



# HEALTH AND HUMAN SERVICES

## WELFARE & SAFETY CHECK

### HOME VISIT LIST

- Discuss all durable medical equipment that is life-sustaining and necessary for the health and well-being of the individual.
- Discuss plans for how to keep the durable medical equipment powered throughout the power shutoff(s), especially if prolonged.
- Identify all prescription medications and use a [Personal Emergency Plan](#) to document.
- Develop plans for any prescription medications requiring refrigeration.
- Identify communication plans and points of contact that may include family, friends, and neighbors.
- Discuss all resource needs the individual may have and develop a list of those resources.
- Connect the individual to community and government resources that can address unmet needs in the short term and long term.
- Provide the individual with the Health and Human Services Hotline Number: 833-654-3304.

### HEALTH CHECK

#### High Risk

- If the individual has major health issues and life-threatening concerns, do not wait. Immediately call 9-1-1. Stay with the individual until emergency service providers arrive.

#### Moderate Risk

- If the individual has unmet needs, such as food and medications, connect the individual to appropriate resources and develop a follow-up plan.

#### Low Risk

- If the individual has no unmet needs and has the appropriate support structure and plans in place to address needs that may arise throughout the power shutoff, provide a list of resources that may be needed in the future.

## RESOURCE LIST

### Health and Human Services Hotline

- A nonemergency hotline has been established to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs. The hotline is **(833) 284-3473**. During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm. Assistance is available in many languages. 711 Telecommunications Relay Services (TRS) are available for individuals with hearing or speech related disabilities. You can find more information on 711 TRS [here](#).

### Crisis Counseling

- Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

### Services for Seniors

- The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with disabilities. You can locate an AAA in your area by calling 1-800-510-2020 (TTY 1-800-735-2929) or visiting the website [here](#).

### Services for People with Disabilities

- The California Department of Rehabilitation partners with a statewide network of Independent Living Centers (ILC) which provide services for people with disabilities. ILCs provide information and referral, peer counseling and support, individualized advocacy, and during emergency events can coordinate emergency preparedness, emergency assistive technology, and transition from temporary shelter. You can locate your local ILC on the [Independent Living Center Directory](#) or on the [ILC Locator](#).

### Services for People with Developmental and Intellectual Disabilities

- During any emergency, regional center consumers who need assistance and their families can contact their service coordinator or call their regional center's main phone number for assistance. Regional center staff members are available 24 hours a day, 7 days a week. Find your local regional center [online](#). You can also email [help@dds.ca.gov](mailto:help@dds.ca.gov) for assistance.

### Food Banks

- Food Banks throughout California can provide relief to families affected by the wildfires by providing them with emergency food assistance at no cost. [Locate a food bank in your area](#).