



PRESS STATEMENT

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Home Forward Continues Efforts to Prioritize Health and Safety During Extreme Heat Events

At Home Forward, we're prioritizing the health and safety of residents and staff as high temperatures and other extreme weather events continue to impact our community. Here are some of the vital steps we've taken:

- **We have prepared.** We developed and implemented an Extreme Heat Protocol and a Heat Illness Prevention Policy, ensuring a coordinated approach to events including outreach and response across our entire portfolio.
- **We are coordinating our presence to protect the most vulnerable.** In partnership with community services, property management, and facilities staff, we are performing check-ins with particularly vulnerable residents, maintaining a presence on site to stay connected, and offering other flexible options if accommodations are needed.
- **We are providing various options to stay cool.** We have opened cooling centers in community rooms at high rise and family properties that have large community rooms, most staffed beyond regular business hours, including 24 hours a day at many sites. We are also distributing other items for residents to remain cool, including cooling towels and bottled water.
- **We continue work to supply air conditioner options as supply remains tight.** Across our portfolio, we have distributed and installed hundreds of portable air conditioner units. We have targeted outreach to sites that do not have cooling centers, and we have also assisted where residents bring their own portable units, in compliance with Senate Bill 1536. We have made the process as simple as possible for vulnerable tenants, including by communicating regularly and allowing for self certification of reasonable accommodation requests.
- **Our communications have been relevant and consistent.** In advance of heat season, we distributed a Hot Weather Resources flyer highlighting how to stay cool, how to access cooling centers, how to identify heat exhaustion or heat stroke, and how to get help if needed. This Hot Weather Resources flyer has been posted at all sites and is available on our website as well. And we are planning to send out mass text notifications as well to remind thousands of tenants of their options to stay safe. To ensure the safety of staff, we have adjusted schedules and shifted work to ensure cooler work environments.

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