

DRAFT—Last updated July 20, 2015

OFFICE OF EMERGENCY PREPAREDNESS

DRAFT

EXTREME HEAT RESPONSE PLAN

*ANNEX H
TO THE
EMERGENCY SERVICE FUNCTION 8 PLAN*

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Purpose

The purpose of the Extreme Heat Response Plan (HD HRP) is to support the following functions of the local emergency response effort:

- Maximize the protection of lives while minimizing morbidity and mortality related to excessive heat and humidity levels
- Document strategies and procedures to respond to extreme health related emergencies; specifically, to establish cooling centers where the public can go to for refuge in response to extreme heat conditions

Scope

This plan is compatible with the Emergency Services Function 8 (ESF-8) Plan and utilizes common goals, strategies, and terminology. It applies to extreme health-related emergencies that may cause severe illness, requiring a response effort over a defined period of time and within the city limits of x, [State].

Assumptions

A severe weather advisory has been issued in the City of x indicating a Heat Index value of 95 F° or greater

Concept of Operations

Activation

The HD HRP will be activated in response to a weather advisory received by the local news media, NOAA, or the DEMHS indicating a Heat Index value of 95 F° or greater expected for the area encompassing the City of x or by discretion of the Health Director or Deputy Director of Emergency Operations who judges that prevailing or expected weather conditions validate the plan's activation.

Cooling Center Location Criteria for Use

Facilities identified for cooling center use are tiered as primary or secondary facilities. The following guidelines are used to determine if a facility is ideal for use as a cooling center:

- Owned or controlled by the City
- Air-conditioned facility
- Does not interfere with daily activities/summer activities
- Centrally located
- Handicap accessible
- Available furniture (tables, chairs, sofas, TV)
- Restroom facilities
- Water fountain facilities
- Ability to refrigerate water
- Ability to utilize existing staff for cooling center operations

For logistical and operational contact information, see [Appendix 6](#)

Cooling Center Hours of Operation

- Cooling Centers will operate during normal business hours of the host facility
- If extended hours are necessary, then the Director of Health will coordinate with the City Deputy Director of Emergency Management to determine the following
 - How to staff activated cooling centers past normal business hours of operation
 - If alternative cooling centers need to be activated and how to staff

Primary Cooling Centers

- Location and contact information for primary cooling centers is located in [Appendix 4](#)
- All primary cooling centers will be activated unless a host facility is closed for repair, inaccessible or has inoperable air conditioning
- Senior Center cooling centers are restricted for use by seniors only
- Cooling centers will operate under normal staffing and resource conditions unless requests are made by host facility to HD (see [Appendix 9](#) for primary cooling center hours of operation)

Secondary Cooling Centers

Requests for secondary cooling centers will be coordinated by the City Deputy Director of Emergency Management

Secondary cooling center options are the following:

- Public school buildings (in June, July or August)
 - Designated locations will be at the discretion of the Board of Education Chief Operating Officer
- 2nd floor Board of Education Conference Room at Gateway Center
 - The Board of Education Conference Room must be reserved by the Superintendent's Office
- Fire Training Academy
 - Use of this facility will be at the discretion of the NHFD Assistant Fire Chief

For logistical and operational contact information, see [Appendix 6](#)

Resources

Water: Upon request, the Regional Water Authority will deliver water in 1-gallon containers based on demand.

- Before requests are processed, host facilities must attempt use tap water or other means to serve patrons

Food: Upon request, the Board of Education's Central Kitchen may be able to provide food*

- *If food is delivered to school site and used for school-aged children, BOE gets reimbursed for food. If it is delivered to a different site and served to the general public, BOE does not get reimbursed and cost will need to be incurred and covered by the Health Department or Emergency Management
- Senior Centers serve meals to seniors with 24 hours notice

Staff:

- If a cooling center is located at a public school, the Board of Education will supply custodial services and a security guard upon request
- All secondary facilities will be staffed with a registered nurse and a staff member (preferable bilingual) from the Health Department. One of these designees will serve as the cooling center manager.
 - Expenditures for staff will be covered by the Health Department or City Emergency Management
- CERT team members can be activated by the City Deputy Director of Emergency Management as needed
- HD volunteers can be activated by the Director of Health or designee if a State of Emergency is declared under Title 28
- Regional MRC team members can be activated by the Division of Emergency Management and Homeland Security Regional Coordinator as needed and upon local exhaustion of staffing resources

Future Planning Considerations:

Alternative cooling center sites:

- Air conditioned rail cars via the State Department of Transportation
- Hall via the Benevolent Order of Elks
- Center Auditorium via the State University
- Providing/showing movies to cooling center attendees
- Extend pool operating hours via BOE managed pools
- x places of worship

For logistical and operational contact information, see [Appendix 6](#)

Addendum 1: Primary Cooling Center Area Maps

Library Locations in x (removed)

Senior Center Locations in x (removed)

Addendum 2: Primary Cooling Center Operating Procedure

Initial Response Activities

- Upon knowledge of a severe weather advisory, the Director of Health or designee will consult with the City Deputy Director of Emergency Management to determine the need for cooling centers
- Upon the decision to activate, the Emergency Preparedness Coordinator or designee will contact the Elderly Services Director and coordinate use of senior centers as cooling centers
- The Emergency Preparedness Coordinator or designee will establish contact with the facility manager of each primary cooling center location to provide the following information:
 - Current situation
 - Expectations of the host facility
 - What support can be expected from the Health Department and the City during cooling center operations
 - Primary and secondary contact information for resource support
- The Emergency Preparedness Coordinator or designee will draft and provide a press release to the City PIO for immediate release (for press release template, see [Appendix x 4](#) and [Appendix 5](#))
- The Emergency Preparedness Coordinator or designee will provide public information to the City Webmaster to be uploaded to the HD web page and/or the City web page

Ongoing Response Activities

- Upon request, the HD Emergency Preparedness Coordinator or designee will coordinate the delivery of water and cups to host facilities
- The HD Emergency Preparedness Coordinator or designee will maintain contact with each facility manager daily and as necessary to obtain a status update
- The HD Emergency Preparedness Coordinator or designee will brief the Director of Health and City Deputy Director of Emergency Management daily and as necessary

For logistical and operational contact information, see [Appendix 6](#)

- The HD Emergency Preparedness Coordinator or designee will work with the City PIO to provide public information via media outlets and the City website.

Demobilization Activities

- The Director of Health or designee will consult with the City Deputy Director of Emergency Management to determine when to deactivate the cooling centers
 - Trigger Point: Heat Index value is anticipated to drop below 95F° for the area encompassing the City of x
- The HD Emergency Preparedness Coordinator or designee will notify all primary cooling center locations of deactivation
- The HD Emergency Preparedness Coordinator will submit all operations-related expenditures to the HD Financial Officer for processing
- The HD Emergency Preparedness Coordinator or designee will prepare an after action report and submit to the Director of Health and the City Deputy Director of Emergency Management for review
- The HD Emergency Preparedness Coordinator will address corrective actions accordingly

Addendum 3: Secondary Cooling Center Operating Procedure

Initial Response Activities

- The Director of Health will consult with the City Deputy Director of Emergency Management to determine the need for activation of secondary cooling facilities as well as hours of operation
- To activate a public school as a cooling center, the HD Emergency Preparedness Coordinator or designee will contact the Board of Education's Chief of Operations to grant permission for use and to determine the appropriate facilities to use
- The HD Emergency Preparedness Coordinator or designee will contact the Disability Services Director to inquire about handicap accessibility of any school(s) or other public building selected. This information will be compiled with any other public information that will be posted in response to activation
- At the discretion of the Director of Health or designee, the HD Emergency Preparedness Coordinator will alert the HD Emergency Command Center Staff via the Everbridge Notification Center (Everbridge Group # 213 / HD Emergency Command) to report to the HD Emergency Command Center for a briefing
- If a State of Emergency is declared under Title 28 and at the discretion of the Director of Health or designee, the HD Emergency Preparedness Coordinator or designee will alert HD volunteers via the Everbridge Notification System (Everbridge Group # 189 / HD Volunteers) to report to the 2nd floor Board of Education Conference Room at Gateway Center for a briefing and assignment
 - The Board of Education Conference Room must be reserved by the Superintendent's Office
- The Director of Health or designee will consult with the City Deputy Director of Emergency Management to determine the need to activate the CERT team as a cooling center staffing resource
- The HD Emergency Preparedness Coordinator or designee will establish contact with the facility manager of each secondary cooling center location to provide/illicit the following information:
 - Current situation
 - Expectations of the host facility
 - What resources can be provided by the host facility (staff, food, water, furniture, etc?)

- What support can be expected from the Health Department and the City during cooling center operations, including overtime compensation
- Primary and secondary contact information for resource support from the Health Department/City Emergency Management

Ongoing Response Activities

- Upon request, the HD will coordinate the delivery of water and cups to host facilities
- The HD Emergency Preparedness Coordinator or, if ICS is activated, the Planning Section Chief will maintain contact with each cooling center manager every 2 hours to provide a situation update and to collect the following information:
 - Number of people at site
 - Anticipated staff needs for oncoming shift
 - Anticipated resource need for oncoming shift
- The HD Emergency Preparedness Coordinator or designee will brief the Director of Health and City Deputy Director of Emergency Management daily and as requested
- The HD Emergency Preparedness Coordinator or, if ICS is activated, the Logistics Section Chief will receive resource requests from host facilities (furniture, equipment, food, water, etc.) and will notify City Deputy Director of Emergency Management if requested resources are beyond the capability of the HD
- The HD PIO will work with the City PIO to provide public information via media outlets and the City website.
- The HD Emergency Preparedness Coordinator or, if ICS is activated, the Planning Section Chief will contact each cooling center manager to get a staff/volunteer census for each site.

Demobilization Activities

- The Director of Health or designee will consult with the City Deputy Director of Emergency Management to determine when to deactivate the cooling centers
 - Trigger Point: Heat Index value is anticipated to drop below 95F° for the area encompassing the City of x
- The HD Emergency Preparedness Coordinator or, if ICS is activated, the Operations Section Chief will notify all primary cooling center locations of deactivation

- The HD Emergency Preparedness Coordinator or, if ICS is activated, the Logistics Section Chief will coordinate the return of remaining resources or rental equipment/furniture
- Incident Command Staff will submit all operations-related expenditures to the HD Financial Officer for processing
- The HD Emergency Preparedness Coordinator or designee will prepare an after action report and submit to the Director of Health and the City Deputy Director of Emergency Management for review
- The HD Emergency Preparedness Coordinator will address corrective actions accordingly

Addendum 4: Press Release Template

FOR IMMEDIATE RELEASE

July 19, 2011

x Prepares to Open Cooling Centers Tuesday, City Health Department Warns Residents of the Health Risks of Extreme Temperatures

(X)--Due to extreme temperatures expected for the region on Tuesday, Wednesday, Thursday and Friday, the City of x will be activating “cooling centers” for the public to provide relief from the heat. If high temperatures and humidity continue after Friday, these “cooling centers” will remain open. Please check your local news for additional updates.

Please be advised that anyone attending a cooling location should bring lunch or snacks as no food will be served at these sites. Seniors are reminded that senior centers require 24 hour notice for senior meals.

The following “cooling center” locations are for senior use only:

These Cooling Center Locations will be open until 4:00 PM:

- Atwater Senior Center at 26 Atwater Street, x
(People with wheelchairs will need assistance to help travel up ramp)
- East Shore Senior Center at 411 Townsend Avenue, x

The following locations will serve as a “cooling center” for the general public:

This Cooling Center Location will be open during normal business hours:

- x Free Public Library Main Building is located at 133 Elm Street
- Fair Haven Branch Library is located at 182 Grand Avenue
- Mitchell Branch Library is located at 37 Harrison Street
- Stetson Branch Library is located at 200 Di well Avenue in the Di well Plaza
- Courtland Seymour Wilson Branch Library is located at 303 Washington Avenue (this facility is closed on Tuesday, July 19, 2011 but will reopen on Wednesday, July 20, 2011)

###

(X) — The following is Educational Information and Tips from the Regarding the Health Risks of Extreme Heat

What You Should Know About Heat-Related Illness?

Normally, the body has ways of keeping itself cool: by letting heat escape through the skin and by evaporating sweat. If the body does not cool properly or does not cool enough, a person may suffer a heat-related illness. Heat-related illnesses can become serious or even life threatening if unattended.

For logistical and operational contact information, see [Appendix 6](#)

What are the symptoms of heat-related illnesses?

Heat-related illness usually comes in stages. The symptoms of the first stage include heat cramps in muscles. Heat cramps are muscle spasms that can occur after physical activity and can be very painful.

The signals of the second, more serious stage, often called heat exhaustion, include:

- Cool, moist, pale skin (the skin may be red right after physical activity)
- Headache
- Dizziness and weakness or exhaustion
- Nausea
- The skin may or may not feel hot

Heat stroke is the last stage and most serious stage of health-related illnesses. At this stage, a person might have stopped sweating altogether and the skin may appear dry and hot. The pulse rate can be strong but very rapid and the person may find it hard to breathe. Body temperature could reach 103° Fahrenheit or higher. The person may be vomiting or may even lose consciousness altogether.

Who is at increased risk for heat-related illness?

- Anyone is at risk for heat-related illnesses.
- However, children and the elderly are at greater risk.
- In addition, people who are overweight, exercise strenuously outdoors, or take certain medications or use alcohol may be at higher risk.

What should you do if you are showing signs of heat-related illness?

1. Immediately get out of the sun to a shady or air conditioned area
2. Cool off by taking a cool bath or spray yourself with water
3. Drink water, but do not drink alcoholic beverages
4. Get medical assistance as soon as possible if symptoms persist

How should you protect yourself during high temperatures?

- Remember to keep cool and use common sense
- Drink water (consult your doctor if you have fluid intake restrictions)
- Wear appropriate clothing
- Wear sunscreen
- Schedule outdoor activities carefully
- Pace yourself with strenuous physical exercise
- Stay in air-conditioned home or cooling centers
- Use a buddy system to help monitor those at risk and have someone check up on you###

Addendum 5: Press Release Template

FOR IMMEDIATE RELEASE

Warns Residents of the Health Risks of Extreme Heat Temperatures

(X) — The following is Educational Information and Tips from the Regarding the Health Risks of Extreme Heat

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What are the symptoms of heat-related illnesses?

Heat-related illness usually comes in stages. The symptoms of the first stage include heat cramps in muscles. Heat cramps are muscle spasms that can occur after physical activity and can be very painful.

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- Cool, moist, pale skin (the skin may be red right after physical activity)
- Headache
- Dizziness and weakness or exhaustion
- Nausea
- The skin may or may not feel hot

Heat stroke is the last stage and most serious stage of health-related illnesses. At this stage, a person might have stopped sweating altogether and the skin may appear dry and hot. The pulse rate can be strong but very rapid and the person may find it hard to breathe. Body temperature could reach 103° Fahrenheit or higher. The person may be vomiting or may even lose consciousness altogether.

Who is at increased risk for heat-related illness?

- Anyone is at risk for heat-related illnesses.
- However, children and the elderly are at greater risk.
- In addition, people who are overweight, exercise strenuously outdoors, or take certain medications or use alcohol may be at higher risk.

What should you do if you are showing signs of heat-related illness?

5. Immediately get out of the sun to a shady or air conditioned area
6. Cool off by taking a cool bath or spray yourself with water
7. Drink water, but do not drink alcoholic beverages

For logistical and operational contact information, see [Appendix 6](#)

8. Get medical assistance as soon as possible if symptoms persist

How should you protect yourself during high temperatures?

- Remember to keep cool and use common sense
- Drink water (consult your doctor if you have fluid intake restrictions)
- Wear appropriate clothing
- Wear sunscreen
- Schedule outdoor activities carefully
- Pace yourself with strenuous physical exercise
- Stay in air-conditioned home or cooling centers
- Use a buddy system to help monitor those at risk and have someone check up on you

What is the City of x prepared to do in the event of extreme heat temperatures?

The City will open “cooling centers” for the public to provide relief from the heat. If cooling centers are opened, information about locations and hours of operation will be provided on the local news and on the City’s website at . For more information about heat-related illness or the City’s cooling centers, please contact the Emergency Response Coordinator at.

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Addendum 6: Logistical and Operational Contacts

City Contacts

Health Department Contacts

Board of Education Contacts

Division of Emergency Management and Homeland Security Regional Coordinator

Addendum 7: Primary Cooling Center Locations and Contact Information

Senior Centers:

Public-Use Buildings:

Branch Library

Addendum 8: Extreme Heat Incident Report

Type of Incident:

Date(s) of Incident

Operational Period

Was ICS activated? Yes No

Incident Commander:

Command Staff:

Safety Officer

Liaison Officer

PIO

General Staff:

Operations Chief

Planning Chief

Logistics Chief

Finance Chief

How many staff members were involved in the response?

How many Volunteers were involved in the response?

CERT

MRC

Other (Name agency or affiliation)

List all cooling center locations that were activated:

Was a press release issued by the City Communications Director?

Yes No

(If "Yes", attach a copy of the press release to the last page of this Incident Report)

Summary of Event:

A large, empty rectangular box with a thin black border, occupying the central portion of the page. It is intended for the user to provide a summary of an event.

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For logistical and operational contact information, see [Appendix 6](#)

Document obstacles encountered with solutions used:

Document areas for improvement:

Document training needs

Submitted by:

Date:

Addendum 9: Flyer

City of x Cooling Centers & Hours of Operation

Cooling Centers for the General Public / Centros de refrigeración para el público en general

Cooling Centers for Seniors Only / Centros de refrigeración para la tercera edad sólo

All locations open until 4 p.m. / Abierto hasta las 4 p.m.

For logistical and operational contact information, see [Appendix 6](#)