

City of Annapolis Code Red Heat Alert (CRHA) Plan

2010

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1. SUMMARY

The City of Annapolis' Code Red Heat Alert (CRHA) activation establishes a coordinated approach to providing cooling relief to vulnerable populations during a heat crisis. Vulnerable populations are segments of our citizenry that have limited resources, certain health problems, and/or are senior citizens.

2. ACTIVATION

The City of Annapolis Office of Emergency Management (OEM) Director will be responsible for activating CRHA based on the following criteria:

- During the months of June through September, the CRHA Office of Emergency Management (OEM) Point of Contact (POC), who is the OEM Planner, or his/her designee will access the National Weather Service (NWS) report; the NWS report can be accessed at <http://www.nws.noaa.gov/>. The OEM Planner Point of Contact (POC) will advise the Director of Emergency Management when there is a Heat Advisory, meaning the heat index is at least 105 (**See Attachment 1 for definitions and Attachment 2 for Heat Index Chart**).
- On weekends, the on-duty Annapolis Fire Department Battalion Chief will be the CRHA POC (in place of the OEM POC) and will advise the Director of Emergency Management when there is a Heat Advisory, meaning the Heat Index has reached 105.
- It will be the responsibility of the Director of Emergency Management to activate the CRHA Plan and to identify its durational period.

The decision to declare a CRHA will be made when there is a Heat Advisory; the trigger point for this is when the Heat Index reaches 105. Key officials, which include the Fire Chief and Points of Contact from all Participating Agencies in this Plan, will be notified by the Director of Emergency Management that the CRHA plan is activated via text messaging.

The City of Annapolis Public Information Officer (PIO) will issue a press release announcing the CRHA and its durational period (**See Attachment 3 for Press Release form**). The release will also be forwarded to each CRHA participating agency and department. However, it will be the responsibility of OEM to ensure that the appropriate CRHA POC for the Annapolis Fire Department (AFD), Annapolis Police Department (APD), Annapolis Department of Transportation (ADOT), the City Department of Recreation and Parks, the Anne Arundel County Department of Aging and Disability (DoAD), and the County Department of Health (DOH) have been notified. After business hours, these POCs will be notified of the CRHA via OEM text message alerting.

3. SERVICES

1. Cooling Centers

- OEM will decide whether to open the following cooling centers on CRHA days. During the months of June through September, the AFD Fire Marshal will ensure that the cooling centers are free of any life safety hazards. No pets will be permitted in the cooling centers. An adult must supervise visiting children at all times. The following are Cooling Center options for the City of Annapolis:
 - Roger “Pip” Moyer Community Recreation Center at Truxtan Park, 273 Hilltop Lane, Annapolis- This is City owned and operated. This Cooling Center has a generator and is managed by City of Annapolis Recreation and Parks. Contact number: 410-263-2958.
 - Eastport United Methodist Church, 926 Bay Ridge Ave. Annapolis- This facility is privately owned and may open on a voluntary basis. This Cooling Center is managed by the Eastport United Methodist Church staff. Contact number: 410-268-7175.
 - Annapolis Senior Center at Wiley H. Bates Heritage Park, 119 South Villa Ave, Annapolis- This is an Anne Arundel County DoAD facility and, therefore, is opened as a cooling center at the discretion of Anne Arundel County. This shelter is managed by Anne Arundel County. Contact number: 410-222-1818.

2. Shelters

- A shelter is a facility that provides temporary housing facilities for individuals who require re-location because they cannot live at their residences. Shelters provide more extensive services than cooling centers, such as overnight sheltering, meals, first aid, and Companion Animal Services (at Annapolis Senior High School) and can be activated for a variety of disaster situations in addition to extreme heat. Cooling Centers are designed for shorter term sheltering and more limited services (light snacks and water, no Companion Animal Sheltering) in response to the Heat Index reaching 105.
- The shelter serving the City of Annapolis is Annapolis Senior High School, located at 2700 Riva Rd. Annapolis, MD.
- Shelters may be opened under the following conditions:
 - Power outages or water shortages (large scale) affecting the City of Annapolis that present larger numbers of citizens seeking relief than can be supported by cooling centers. Note that a power outage only situation may not result in sheltering.

- This will be a joint decision which could include the City of Annapolis Director of Emergency Management, the Mayor's Office, the Anne Arundel County Director of Emergency Management, and the County Executives Office.
- When the decision is made to open shelters, the City of Annapolis and Anne Arundel Sheltering Plans (Emergency Support Function #6 to the Emergency Operations Plan) will be activated and direct all notifications and operational issues.
- If shelters are opened, consideration should be given to closing some or all cooling centers. Closing cooling centers and utilizing large shelters will reduce staffing requirements, and provide focused assistance and oversight. DoAD may provide transportation from the cooling center(s) to the Shelter.
- The decision to consolidate operations will also be a joint decision involving the City of Annapolis Director of Emergency Management, the Mayor's Office, the Anne Arundel County Director of Emergency Management, and the County Executive's Office.

3. Outreach and Awareness

➤ Mass communication

- The City of Annapolis PIO will issue a joint press release announcing the activation of the CRHA Program. City departments/agencies will provide information on activities and programs via the media.
- OEM will transmit telephone alerts on Code Red Heat Alert days to the Director of Service, or his/her designee, in the Mayor's Office. Additionally, DoAD will telephone at risk individuals known to their agency.
- The public will be encouraged to contact OEM on their main line at 410-216-9167 to report CRHA concerns and questions.
- The Anne Arundel County Department of Health (DOH) will inform the public about ways to stay safe and healthy during the months of June through September using community media announcements, website notices, and Twitter.
- OEM will provide cooling center locations, safety tips and information about warning signs for heat-related emergencies. They will also link available transportation resources to residents who require transportation to a cooling center.
- The OEM website home page will have a permanent link to the description of the program and available resources.

➤ **Neighborhood outreach**

- DOH may increase its already extensive outreach efforts, to include nursing homes, assisted living facilities and daycare centers.
- Constituent Services will disseminate heat-related information via e-mail lists to community improvement associations and other community/faith-based organizations.
- On Code Red Heat Alert days, APD patrol officers will give special attention to cooling centers.

4. COORDINATION AND TRACKING

A. Service Request and Delivery Process

Calls from the public to report heat-related problems or request heat-related services may be initially received through OEM at 410-216-9167.

The City’s policy and public statements will be consistent in encouraging citizens to call 410-216-9167 for all non-emergency heat-related inquiries and complaints. All emergency related calls should go directly to 911.

The Annapolis Police Communications Center will provide notification to the Director of Emergency Management of a significant power outage in the City. The Director of Emergency Management will ensure that the Fire Department Chief, Police Chief, and City Manager are aware of the significant power outage.

➤ **“OEM CRHA Call Taking”**

“OEM CRHA Call Taking” will be staffed by the OEM. The primary contact number will be the public number for OEM (410-216-9167). During non-business hours the calls will go to a recorded message providing CRHA information. All messages left on OEM’s recording machine will be returned the following business day. For heat-related inquiries and service requests, it will generate a CRHA Service Request (SR). In addition, OEM CRHA call takers will provide information specific to the caller’s request, as follows:

- Cooling center Locations – Create SR and provide information
- Cooling center Hours – Create SR and provide information
- Inquiry to CRHA Declaration - Create SR and provide information
- Transportation to cooling center – Create SR and transfer to DoAD
- Request to Check on Vulnerable Neighbor – Create SR and transfer the request to APD.

B. Transportation

Transportation to the cooling center(s) and from the cooling center(s) to the shelter (if activated) will be provided by ADOT's fixed bus routes and the DoAD, if resources permit. City of Annapolis citizens will be encouraged to utilize an ADOT bus route to reach Cooling Center(s). However, the DoAD will support the transportation effort with their buses for individuals not able to access a bus route within the City.

C. Monitoring and Evaluation

- OEM will confirm that actions outlined in this plan, such as call taking, informing City and County agencies and departments of the CHRA activation, and the opening of cooling centers, are occurring.
- Staff at cooling centers will submit data regarding number of individuals at the cooling centers, concerns and other information to OEM by 3:00 p.m. on the day of a CHRA activation so that OEM is aware of the situation at the cooling centers and can open additional ones if necessary.
- AFD EMS will obtain information on hyperthermia-related injuries and deaths.
- To track heat wave severity and outreach efforts, the OEM CRHA call takers will compile a Situational Report within the day after a CRHA day. This report will track weather, hyperthermia-related medical incidents, outreach efforts, power outages, heat-related service calls to the OEM CRHA call taker phone line, and number of individuals Anne Arundel Medical Center treated for hyperthermia-related incidents on each CRHA day.
- All participating agencies will submit data to OEM by 3:00 p.m. on the day following a CRHA day.

5. ROLES AND RESPONSIBILITIES

- A. American Red Cross – Only when a shelter is opened, not a participating agency for cooling centers alone.
1. The American Red Cross is not currently listed in the Plan as having a role, but can be included and possibly tasked with responsibilities.
 2. If a participating agency due to shelter opening(s) will submit data to OEM by 3:00 p.m. on the day following CRHA day.
 3. Shall annually review the internal procedures associated with executing the responsibilities under this plan no later than May 1 of each year.
 4. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

B. Salvation Army

1. As a participating agency, it may issue press releases regarding heat-related safety precautions.
2. Will provide water and light snacks at City of Annapolis Cooling Centers.
3. Will submit data to the OEM by 3 p.m. on the day after a CRHA day.

C. Annapolis Fire Department (AFD)

1. Track hyperthermia-related EMS calls.
2. Obtain data from the DOH on hyperthermia-related deaths.
3. From June through September, the Fire Marshal's office will ensure that cooling centers are free of life safety hazards.
4. Will submit data to OEM by 3:00 p.m. on the day after a CRHA day.
5. Shall annually review the internal procedures associated with executing your responsibilities under this plan no later than May 1st of each year.
6. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

D. Anne Arundel County Department of Health (DOH)

1. As a participating agency and will work with the City's PIO (as well as County's) to issue a cohesive press release regarding heat-related safety precautions. If relevant information is left out of the City PIO's press release, DOH may issue an additional press release containing the necessary information.
2. Provide information to participating agencies regarding hyperthermia related deaths.
3. May increase its outreach efforts, to include nursing homes, assisted living facilities, and day care centers.
4. Shall annually review the internal procedures associated with executing its responsibilities under this plan no later than May 1 of each year.
5. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

E. Department of Social Services (DSS)- State

1. As a participating agency, it will issue alerts to their staff on CRHA days to notify them that the Plan is activated. The staff will therefore have information on steps for the public to take on CRHA days.
2. Will access the Network of Care program, available through local management board which is a County resource, and put up the CRHA information. This is accessible to the public.
3. Will submit significant information to OEM regarding a CRHA event by the close of the business on the day following a CRHA plan activation.
4. Shall annually review the internal procedures associated with executing its responsibilities under this plan no later than May 1 of each year.
5. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

F. Annapolis Police Department (APD)

1. Conduct periodic checks of cooling centers when opened.
2. Will submit data to OEM by 3:00 p.m. on the day after a CRHA day including results of vulnerable neighbor checks (checks performed as a result of a call expressing concern about a neighbor's well-being due to heat exposure) and any security issues present at Cooling Centers.
3. Shall annually review the internal procedures associated with executing its responsibilities under this plan no later than May 1st of each year.
4. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

G. ADOT supported by Anne Arundel County Department of Aging and Disabilities (DoAD)

1. ADOT is a participating agency and will provide transportation to citizens to cooling centers on CRHA days on existing bus routes.
2. The DoAD is a participating agency and will support the transportation effort by providing transportation to both City and County Cooling Center(s) between the hours of 8:00 am and 4:30 pm on CRHA days (note the time difference is due to the fact that the hours of Anne Arundel County Cooling Center(s) are different than the City's 11:00 a.m. until 7:00 p.m. hours).
2. DoAD will conduct alert calls to organizations that typically service seniors, and to known at-risk individuals.
3. ADOT and DoAD will submit data to the OEM CRHA Call Takers by 3:00 p.m. on the day following CRHA day.
4. ADOT and DoAD will annually review the internal procedures associated with executing their responsibilities under this plan no later than May 1st of each year.
5. Participating agencies are responsible for notifying the OEM if policies or procedures that affect this plan are modified.

H. Office of Emergency Management (OEM)

1. Is the lead agency, responsible for activating the CRHA program and for notifying the principal partnering agencies of the activation.
2. Will convene and organize the Spring review process conducted by the CRHA Coordination Committee.
3. Maintain and monitor heat-related data to identify trends. Will prepare summaries and recommendations to participating agencies based on the data.
4. OEM CRHA call takers will field calls during business hours (8 am until 4:30 pm) when CRHA is activated. After business-hours, calls will go to a recorded message providing CRHA information. On weekends, the on-duty Annapolis Fire Department Battalion Chief will be the CRHA POC in place of the OEM Deputy Director.
5. To track heat wave severity and outreach efforts, the OEM CRHA call takers will compile a Situational Report each afternoon after a CRHA day. This report will track weather, hyperthermia-related medical incidents, outreach efforts, power

outages and heat-related service calls to the OEM CRHA call takers phone line. The OEM CRHA POC will contact Anne Arundel Medical Center Public Relations Department at the following number: (443) 336-4335 to request information on heat related injuries that occurred on a CRHA day.

6. Will decide jointly with the Anne Arundel County Director of Emergency Management if the Annapolis Senior High School shelter needs to be opened to assist in CRHA days, or conditions involving wide spread power or water outages/shortages.
7. Will decide jointly with the Anne Arundel County Director of Emergency Management if and when to consolidate shelters and Cooling Center operations.
8. In the event that CRHA is not activated during the summer, an exercise will be required and conducted prior to September 30. It will be the responsibility of the OEM to develop and conduct the exercise with all of the participating agencies.
9. Shall annually review the internal procedures associated with executing its responsibilities under this plan no later than May 1st of each year.

I. Mayor's Office, Director of Services, and the Office of Youth and Community Affairs

1. Act as a participating agency and disseminate heat-related information via email lists to community improvement associations and other community / faith-based organizations.
2. Will submit data to the OEM CRHA call taker by 3:00 p.m. on the day after a CRHA day.
3. Shall annually review the internal procedures associated with executing its responsibilities under this plan no later than May 1 of each year.
4. Responsible for notifying the OEM if policies or procedures that affect this plan are modified.

6. PLAN MAINTENANCE

- A. OEM shall maintain this plan and organize an annual review by the CRHA no later than May 10 of each year. The CRHA Coordination Committee will be comprised of the CRHA POC's of the following agencies:

City of Annapolis Office of Emergency Management
Annapolis Police Department
Annapolis Fire Department
City of Annapolis Recreation and Parks
Eastport United Methodist Church

- B. Based on the findings of the annual CRHA Coordination Committee review, and analyzing the collected data from the previous year(s), the OEM shall coordinate plan revisions as necessary.

- C. Agencies' internal procedures to execute their responsibilities under this plan shall be reviewed annually by the respective agencies no later than May 1 of each year.
- D. Participating agencies are responsible for notifying OEM if policies or procedures that substantively affect this plan are modified.
- E. In the event that CRHA is not activated during the summer months, the CRHA Plan will be exercised prior to September 30. It will be responsibility of the OEM to develop and conduct the exercise with the participation of all the participating agencies.

ATTACHMENT #1: Definitions

Heat Advisory- Maximum Heat Index of 105 to 110 degrees F or greater with a minimum of 75 degrees F for two or more consecutive days.

Other Considerations:

Excessive Heat Warning- Extreme values of the heat index.

- Three consecutive days with a maximum heat index 100 to 105 degrees F with at least 85 percent sunshine on two of the days, or minimum heat index 75 degrees F or greater each day, or
- Two consecutive days with the maximum heat index 105 to 110 degrees F, or
- 1 day with the maximum heat index 110 degrees F or greater.

ATTACHMENT #2: Heat Index Web Sites

http://www.hpc.ncep.noaa.gov/heat_index_MAX/hitable_east.txt

<http://www.wunderground.com/US/MD/Annapolis.html>

<http://forecast.weather.gov/wwamap/wwatxtget.php?cwa=usa&wwa=Heat Advisory>

NOAA's National Weather Service

Heat Index

Temperature (°F)

	80	82	84	86	88	90	92	94	96	98	100	102	104	106	118	110
40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136
45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	
50	81	83	85	88	91	95	99	103	108	113	118	124	131	137		
55	81	84	86	89	93	97	101	106	112	117	124	130	137			
60	82	84	88	91	95	100	105	110	116	123	129	137				
65	82	85	89	93	98	103	108	114	121	126	130					
70	83	86	90	95	100	105	112	119	126	134						
75	84	88	92	97	103	109	116	124	132							
80	84	89	94	100	106	113	121	129								
85	85	90	96	102	110	117	126	135								
90	86	91	98	105	113	122	131									
95	86	93	100	108	117	127										
100	87	95	103	112	121	132										

Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity

- Caution
- Extreme Caution
- Danger
- Extreme Danger

