

**CITY OF MILWAUKEE HEALTH DEPARTMENT  
And MILWAUKEE HEAT TASK FORCE**

**PLAN FOR EXCESSIVE HEAT CONDITIONS 2009**

**GOAL**

To reduce the incidence of morbidity and mortality associated with extreme heat events.

**SPRING 2009**

**ROLES AND RESPONSIBILITIES**

**CITY OF MILWAUKEE HEALTH DEPARTMENT (MHD) WILL:**

1. Bring together Task Force partners involved in heat response for a meeting to update the Heat Plan based on changes in capacities or learned strategies.
2. Distribute the updated Heat Plan to all Heat Task Force participants and to other agencies in the county.
3. Prepare and distribute a resource list specific to Milwaukee County regarding heat preparedness with local contacts for information or assistance. Partner organizations should feel free to duplicate and distribute this at will, or alter it for special needs.
4. Update contact lists and test broadcast fax capability for informing Heat Task Force partners of Heat Health Notices and prepare format of notification in advance.
5. Prepare and test Hot Line (286-3616) capability to include:
  - 1) after-hours continuity (recorded information line and City Hall Operator: 286-2150 or 286-3200)
  - 2) capacity to handle incoming traffic loads
  - 3) separate health professional access fax line (286-5164)
  - 4) capacity to transfer to another site if needed (e.g., County Emergency Management Command Center)
6. Update and maintain media contact list.
7. Prepare a list or map of congregate cooling sites (including public access sites such as shopping malls) that includes typical hours of operation and, when known, accessibility to disabled persons, for dissemination in a Heat Health Notice.

**IMPACT WILL:**

Provide 24-hour referral service.

**MILWAUKEE COUNTY DEPARTMENT ON AGING and INTERFAITH WILL:**

1. Monitor and promote the Interfaith Telephone Reassurance Service phone line to sensitize and educate citizens who are routinely in contact with the elderly to their special needs and how to assist them in getting them addressed during heat health events.
2. Promote the enrollment of isolated elderly (especially among clients of agencies serving at-risk populations) into their Frail Elderly Registry check-in system.
3. Assist MHD in outreach to elder day care, nutrition and home health services.

**AGENCIES SERVING AT-RISK POPULATIONS**, including but not limited to: Interfaith, The Salvation Army, Milwaukee County Department on Aging, Milwaukee County Office on Persons with Disabilities, Milwaukee County Adult Services Division, Milwaukee County Mental Health Division, agencies that serve the homeless and mentally ill, home health agencies, organizations with community outreach to low-income, disabled, and elderly **WILL:**

1. Distribute heat emergency preparedness information to staff, volunteers and clients. Modify the MHD information pamphlet to better serve target populations. Translations are encouraged.
2. If outreach or case management services are provided by the agency: seek to identify and enroll at-risk individuals into established and updated registries, if appropriate (see DEPARTMENT ON AGING, above), or establish procedures to log and check-in on at-risk individuals during Heat Health Events using staff or volunteers.
3. Update contact information with MHD to ensure receiving Heat Health Notices.
4. Establish planned response to Heat Health Notices, such as staff changes, extended hours at facilities or other needs specific for their clients.

**DHFS – DIV. OF DISABILITY AND ELDER SERVICES – DIVISION OF QUALITY ASSURANCE WILL:**

1. Monitor conditions in nursing homes and other licensed facilities on an ongoing basis.
2. Send out an annual communication regarding how these licensed facilities can meet the heat-related health needs of their residents.

**GENERAL COMMUNITY OUTREACH ORGANIZATIONS** including the Milwaukee Police **WILL:**

1. Distribute heat emergency preparedness information to staff, volunteers and clients. Modify the MHD information pamphlet to better serve target populations. Translations are encouraged.
2. Seek to identify and enroll at-risk individuals into established registries, if appropriate (see INTERFAITH and MILWAUKEE COUNTY DEPARTMENT ON AGING, above), or establish procedures to log and check-in on high-risk individuals during Heat Health Events using staff or volunteers.
3. Update contact information with MHD to ensure receiving Heat Health Notices.

**THE MEDICAL SOCIETY OF MILWAUKEE COUNTY WILL:**

Advise physicians regarding heat health hazards and encourage caretakers or at-risk individuals to prepare for heat emergencies.

**MEDIA METEOROLOGISTS ARE ENCOURAGED TO:**

1. Run stories on heat illness and prevention.
2. Routinely use Heat Index during the summer so people may become as familiar with the concept as they are with the Wind Chill Factor.
3. Review internal systems to respond to Heat Health Notices, including methods to notify the public outside routine meteorological broadcasts.
4. Update contact information with MHD to ensure receiving Heat Health Notices

**MILWAUKEE WATER WORKS WILL:**

1. Cooperate with Milwaukee Public Schools on the school-based COOL SPOTS program for heat relief at designated neighborhood playgrounds.
2. Discourage hydrant vandalism and illegal hydrant openings in cooperation with the Milwaukee Police Department and Milwaukee Fire Department to maintain adequate water pressure for fire protection throughout the community.

**RED CROSS WILL:**

Activate 24-hour heat health tips information line for duration of summer.

**AURORA BEHAVIORAL HEALTH WILL:**

1. Educate inpatients about heat and medications prior to discharge.
2. Include information about heat health in newsletter to providers.
3. Develop crisis plans with patients/families to be discharged, including distribution of available resource handouts, to ensure return to an environment that is safe.

**HEAT HEALTH OUTLOOK**  
**(triggered by NWS HEAT OUTLOOK threshold)**

**CITY OF MILWAUKEE HEALTH DEPARTMENT WILL:**

1. Fax a Heat Health Outlook to all Task Force Participants informing them of the forecast and encouraging them to review the Heat Plan and prepare for implementation.
2. Ensure that all after-hours calls to the City Hall operator (286-2150, 286-3200) regarding critical heat issues are transferred to an appropriate individual 24 hours a day.
3. Establish fax line (414-286-5164) for Health Professionals to report heat related morbidity and mortality.

**CITY OF MILWAUKEE DEPARTMENT OF PUBLIC WORKS WILL:**

Advise all sponsors of outdoor special events scheduled during the forecast period to consider modifications of activities in light of possible heat.

**HEAT HEALTH ADVISORY**  
**(triggered by NWS HEAT ADVISORY)**

**CITY OF MILWAUKEE HEALTH DEPARTMENT WILL:**

1. Issue a "Heat Health Advisory" for the Greater Milwaukee Metropolitan area. This will include public information for heat protective actions and will be distributed to the media.
2. Alert Heat Task Force members and other participating agencies with instructions to prepare for full plan implementation within 6 to 24 hours and to prepare to begin check-in procedures for at-risk groups.
3. Begin active surveillance of selected emergency departments and the Medical Examiners Office and encourage referrals by physicians to the Milwaukee County Department on Aging and the Milwaukee County Adult Services Division.
4. Request that the Medical Examiner, Emergency Rooms and Local Public Health Departments report heat-related injuries to MHD via WI Trac or fax line (286-5164).
5. Continue to monitor fax line (286-5164) for Health Professionals to report heat related morbidity and mortality.
6. Open and publicize 24-hour Heat Hot Line (286-3616) to general public.
7. Post Advisory information on WI Trac.
8. Alert State and County agencies that regulate Community-Based Residential Facilities (CBRFs).

**EMERGENCY ROOMS, LOCAL HEALTH DEPARTMENTS AND MEDICAL EXAMINER WILL:**

1. Report any cases of heat exhaustion, heat-stroke or heat-related illnesses (such as heat-related angina or exacerbation of chronic heart failure or chronic lung disease) to the MHD and make referrals to the Milwaukee County Department on Aging, Milwaukee County Adult Services Division or Milwaukee County Mental Health Division as appropriate.
2. Activate appropriate internal preparation and response procedures.

**MILWAUKEE COUNTY EMERGENCY MANAGEMENT BUREAU WILL:**

1. Notify local communities of the Advisory using emergency management zone radio frequency and procedure.
2. Alert Red Cross to heighten awareness of heat-related needs and to plan for congregate cooling facility availability.
3. Prepare the Safety Building EOC for activation if needed.
4. Respond to requests for emergency assistance.

**AGENCIES SERVING AT-RISK POPULATIONS**, including but not limited to: Interfaith, The Salvation Army, Milwaukee County Department on Aging, Milwaukee County Office on Persons With Disabilities, Milwaukee County Adult Services Division, Milwaukee County Mental Health Division, agencies that serve the homeless and mentally ill, home health agencies, organizations with community outreach to low-income, disabled, and elderly **WILL:**

1. Prepare to activate daily check-in with registered clients if this service is performed. Begin daily check-in if Heat Index reaches 105.
2. Communicate generally with their staff, volunteers and client base to ensure they are aware of the current weather situation and advise them of recommended protective actions and how to obtain further information or assistance.
3. Continue assessment of clients referred for safety risks and respond as needed.
4. Share information on the general condition of their client base with MHD.
5. Prepare to open any special Congregate Cooling Sites under their control, such as Senior Centers, and prepare for extended hours operations if the demand dictates (utilizing volunteer or Red Cross resources as indicated). Plan for staff or volunteers to assist with cooling centers and/or transportation of persons to cooling centers if possible.

**MILWAUKEE COUNTY MENTAL HEALTH WILL:**

Respond to calls to psychiatric crisis line as needed.

**RED CROSS WILL:**

Plan for opening Congregate Cooling centers if they become necessary or to provide trained shelter staff to extend the hours of existing Congregate Cooling facilities.

**WE ENERGIES WILL:**

1. Temporarily cease shut-off of electric power for non-payment until Heat Advisories are ended.
2. Monitor power consumption patterns and availability.

**HEAT HEALTH WATCH or WARNING**  
**Based on NWS EXCESSIVE HEAT WATCH or WARNING**

**MILWAUKEE HEALTH DEPARTMENT WILL:**

1. Issue a "Heat Health Warning" for the Greater Milwaukee Metropolitan area. This will include medical and health information for heat protective actions and will be distributed to the media.
2. Continue above activities and consider enhancing response as needed.
3. Continue to post information on the WI Trac.
4. Report unmet needs to County Emergency Government and State Division of Emergency Management and other Heat Task Force Partners and find ways to address them.
5. Consider establishing an Emergency Operations Center with representatives of relevant Task Force Agencies if greater cross-agency coordination is required.
6. Evaluate efficiency of Heat Health Plan and take corrective action as needed.

**DIVISION OF EMERGENCY MANAGEMENT WILL:**

1. Continue above activities.
2. Open EOC if needed.

**RED CROSS WILL:**

Perform surveys of possible additional emergency cooling sites if needed.

**GENERAL OUTREACH PROGRAMS including the Milwaukee Police Department WILL:**

Continue efforts to have block captains or local staff make more frequent contacts with vulnerable at-risk individuals in their areas.

**WE ENERGIES WILL:**

Continue to monitor power consumption patterns and availability.

**ALL OTHER TASK FORCE PARTNERS WILL:**

1. Continue above activities.
2. Report operations problems to MHD for possible cross-agency resolution.