO
    ▪ Facilitate and coordinate media interviews for OEM’s PIO.

  o Office of Supportive Housing
    ▪ Deploy outreach teams to unsheltered communities
    ▪ Respond to media and public inquiries
WHO WE ARE TRYING TO REACH

- **Primary**
  - Persons with access and functional needs
    - Individuals with limited English proficiency
    - Physical and cognitive disabilities
    - Older adults
    - Unsheltered

- **Secondary**
  - General public
COMMUNICATION CHANNELS

• OEM’s Communications Channels
  o Operational Area Joint Information System
  o County Joint Information System
  o Partners
  o Facebook: [www.facebook.com/sccoem](http://www.facebook.com/sccoem)
  o Instagram: [www.instagram.com/santaclaracountyemergencies](http://www.instagram.com/santaclaracountyemergencies)
  o Twitter: [www.twitter.com/SCCOEM](http://www.twitter.com/SCCOEM)
  o Nextdoor: [https://nextdoor.com/city/feed/](https://nextdoor.com/city/feed/) (Must join neighborhood to view page)
REACHING OUR AFN COMMUNITY MEMBERS

• Whole Community Approach

• Partners
  o Operational Area
  o Community Based Organizations (CBO)
  o Faith Based Organizations (FBO)

• Join our network by emailing kia.xiong@oem.sccgov.org.
  o Include:
    ▪ First name
    ▪ Last name
    ▪ Name of organization
    ▪ Email
    ▪ Primary phone number
    ▪ Secondary phone number
    ▪ URL
COMMUNITY RESOURCES

• Hot Weather Safety Resources
  o Ready: www.ready.gov/heat
  o Office of Emergency Management: www.PrepareSCC.org/HotWeather
  o Office of Supportive Housing: https://osh.sccgov.org/home
  o Santa Clara County Fire Department: www.sccfd.org
  o Cal Fire: www.fire.ca.gov
  o National Weather Service: www.weather.gov
  o PG&E Public Safety Power Shutoff: www.pge.com/psp
CONTACT INFORMATION

Kia Xiong
Emergency Risk Communications Officer
Office of Emergency Management
County of Santa Clara
kia.xiong@oem.sccgov.org
408-808-7800

Duty Officer
Office of Emergency Management
County of Santa Clara
dutyofficer@oem.sccgov.org
408-808-7800
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner

• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director

• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator

• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team

• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair

• Sourcewise
  – Linda Phillips, Director Community Development

• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer

• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager

• National Weather Service
  – Brian Garcia, Meteorologist

• CADRE
  – Marsha Hovey, Executive Director
Speakers

• Medical Examiner Coroner
  – Dr. Michelle Jorden, Chief Medical Examiner
• Santa Clara County OEM
  – Darrell Glen Ray, CEM Deputy Director
• Office of Supportive Housing
  – Kathleen Conley, Senior Emergency Planning Coordinator
• City of San Jose Department of Housing
  – Vanessa Baretta, Homelessness Response Team
• PitStop Outreach
  – Jan Bernstein Chargin, Board Chair
• Sourcewise
  – Linda Phillips, Director Community Development
• Santa Clara County OEM
  – Kia Xiong, Emergency Risk Communications Officer
• 2-1-1 Bay Area
  – Jay Hernandez, Participating Manager
• National Weather Service
  – Brian Garcia, Meteorologist
• CADRE
  – Marsha Hovey, Executive Director
Speakers

- Medical Examiner Coroner
  - Dr. Michelle Jorden, Chief Medical Examiner
- Santa Clara County OEM
  - Darrell Glen Ray, CEM Deputy Director
- Office of Supportive Housing
  - Kathleen Conley, Senior Emergency Planning Coordinator
- City of San Jose Department of Housing
  - Vanessa Baretta, Homelessness Response Team
- PitStop Outreach
  - Jan Bernstein Chargin, Board Chair
- Sourcewise
  - Linda Phillips, Director Community Development
- Santa Clara County OEM
  - Kia Xiong, Emergency Risk Communications Officer
- 2-1-1 Bay Area
  - Jay Hernandez, Participating Manager
- National Weather Service
  - Brian Garcia, Meteorologist
- CADRE
  - Marsha Hovey, Executive Director
Website Resources
Discussion

Is there anyone else providing support?

Any offers of support?

Any ideas for support?
Interdependencies

• Airport Closure
  – Tarmac melting

• Power Outages
  – Rotating, Unplanned, PSPS

• Equipment Failure
  – ATMs not working
  – Generators could overheat
  – Water pumps may fail
## Resources

### NWS Heat Index

<table>
<thead>
<tr>
<th>Temperature (°F)</th>
<th>NWS Heat Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>82</td>
<td>82</td>
</tr>
<tr>
<td>84</td>
<td>84</td>
</tr>
<tr>
<td>86</td>
<td>86</td>
</tr>
<tr>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>92</td>
<td>92</td>
</tr>
<tr>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td>96</td>
<td>96</td>
</tr>
<tr>
<td>98</td>
<td>98</td>
</tr>
<tr>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>102</td>
<td>102</td>
</tr>
<tr>
<td>104</td>
<td>104</td>
</tr>
<tr>
<td>106</td>
<td>106</td>
</tr>
<tr>
<td>108</td>
<td>108</td>
</tr>
<tr>
<td>110</td>
<td>110</td>
</tr>
</tbody>
</table>

### Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity

- **Caution**
- **Extreme Caution**
- **Danger**
- **Extreme Danger**

- **OgS&a**: Occupational Safety Health Administration
- **PG&E**: Pacific Gas & Electric
- **CDC**: Centers for Disease Control and Prevention
- **CADRE**: Collaborating Agencies’ Disaster Relief Effort
- **THE COUNTY OF SANTA CLARA**: Public Health Department
Next Webinar

Conducting Vulnerability Assessments for Non-Profit Organizations

Wednesday August 24, 3:00-4:30
10 Second Survey

✓ CADRE Partner?
✓ Be added to heat coordination/info?
✓ Meeting value?
✓ Time preferences?
Thank You!

Join the CADRE Network

cadresv.org