



AUGUST 20, 2019

INCLEMENT WEATHER ANNEX

HAZARD SPECIFIC ANNEX TO THE
COUNTY EMERGENCY OPERATIONS PLAN



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



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RECORD OF CHANGE

Number	Date	Section #	Description
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ACKNOWLEDGEMENTS

We would like to acknowledge contributions from the following cities and towns; special districts; county departments and agencies; state agencies; federal agencies; and other planning partners:

Operational Area Cities and Towns

City of Cupertino
City of Morgan Hill
City of Gilroy
City of Milpitas
City of San Jose

County Departments

Office of the County Executive
*Office of Supportive Housing
Office of Emergency Management
Public Health Department
Library District
Social Services Agency
Valley Homeless Healthcare Project
Parks and Recreation
Office of the Medical Examiner
Emergency Medical Services Agency
Fleets and Facilities

Other Planning Partners

City Team Ministries
LifeMoves
Salvation Army
HomeFirst
Bill Wilson Center
United Way Bay Area
Winter Faith Collaborative
Gilroy Compassion Center

Special Districts

Santa Clara County Fire District

State Agencies

Cal OES

Federal Agencies

National Weather Service

*Lead County Agency for the development of the County of Santa Clara's Inclement Weather Annex



PROMULGATION

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

This Annex, an extension of the Emergency Operations Plan complies with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), state and federal procurement regulations.

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

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

The Office of the County Executive, the Office of Emergency Management, and the Office of Supportive Housing give their full support to this plan and urge all officials, employees, and residents - individually and collectively - to familiarize themselves with this Annex and to do their share in the total emergency effort of the County of Santa Clara.



Ky Le

Office of Supportive Housing

12/20/2019

Date



Garry Herceg

County Executive's Office

12-20-19

Date



Dana Reed

Office of Emergency Management

12/16/2019

Date



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HOW TO USE THIS PUBLICATION

The Inclement Weather Annex is organized into four components, as shown on the next page; a summary of each component follows on the next several pages. This planning document is not meant to be read from beginning to end in just one sitting – or even several sittings. This publication was designed for a variety of audiences, each operating under a broad range conditions ranging from emergency events to routine planning activities. This document is intended as a reference guide for readers to consult at key moments during response, as well as by organizational planners during annex review and revision.

Each component is intended to be read by a particular audience at a particular time; for instance, the Roles and Responsibilities Component, organized by agency, is an excellent source of condensed information related to how each agency is tasked to perform action within the scope of this planning document. This component is recommended for departmental, agency, or jurisdictional leaders to gain familiarity with their roles and responsibilities as laid out in this functional annex. Planners and responders already familiar with the provisions of this hazard-specific annex may find the Roles and Responsibilities Component to be a great refresher.

A summary of each component; including information related to when each component should be used, as well as their intended audience follows on the next several pages.

Component 1
Administration and
Overview

Component 2
Concept of Operations

Component 3
Roles and Responsibilities

Component 4
Authorities, References, and
Support Material



Component 1

Annex Administration and Overview

Who should read?

Agency planners and leaders; partner agencies

When to read?

Before event; during training; during annex review and revision

Component Contents

- Record of Changes
- Acknowledgements
- How to Use this Publication
- Promulgation
- Annex Development
- Annex Planning Organization
- Annex Maintenance

Component 2

Concept of Operations

Who should read?

Agency planners and leaders; response/recovery directors, coordinators, and personnel (including EOC members and departmental staff); partner agencies

When to read?

During training; during event; during annex review and revision

Component Contents

- Purpose and Scope
- Activation Triggers, Crisis Response Team,
- Declaration, Ongoing Period, End
- National Weather Service Products
- Public Information and Engagement

Component 3

Roles and Responsibilities

Who should read?

Agency planners & leaders; response/recovery coordinators/directors; partner agencies

When to read?

Before event; during training; during event as refresher; during annex review and revision

Component Contents

- R&R for Local Jurisdictions
- R&R for County Departments
- R&R for Private Organizations
- R&R for State Agencies
- R&R for Federal Agencies

Component 4

Authorities, References, and Support Material

Who should read?

Agency planners, response/recovery coordinators, directors, and personnel (including EOC members and departmental staff), as needed; partner agencies

When to read?

During training; during event; during annex review and revision

Component Contents

- Authorities and References
- Definitions
- Annexes



COMPONENT 1: ADMINISTRATION AND OVERVIEW

Intended Audience

The intended audience for this component includes:

- Department leaders tasked with the implementation of this hazard-specific annex
- Department/Agency/planners within Santa Clara County likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

This component is intended to be read:

- Before any emergency/disaster event to ensure compliance with established County policies with the ultimate intention of promulgation
- During training to educate annex stakeholders on the document’s purpose, scope, and assumptions
- During plan review/revision cycle

Summary

The purpose of *Component 1: Administration and Overview* is:

- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report
- To provide the following information, as required by County’s standard emergency management planning document format and local planning conditions. See table below:

County OEM - Standard Annex Administration Component			
Record of Changes	p. 3	Annex Administration	p. 16
Acknowledgements	p. 5	Annex Development	p. 16
Promulgation	p. 6	Annex Planning Organization	p. 16
Table of Contents	p. 7	Annex Maintenance	p. 19
How to Use this Publication	p. 9	Training and Exercises	p. 19



COMPONENT 2: CONCEPT OF OPERATIONS

Intended Audience

The intended audience for this component includes:

- Department/ Agency/ planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- State and federal auditors
- Partner and ancillary organizations and jurisdictions

When to Read

This component is intended to be read:

- During training to educate annex stakeholders on the operational coordination concepts utilized by all defined organizational entities identified throughout the Hazard-Specific Annex
- During emergency or disaster event
- During plan review/revision cycle

Summary

The purpose of *Component 2: Concept of Operations* is:

- To inform partner and ancillary organizations of the County's Inclement Weather Annex preparedness and response procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

This component begins with a description of the planning purpose and scope, as well as a catalog of the assumptions that County planners utilized as parameters for this planning document. Changes in the planning environment may alter the anticipated outcome of this document. Additionally, any operation that deviates from the stated planning purpose, scope, and assumptions outlined in this publication may produce unintended or unanticipated outcomes.

The component goes on to describe the actions and/or considerations for the following topics:

- Purpose, Scope and Assumptions
- National Weather Service Products
- Public Information and Engagement
- Inclement Weather Annex Triggers
- Activation, declaration, and ongoing period



COMPONENT 3: ROLES AND RESPONSIBILITIES

Intended Audience

The intended audience for this component includes:

- Department/ Agency planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities or state and federal auditor.
- Partner and ancillary organizations and jurisdictions

When to Read

- Before event, during event, as refresher (particularly if department and/or agency leader)
- During plan review/revision cycle

Summary

The purpose of *Component 3: Roles and Responsibilities* is:

- To inform partner and ancillary organizations of the County’s Inclement Weather Annex preparedness and response procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

Component 3: Roles and Responsibilities is intended to provide agency leaders with a quick point-of-reference to understand their organization’s role and responsibilities in accordance with this planning document. The table below catalogues the various agencies that have been tasked to perform some action(s) in this hazard-specific annex.

Roles and Responsibilities			
County of Santa Clara Departments or Agencies			
Office of Emergency Management (OEM)	p 36	Emergency Medical Services (EMS)	p 38
Office of Supportive Housing (OSH)	p 37	Fleets and Facilities (FAF)	p 39
Public Health Department (PHD)	p 37	Sheriff’s Office (SO)	p 39
Social Services Agency (SSA)	p 37	County Communications 9-1-1	p 39
County Parks	p 38	County Executive Office (CEO)	p 39
Office of the Medical Examiner – Coroner (MEC)	p 38	Santa Clara County Fire (SCCFD)	p 40
Private Organizations, State and Federal Agencies			
United Way Bay Area (UWBA)	p 40	Cal OES	p 41
Non-Profit Providers of Shelter Services	p 40	VTA	p 41
PG&E	p 40	National Weather Service (NWS)	p 42



COMPONENT 4: AUTHORITIES, REFERENCES, AND SUPPORT MATERIAL

Intended Audience

The intended audience for this component includes:

- Department/Agency planners within the Santa Clara County Operational Area likely to participate in, or contribute to, any pre-disaster planning, response, and/or recovery activities
- Partner and ancillary organizations and jurisdictions

When to Read

- Before event
- During plan review/revision cycle

Summary

The purpose of *Component 4: Authorities, References, and Support Material* is:

- To inform partner and ancillary organizations of the County's Inclement Weather Annex preparedness and response procedures
- As reference for local, state, and federal responders to integrate their agency operations with local procedures, if needed
- As reference for local, state, and federal emergency management personnel to conduct an informed after-action investigation and report

The last component, *Component 4 References, Authorities, and Support Material*, provides users of this publication with a listing of all relevant authorities associated with this planning document (i.e., California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code) and applicable references that may be used for further investigation and research.

Furthermore, this component provides the reader with the following resources in the form of Appendices:

- **Appendix A** – Conference Call Agenda Template (page 45)
- **Appendix B** – Health Information and Vulnerable Populations (page 47)
- **Appendix C** – Animal Vulnerabilities in Excessive Cold Related Weather (page 50)
- **Appendix D** – Transportation (page 54)
- **Appendix E** – Shelter and Warming Centers (page 57)



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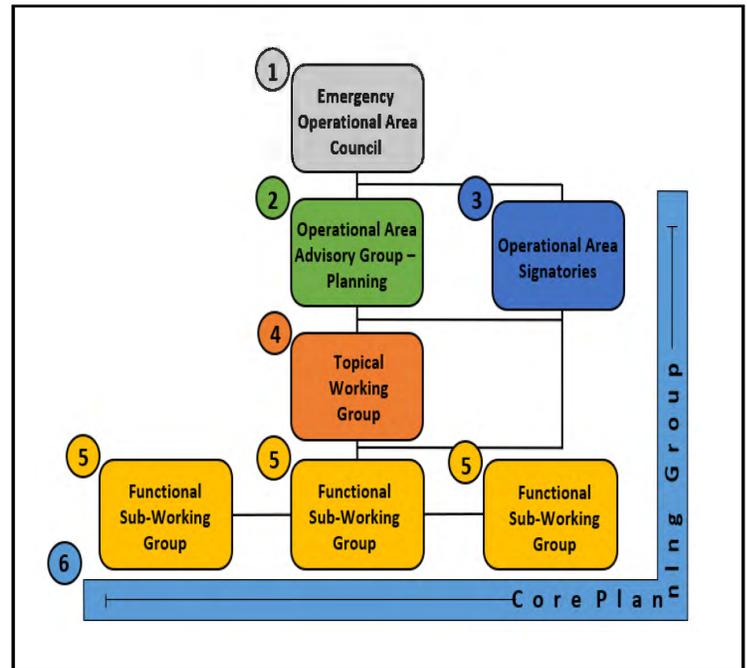
ANNEX ADMINISTRATION

ANNEX DEVELOPMENT

This Annex was developed in cooperation with over 40 area stakeholders representing more than 20 different agencies. Over the course of seven months, the Office of Emergency Management (OEM) and the Office of Supportive Housing (OSH) hosted a variety of workshops, working groups, to ensure that an integrated, whole community planning approach was used to develop this document. The effectiveness of the emergency response is largely predicated on the preparedness and capabilities of each stakeholder.

This Annex utilized a Whole Community planning approach consisting of the Operational Area Advisory Group for Emergency Planning, the Inclement Weather Annex Core Planning Group, and three Sub-Working Groups, consisting:

1. Strategic Partnerships Sub-Working Group
2. Communication and Outreach Sub-Working Group
3. Shelter Utilization Sub-Working Group



County of Santa Clara
Inclement Weather Annex Development Structure

ANNEX PLANNING ORGANIZATION

EMERGENCY OPERATIONAL AREA COUNCIL (EOAC)

The purpose of the Emergency Operational Area Council is to:

- Enhance planning and preparedness for large-scale emergencies
- Create partnerships in emergency planning, preparedness, as well as training and exercise with the Operational Area
- Consolidate activities of cities and special districts to participate more efficiently in planning for future emergencies and disasters
- Provide access to public-private partners to participate in emergency planning and preparedness
- Develop broad-based emergency preparedness and funding priorities and recommendations



The functional roles and responsibilities of the EOAC are:

- Coordinate, review, and recommend Board of Supervisor adoption of emergency and mutual-aid plans, as well as the ordinances, resolutions, rules, and regulations necessary to implement those plans and agreements
- Review and recommend disaster response policies, procedures, and funding priorities
- Ensure a unity of purpose in emergency plans, policies, and procedures
- Foster an effective flow of disaster information and emergency preparedness through training, uniformity in planning, response plans, and policies

SANTA CLARA COUNTY OPERATIONAL AREA ADVISORY GROUP FOR EMERGENCY PLANNING

The Santa Clara County Operational Area (OA) Advisory Group for Emergency Planning is open to interested community stakeholders for participation; therefore, membership is dynamic. Members of the OA Advisory Group for Emergency Planning are composed of representatives from:

- Local jurisdictions (emergency managers, public works, public safety, etc.)
- Key County Departments (Office of Supportive Housing, Santa Clara County Fire Department, County Communications, Emergency Medical Services Agency, Public Health, Social Services Agency, County Executive Office, Office of the Sheriff, etc.)
- Emergency managers, planners, and responders (San Jose OEM, Morgan Hill OES, City of Gilroy, City of Milpitas, OEM and local jurisdictions and, from any sector, discipline, and organization)
- Allied Agencies (e.g., Non-Profit Providers of Shelter Services, VTA, United Way Bay Area, etc.)

This Group served as subject-matter experts who provided guidance and instruction to the Core Planning Group and Sub-Working Groups throughout the development of this Annex.

CORE PLANNING GROUP

The Core Planning Group, consisting of personnel from the OEM and Office of Supportive Housing, was responsible for coordinating, leading, and documenting all Work Group and Sub-Working Group meetings. Additionally, this Group was tasked with writing, editing, and validating this Annex. As such, this Group provided continuity, transparency, and a broad perspective in the drafting of all OA Plans, including this Annex.

INCLEMENT WEATHER ANNEX TOPICAL WORKING GROUP

The Inclement Weather Annex Working Group developed the framework, identified related subject matter experts, established divisions of labor, and developed work schedules necessary to the drafting of the Annex, as designated by the EOAC. The Inclement Weather Annex Working Group established three Sub-Working Groups in order to collect, analyze, and synthesize information and resources necessary for the development of an emergency annex.



SUB-WORKING GROUP - STRATEGIC PARTNERSHIPS

The purpose of the Strategic Partnerships Sub-Working Group was to identify partnerships with allied agencies and groups within the community to foster agreements to best support sheltering, warming locations, and possible transportation processes. Specifically, based on the needs identified, the working group met individually with representatives from identified strategic partners and enhanced current communication while building capacity.

SUB-WORKING GROUP - COMMUNICATION AND OUTREACH

The purpose of the Communication and Outreach Sub-Working Group was to develop a process by which the OA can deliver coordinated, prompt, reliable, and actionable information to the whole community. Specifically, this sub-working group worked to enhance consistent, accessible, culturally and linguistically appropriate methods to determine alert/warning trigger points that accurately reflect current and computer modeled environmental conditions that may result in inclement weather within the OA. Deliverable public message templates (text/SMS and email) were drafted in order to expedite the communication process. For instance, surveying members determined that the timing of release of these messages for maximum effectiveness should be 24 hours prior to activation. Moreover, a new code word “badweather” replaced the formerly used “homeless” in order to remove any stigma and generalized to be used during excessive heat periods. These changes were based on feedback and engagement from focus groups of individuals experiencing homelessness. Lastly, the sub-working group focused on countywide outreach coverage and increased the number of teams to twelve during inclement weather.

SUB-WORKING GROUP - SHELTER UTILIZATION

The Shelter Utilization Sub-Working Group worked to develop tools and messaging to assist in supporting Shelter partners develop methods to increase empty shelter beds. Specifically, the group members provided contact information for individuals and 211 operators to call and confirm space availability. Additionally, shelter providers expanded storage capacity and updated policies to encourage utilization.



ANNEX MAINTENANCE

The Annex is considered a dynamic document. The County Office of Emergency Management (OEM), in coordination with the Office of Supportive Housing (OSH) and other essential stakeholders, is responsible for the maintenance, review, and update of this Annex. At a minimum, this Annex will be reviewed annually and updated every three years. It is essential that the Santa Clara County Office of Supportive Housing and County OEM make revisions and updates, in collaboration with participating persons, local jurisdictions, and other planning partners identified in this Annex to ensure accuracy and validity. If this Annex requires an immediate change due to lessons learned from trainings, exercises, or actual incidents, County OEM will identify a course of action for the review, update, and implementation of the necessary changes.

TRAININGS AND EXERCISES

The OEM has established a Training and Exercise program to enhance the Santa Clara Operational Area's capability in the mission areas of prevention, protection, mitigation, response, and recovery. This planning document shall be incorporated into the County OEM Training and Exercise – Multi-Year Training and Exercise Plan.

The nature of the training and exercise events is determined by the County OEM Training and Exercise Section in collaboration with the County OEM Planning Section and coordination with essential stakeholders identified in this planning document. Tools such as AlertSCC should be tested on a consistent basis in conjunction with countywide drills and exercises to improve capability gaps. Any lessons learned via training and exercising should be documented and forwarded to the County OEM Planning Section for planning product improvement.

Real-world events provide the best test of this Annex. Accordingly, activations of this Annex for actual events may meet the intent of County OEM's Training and Exercise Program. The Director of OEM will make such a determination following a detailed review of an event after-action report.

TYPES OF EXERCISES

Exercises are meant to test systems, plans, and procedures, not people. An exercise can be as simple as a topic discussion seminar or as complex as a full-scale, statewide exercise. It is the responsibility of the Training and Exercise team to determine the best method to use.

Exercises fall into the following classifications:

- Discussion-Based Exercises
 - Seminars
 - Workshops
 - Tabletop Exercises
 - Games
- Operations-Based Exercises
 - Drills
 - Functional Exercise
 - Full-Scale Exercises



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PURPOSE, SCOPE, AND ASSUMPTIONS



PURPOSE, SCOPE AND ASSUMPTIONS

PURPOSE

The Inclement Weather Annex is a hazard-specific annex to the County of Santa Clara Emergency Operations Plan (EOP) and provides a framework for coordinating actions to be taken prior to and during an inclement weather event. This annex is written at the Operational Area (OA) level to help ensure all jurisdictions, agencies, and partners within the County of Santa Clara OA have 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 inclement weather event.

The Annex will also outline inclement weather operational area coordination actions, public information and warning, and communication and outreach considerations. To alleviate unnecessary overlap of duties or misallocation of resources, this Annex outlines relevant roles and responsibilities of jurisdictions, agencies, and partners prior to and during an inclement weather event. Once implemented, this Annex will be utilized for training, drills, and actual responses.

SCOPE

This Annex addresses preparedness and response activities during inclement weather episodes in the county and applies to all public, private, non-governmental organizations (NGOs), and community-based organizations (CBOs) within the Operational Area.

All activities are in accordance with the state Standardized Emergency Management System (SEMS), which has been integrated with the federal National Incident Management System (NIMS). SEMS principles will be followed during multi-agency or multi-jurisdictional emergency management activities.

ASSUMPTIONS

Certain assumptions can be made for the county inclement weather risk and hazards. These assumptions lay the foundation for this Annex and the County EOP associated with conducting emergency management operations in preparation for, response to, and recovery from major Inclement Weather emergencies:

- Inclement weather emergencies are most likely to occur in the winter season and carry over to the early spring season.
- Inclement weather episodes may pose serious threats to public health, life safety, property, the environment, and the local economy.
- Additional shelter beds will be available in response to inclement weather.
- Overnight warming locations during periods of inclement weather will open.
- Major inclement weather episodes may require a multi-jurisdictional response.
- PG&E's Public Safety Power Shutoff (PSPS) activities may result in widespread power outages impacting the area, which in turn may lead to cascading events.
- Community members with Access and Functional Needs (AFN) will require advanced notice and further planning considerations.



- All county departments and agencies should exercise their best efforts to develop and maintain emergency plans.
- The Office of Supportive Housing will notify at-risk individuals by using the Alert Santa Clara County - (AlertSCC) to convey critical disaster alerts and weather warnings.
- The County of Santa Clara is responsible for the coordination of emergency actions in the unincorporated county area and will commit resources as available to save lives, property, and the environment.



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CONCEPT OF OPERATIONS



CONCEPT OF OPERATIONS

Santa Clara County has one of the largest unsheltered homeless populations in the country. Extreme cold weather coupled with potential flooding poses a significant threat to the health and well-being of the approximately 9,706 unsheltered individuals living along the waterways, on the streets, and in other exposed areas of the County. Vulnerable populations are primarily at risk for adverse effects from excessive cold. The two most adverse effects due to exposure of cold weather are frostbite and hypothermia. During the 2015/2016 cold weather season, two homeless individuals died of hypothermia. Santa Clara County’s Office of Emergency Management has identified “triggers” to initiate preparedness and response activities within the County to reduce such risks. Triggers and Excessive Cold Emergency Phases identified in this annex are based on standards identified from the National Weather Service (NWS) and local standards designed by Office of Supportive Housing and partner agencies.

Annex Activation

Once NWS determines that an upcoming inclement weather episode could pose a substantial threat, the OEM duty officer in consultation with OEM Management may choose to begin implementing the actions detailed in the activity flow chart presented below:





CRISIS RESPONSE TEAM (CRT) PROCEDURES FOR DECLARING AN INCLEMENT WEATHER ACTIVATION

Purpose:

In the event of inclement weather forecasted by National Weather Service. The Crisis Response Team (CRT) will ensure that exposure to dangerous temperatures, flooding and the possible risk of injury are minimized for people experiencing homelessness. The role of OSH will be to convey information to the service provider community, people experiencing homeless and other key stakeholders prior to, during and immediately following an emergency weather related crisis.

The OSH's CRT will complete the following steps leading up to declaring an Inclement Weather Activation. In some cases, due to time restraints or the emergency, CRT team members may declare an activation without following certain steps.

INITIAL INCLEMENT ACTIVATION

Crisis Response Team: Monitors the weather daily watching for inclement weather triggers:

1. 40 Degrees or lower with 50% probability of rain of at least 5%
2. Overnight low of 45 degrees or lower with a probability of rain 50% or higher
3. Persistent rainfall for two or more days that would endanger lives of those living in or along the affected areas
4. Overnight low of 35 degrees or lower for two or more days that would endanger the lives of those living in places not fit for human habitation (outside or in vehicles)

If the forecast meets a level identified for activation, a CRT member will notify the OEM duty officer to confirm weather pattern.

OEM Duty Officer: A CRT member will confer with the OEM duty officer to help interpret the weather information and coordinate a stakeholder conference call. Communication with the OEM duty officer ensures that the CRT gets quick accurate information that will enable them to make a well-informed decision to activate an inclement weather episode. The OEM duty officer can be reached via email at dutyofficer@oem.sccgov.org or calling 408-299-2501.

National Weather Service (NWS): On the stakeholders 'conference call the NWS reports on the forecast and risk factors regarding:

- a. Rain and Temperatures Risk
- b. Flooding Risk
- c. Wind Risk
- d. Power Outages
- e. Any other relevant considerations

Crisis Response Team: Uses information reported by the NWS and key stakeholders to discuss the impact on vulnerable populations. Once the risks are clearly identified, a decision is made as



to whether activation thresholds are met, and if so, the CRT will declare an inclement weather activation.

DECLARING THE ACTIVATION

The **Crisis Response Team** will declare an Inclement Weather Episode as follows:

1. CRT will immediately confer with the affected jurisdiction to confirm the time and duration of the episode.
2. CRT member will notify the OEM duty officer and other key stakeholders by email providing basic information about the duration of the activation and list of warming/cooling locations throughout the County (**see appendix E**).
3. CRT member will notify all Shelter, Outreach and Drop in Center providers regarding the activation providing instruction to extend bed capacity, hours of operations and to activate outreach teams. The outreach teams will inform vulnerable populations of the risk, provide shelter options and supplies to help save lives. A list of warming/cooling locations should be provided along with the link to OEM to be featured through Ready SCC. Providers should be reminded to encourage clients to sign up for weather alert text messages (see AlertSCC Engagement Section).
4. CRT member will notify the Shelter Providers Network providing information about the activation and attach a list of the shelter/warming locations (**see appendix E**).
5. CRT member will login to Everbridge to send out an AlertSCC message to advise the public of the activation and possible risk issued (**CRT staff must complete training via OEM to be allowed access. In the event CRT staff are unable to send a message the County Communications Watch Commander can be engaged to facilitate the process**).
6. CRT member will update OSH personnel of changes to shelter locations and community center list to ensure website accuracy.
7. CRT member will notify United Way's 2-1-1 to provide information regarding the activation and to update the shelter/warming center locations.
8. CRT member will approve a press release sent from OEM, providing information regarding the activation and any risk factors.

ONGOING PERIOD

1. CRT will continue to monitor the weather, continue communication with the NWS and keep apprised of weather conditions.
2. CRT will continue to provide information about the emergency to all contacts via emails and through the AlertSCC system.
3. CRT will receive and manage requests for specialized outreach, sharing of episode specific information during the activation, such as flood notifications, outreach to specific site due to urgent site matter.
4. CRT will respond to media requests for interviews in coordination with OEM PIO or the Office of Public Affairs.
5. OEM will schedule a follow-up stakeholders conference calls as needed. CRT will consult with stakeholders to get a report on action taken, total of people involved, fatalities, injuries and extent of damages.



END OF ACTIVATION

Once the NWS and OEM advises the County the inclement weather conditions have subsided and no other risk factors are present the following will be completed by the CRT:

1. Notify all shelter providers, community services agencies and stakeholders the activation has ended.
2. Request a follow-up stakeholder call to review activation, assess for negative impact to persons and solicit constructive feedback
3. Mitigate any issues with providers and community services regarding the activation. (if needed)
4. Continue to monitor the weather daily and coordinate with key stakeholders as needed.

NATIONAL WEATHER SERVICE PRODUCTS

PRODUCT

Wind-Chill Index

The Wind-Chill Index is the perceived decrease in air temperature felt by the body on exposed skin due to the flow of air. Wind chill numbers are always lower the air temperature for values where the formula is valid. When the apparent temperature is higher that the air temperature, the heat index is used.

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

- Calculates wind speed at an average height of 5 feet, the typical height of an adult human face, based on reading from the national standard height of 33 feet, typical height of an anemometer
- Is based on 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 3mph
- Uses a consistent standard for skin tissue resistance
- Assume no impact from the sun, i.e., clear night sky.

OUTLOOK

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



WATCH

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

ADVISORY

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

WARNING

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

COLD RISK OVERVIEW

The two most adverse effects due to exposure of cold weather are frostbite and hypothermia. Frostbite is the freezing of skin tissues. It occurs when skin is exposed to freezing temperatures (or near freezing with a wind chill) for extended period of time.

Hypothermia is a drop in a person’s body temperature after long exposure to cold air or water, a condition that if not treated can result in death. Santa Clara County’s Office of Supportive Housing has identified “triggers” to initiate preparedness and response within the County to reduce such risks.

INCLEMENT WEATHER TRIGGERS

The following are triggers established based on community feedback and lessons learned:

- 1. Overnight low of 40 degrees or lower with a probability of rain of at least 5%**
- 2. Overnight low of 45 degrees or lower with a probability of rain 50% or higher**
- 3. Persistent rainfall for two or more days that would endanger the lives of those living in or along the affected areas**
- 4. Overnight low of 35 degrees or lower for two or more days that would endanger the lives of those living in places not fit for human habitation (outside or in vehicles)**



PUBLIC INFORMATION AND ENGAGEMENT

BACKGROUND

Communications channels include the County's 24/7 communications technology solutions that can be broadcast to broad or targeted populations. Private broadcast, print and online news media in multiple languages will be integral to broad inclusive communications as well as social media sites operated by the County including Nextdoor, Facebook and Twitter.

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

Recently released Cal OES Statewide Alert & Warning Guidelines (March 2019) have identified the need to establish statewide guidelines for the purpose of enabling and encouraging consistent application of alert and warning best practices, procedures, and protocols. The safety of local communities requires designated alerting authorities to ensure they have multiple operators, adequate testing and training, and functional equipment and software.

Critical components that an effective and comprehensive alert and warning program include:

- Roles and Responsibilities;
- When and How to Issue a Public Alert or Warning;
- Methods and Technologies;
- Messaging;
- Alerting Coordination;
- Training Requirements; and
- System Testing and Exercise Requirements.

SOCIAL MEDIA ENGAGEMENT

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

ALERT SANTA CLARA COUNTY ENGAGEMENT

PROTOCOL

Intelligence received from the NWS through the Office of Emergency Management or the Office of Supportive Housing will inform utilization of the AlertSCC mass notification tool when data shows that notifying the public is pertinent. Messages will also be sent when considering vulnerable populations in known cold island locations.



REACHING VULNERABLE POPULATIONS THROUGH ALERT SANTA CLARA COUNTY (ALERTSCC)

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

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

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

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

- Simply address a text message to: 888777
- Type badweather in the message
- Send the message

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

ALERT SANTA CLARA COUNTY TEMPLATES

Email Message (example below)

Headline

Inclement Weather Episode XXX Date

Overnight shelters, overnight warming locations and daytime warming centers are open throughout the county XX day thru XX day due to combination of rain and lower temperatures. Please use one of the following options to find a location: 1) call 211; 2) download and check the ReadySCC application; or 3) go to the website listed below for an up to date list of daytime and overnight shelters / warming locations.

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

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

Text Message (example below)

Urgent: Overnight shelters, overnight warming locations and daytime warming centers are open throughout the county XX day thru XX day. To find a center near you please call 211, check the ReadySCC app or go to designated website overnight shelters, overnight warming locations and daytime warming centers are open throughout the county XX day thru XX day.



VOICEMAIL MESSAGE (EXAMPLE BELOW)

Greetings,

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

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

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

Please help those who are elderly or infirm, with a drug or alcohol issue or severe mental illness – if they are without heat units. If you see someone outside who are at risk of getting hypothermia, please help them get to a warming center or other heated space between the hours of 10:00 a.m. and 8:00 p.m. Thank you for doing your part to keep people safe during this heat crisis.



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ROLES AND RESPONSIBILITIES



ROLES AND RESPONSIBILITIES

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

LOCAL JURISDICTIONS

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

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

COUNTY OF SANTA CLARA DEPARTMENTS OR AGENCIES

OFFICE OF EMERGENCY MANAGEMENT (OEM)

Planning

OEM is responsible for ensuring the development, implementation, and maintenance of this hazard-specific annex in accordance with the Annex Development and Maintenance provisions of this planning document.

Response

- In consultation with OEM Management, NWS, and OSH, the OEM duty officer (OEM DO) will determine that may pose a substantial threat to the OA, then they may choose to activate this annex
- If determined that an inclement weather event poses a significant threat of impact, the OEM DO will schedule a conference call with the Operational Area (OA) jurisdictions/partners
- OES DO will share the NWS forecast with the Office of Supportive Housing (OSH) and other appropriate allied agencies as this provides those agencies lead-time in planning for emergency shelter activation and other sheltering needs
- OEM DO will continue to monitor NWS information throughout the duration of the event as needed
- OEM DO will periodically hold a conference call with the OA jurisdictions/partners and request the following information from the local jurisdictions/partners:
 - Current and planned preparedness/response actions (i.e. EOC/DOC activations, resource staging, prep activities, etc.)
 - Identify possible resource needs, limitations, and high-risk areas
- OEM DO will determine pre-inclement weather situation reporting schedule and future conference call schedule



- OEM Management with the OES Risk Communications Officer will consider activating a Joint Information Center (JIC) (virtual or physical) for coordinated public messaging
- OEM DO will participate in State calls, as applicable
- OEM Leadership will monitor conditions throughout entire event and consider activation of the Operational Area Emergency Operations Center (OA EOC), as necessary
- OEM DO will develop OA Situational Report (SitRep) or Incident Action Plan, as necessary

OFFICE OF SUPPORTIVE HOUSING (OSH)

Planning

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

Response

OSH has coordinated pre-set Inclement Weather Shelter Beds with overnight accommodations throughout the County and outreach activities to the various homeless populations that may be impacted. Moreover, OSH has highlighted CRT procedures for an activation, response and recovery related activities in coordination with partners.

PUBLIC HEALTH DEPARTMENT (PHD)

Planning

The Public Health Department (PHD) serves as the coordinating body for all hospital and healthcare facility emergency management components. They provide strategic resource support and medical expertise to hospitals and health care facilities.

Response

- Develop and recommend objectives that protect the health of the county's population during an inclement weather event, including the various vulnerable populations
- Coordinate all county healthcare facilities to ensure they have adequate fuel, water, health supplies, and an adequate staffing plan
- Disseminate inclement weather-related health precautions or information to the public as needed
- Coordinate with OSH for outreach support to vulnerable populations

SOCIAL SERVICES AGENCY (SSA)

Planning

The Social Services Agency (SSA) is the county agency responsible for coordinating mass care and shelter across the OA in an emergency or disaster. SSA works in close collaboration with the American Red Cross (Red Cross) to ensure mass care and shelter services are responsive to the County's operational needs.



Response

- Assume emergency role when the OA EOC is activated or the Director of OEM requests assistance
- SSA can be requested to assist with warming centers and other potential shelter activation or other sheltering needs, when notified as necessary
- SSA reaches out to vulnerable seniors via its network of Senior Nutrition Programs, as applicable.

SCC COUNTY PARKS

Planning

The mission of the Santa Clara County Parks & Recreation Department is to provide, protect, and preserve regional parklands for the enjoyment, education and inspiration of this and future generations.

Response

During an inclement weather event, this department can provide situational awareness for the Emergency Operations Center (EOC) regarding park closures, awareness of hazardous conditions, and monitoring guest safety.

OFFICE OF THE MEDICAL EXAMINER-CORONER (MEC)

Planning

The Medical Examiner-Coroners (MEC) mission is to serve the community by conducting objective medicolegal death investigations in a compassionate manner into all deaths which fall under the jurisdiction of the Office.

Response

During an inclement weather event the MEC can confirm the causes of fatalities with specific implications/concerns having to do with hypothermic events. As well as decedent identification and notification of next-of-kin

EMERGENCY MEDICAL SERVICES (EMS)

Planning

The mission of the Santa Clara EMS System is to evolve a cost-effective, collaborative, and outcome-based EMS delivery system that produces clinically superior and culturally competent care, while achieving high levels of patient satisfaction from the people of Santa Clara County.

Response

During an inclement weather episode, EMS can help track calls, inform the EOC of volume increase in calls for service and can coordinate with county hospitals.



FLEETS AND FACILITIES (FAF)

Planning

Facilities and Fleet is a total resource organization providing full service physical plant operations management, capital construction management, project management, lifecycle maintenance/repair of all vehicle and equipment, and organization wide mail and parcel processing/distribution services.

Response

During an inclement weather event FAF will be utilized to ensure all HVAC, County Warming Centers are functional and have their needs addressed.

SANTA CLARA COUNTY SHERIFF (SO)

Planning

The Santa Clara County Sheriff's Office is dedicated to the preservation of public safety by providing innovative and progressive service in partnership with the community.

Response

During an inclement weather event the SO can provide situational awareness in the field including staffing needs, or the potential for security needs at county warming centers.

COUNTY 9-1-1 COMMUNICATIONS

Planning

The Santa Clara County 9-1-1 Communications Department exists to protect lives, property and the environment by providing the vital connection between the community and emergency responders.

Response

During an inclement weather event County Communications can be utilized for situational awareness regarding call volume for related calls, as a conduit to duty officers of other agencies/jurisdictions to make requests and the potential for AlertSCC messaging.

COUNTY EXECUTIVE OFFICE (CEO)

Planning

County Executive Office (CEO) provides support to the County's Board of Supervisors, to the County's various organizations, and to the residents and businesses of Santa Clara County. The Office ensures the implementation of legislative mandates and Board policies. It provides analytical support, strategic planning, policy analysis, and budgetary oversight for the County organization. In addition, it seeks to safeguard civil rights, and to educate, inform, and advise both those who administer and those who receive County services.

Response

The CEO's office during an inclement weather event can be an integral resource for coordination of elected officials needs and establishing other key priorities.



SANTA CLARA COUNTY FIRE DEPARTMENT (SCCFD)

Planning

SCCFD exists to protect the lives, property, and environment within the communities served from fires, disasters, and emergency incidents through education, prevention, and emergency response.

Response

During inclement weather events SCCFD can be utilized for overall awareness of cold related fire hazards, notifications on cold related increases in call volume and staffing needs.

PRIVATE ORGANIZATIONS

UNITED WAY BAY AREA (UWBA)

Planning

The UWBA is leading a network of corporations, government agencies, nonprofits, and individuals to create lasting change for Bay Area residents and families.

Response

During a disaster UWBA provides critical information via its 211 system about evacuation routes, food and shelter, as well as job search and permanent housing during long-term recovery. 211 is confidential and available 24 hours a day in more than 150 languages. Through an agreement with County Office of Supportive Housing, 211 staff will aid callers in need by contacting the location closest to the caller to verify availability.

NON-PROFIT PROVIDERS OF SHELTER SERVICES

Planning

Nonprofit shelter providers offer emergency shelter and supportive services to individuals and families experiencing homelessness.

Response

During periods of inclement weather, shelters increase capacity to extent possible and agree to accept those in need with few barriers to entry on a walk-in basis. The following organizations have made a commitment to increase shelter capacity during period of inclement weather:

- Bill Wilson Center, San José
- City Team Ministries, San José
- Salvation Army, San José
- Lifemoves, Montgomery Street Inn (MSI), San José
- Lifemoves, Commercial Street Inn (CSI), San José
- HomeFirst, Gilroy Armory, Gilroy
- Project WeHope, East Palo Alto
- Homefirst (Overnight Warming Locations)



PG&E

Planning

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

Response

During periods of inclement weather PG&E can be utilized for energy forecasts, and provide situational awareness to the County EOC regarding ongoing efforts.

VALLEY TRANSPORTATION AUTHORITY

Planning

Santa Clara Valley Transportation Authority (VTA) is an independent special district that provides sustainable, accessible, community-focused transportation options.

Response

During periods of inclement weather, OSH requests free transportation for unhoused individuals to access warming centers or shelters.

STATE AGENCIES

CALIFORNIA OFFICE OF EMERGENCY SERVICES (CAL OES)

Planning

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

Response

- Coordinate overall state agency response activities to large-scale disasters in support of local jurisdictions
- Facilitate applicable requests for federal-aid and recovery activities between impacted or responsible agencies at the state, federal, Operational Area, and local level



FEDERAL AGENCIES

NATIONAL WEATHER SERVICE (NWS)

Planning

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

Response

- Provide, develop and distribute timely meteorology products in support of emergency actions and as requested.
- Provide spot forecast, as requested

PLAN DEFINITIONS

WARMING CENTERS

Facilities made available by public, private, and volunteer organizations as warm relief sites. Each city is responsible to determine the need for warming centers in their jurisdiction. The City and county has multiple potential warming center locations, such as libraries, community centers, and senior centers. These centers are made available and staffed by the respective governmental jurisdictions, community based organizations or private groups where they are located.

Overnight Warming Locations (OWL) center activates only when inclement weather reaches the cold weather triggers. OWL's typically offer only the minimal level of services: a warm place to sit and some liquid refreshments. Centers are usually utilized by persons who are not in the shelter system for an array of reasons. Some may be in transit but not prepared financially or otherwise to contend with unanticipated weather conditions. Others may be local individuals who are eligible for but decline to stay in shelters due to objections to policies and procedures.

EOC

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

COLD STAKEHOLDERS

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

JOINT INFORMATION SYSTEMS

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



WHOLE COMMUNITY

Whole Community is defined by FEMA as "a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests."

Santa Clara County OEM and its partners used a strategic Whole Community approach to leverage the knowledge and experiences of all individuals in the community to prepare for, protect against, respond to, and recover from emergencies.



AUTHORITIES AND REFERENCES

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

LOCAL

County of Santa Clara Emergency Operations Plan

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

STATE

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

California Disaster Assistance Act (CDAA)

California Disaster and Civil Defense Master Mutual Aid Agreement

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

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

State of California Emergency Plan

Emergency Function 8 - Public Health and Medical

FEDERAL

Robert T. Stafford Disaster Relief and Emergency Assistance Act

Homeland Security Act of 2002

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

Presidential Policy Directive (PPD) 8: National Preparedness

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

Pets Evacuation and Transportation Standards (PETS) Act of 2006

Public Law 920: Federal Civil Defense Act of 1950

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

Executive Order 13347, Individuals with Disabilities in Emergency Preparedness

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

National Response Framework (NRF)

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



APPENDIX A

CONFERENCE CALL AGENDA TEMPLATE



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APPENDIX B

HEALTH INFORMATION & VULNERABLE POPULATIONS



COLD STRESS

This condition occurs when the body struggles to maintain its normal temperature. Shivering an early indicator of cold stress, causes blood to flow from the extremities and skin surface to the body's core (chest and abdomen)

HYPOTHERMIA

When the body is unable to replace heat lost to the environment, hypothermia, or abnormally low body temperature, develops. Early symptoms include shivering, fatigue, loss of coordination, confusion (slurred speech) and disorientation. More advanced hypothermia include no shivering, blue skin, dilated pupils, shallow breathing and irregular heartbeat.

VULNERABLE POPULATIONS

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

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



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APPENDIX C

ANIMAL VULNERABILITIES IN EXCESSIVE COLD RELATED WEATHER



ANIMAL VULNERABILITIES (IN EXTREME COLD WEATHER)

Although the County of Santa Clara has few days of record cold temperatures; animal owners should be aware and ready to protect their pets and livestock to help them through these unusual cold spells. Following are a number of concerns and recommendations:

CONCERNS

- Animals, especially indoor/outdoor pets, probably do not have an adequate winter coat for protection in these very low temperatures.
- Hypothermia and dehydration are the two most probable life-threatening conditions for animals in cold weather.
- Wet conditions and wind chill add greatly to the cold-stress for animals (and people).

PREVENTION (IN EXTREME COLD WEATHER)

Pets

- Pets should be brought inside or into protected covered areas, provided with plenty of bedding, food and drinking water.

Livestock

- Livestock should be provided with wind-break 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 up to double the calories for normal body heat maintenance may be needed in extreme cold.
- It is critical that animals have access to drinking water. Usual water sources may freeze solid in low temperatures and dehydration becomes a life-threatening factor. Many of our animals, especially the young, may not know how or be unable to break several inches of ice to reach water. In general, animals tend to drink less in extreme cold, risking dehydration. Research with horses shows horses drink more water if it is warmed during winter weather.
- 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 your horses' 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

Producers should ensure that all livestock and poultry are provided adequate and accessible warming locations, where feasible.

Many producers have back-up generators for their facilities, which should be inspected to ensure operational condition in the event of rolling or rotating blackouts or power failures. Emergency power should also be available for fans and well pumps. Misters, soakers and fans should be



checked to ensure they are operational. Shade structures (especially shade cloths) should be in good repair.

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

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

RESPONSE IF NEEDED

If you think your pet is suffering from the cold, including developing frostbite, consult your local practitioner for treatment advice.

Many professionals and organizations are available to assist you in recommendations and health care for your animals. Pet owners should check with their veterinarian, animal control or humane societies for additional tips and assistance. Horse and livestock owners should check with their veterinarian, the California Department of Food and Agriculture's Animal Health and Food Safety Services or Santa Clara County Division of Agriculture for additional information and assistance. Please take the extra care to provide for your pets and livestock during a cold period.

SHELTERING FOR VULNERABLE POPULATIONS

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

MASS CARE & SHELTER SUPPORT TRAILERS

OEM in partnership with the County Social Services Agency (SSA) has staged a Mass Care and Shelter Support trailers at four strategic locations throughout the county. These support trailers will be utilized to deploy sheltering operations (also for animal sheltering) in the unincorporated areas of the county as well as a means of support for Op Area jurisdictions.



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APPENDIX D TRANSPORTATION



TRANSPORTATION

The need for people to move in an extreme cold scenario will most likely center on moving vulnerable populations to or from warming centers and medical facilities. Transporting under these circumstances can be very complex. Complications can be caused by a variety of factors including locating people that need to be transported, the medical condition of the individual, vehicle accessibility, pet and service animal issues, forced transport and liability issues.

Transportation providers linked via interagency agreements or other contractual arrangements with the Office of Supportive Housing and other social service agencies could provide a valuable resource in time of emergencies and facilitate cost reimbursement for local agencies if a state or federal disaster is declared. These activities should be undertaken prior to any emergency.

County and local government may have variety of resources within their jurisdiction to use in the movement of people during an inclement weather event. Transportation service systems specifically for people with disabilities and older adults need to be integrated into all evacuation and warming center (sheltering) plans. Agreements should be developed between local governments and transportation providers in advance of an event and should include crossing jurisdictions for mutual aid assistance. Disability and older adult transportation service providers should become routine partners in emergency planning. Agreements should be made with providers in advance of an event when possible. Resources for accessible transportation that may be available in an area may include:

OEM in partnership with the SSA has staged Mass Care and Shelter Support trailers at four strategic locations throughout the county. These support trailers will be utilized to deploy sheltering operations (also for animal sheltering) in the unincorporated areas of the county as well as a means of support for Op Area jurisdictions.

- ADA-mandated paratransit systems/accessible transportation providers
- Dial a Ride
- Non-profits (i.e. United Cerebral Palsy)
- Area Agencies on Aging
- Private providers of services to people with disabilities
- Taxi systems
- Non-emergency vans, medical vans
- School district transportation systems
- Adult Day Health Care (ADHC)
- Airport shuttle buses/airport car rental shuttle buses
- Senior centers
- Health care centers



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APPENDIX E

SHELTER AND WARMING CENTERS