

City of Annapolis

Heat Emergency Action Plan (HEAP)

2017



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I. Summary

The City of Annapolis' Heat Emergency Action Plan (HEAP) activation establishes a coordinated approach to providing cooling relief to the City of Annapolis population during a heat emergency. Populations with limited resources, health problems, and senior citizens are encouraged to use this resource to reduce risks associated with heat.

II. Activation

- a. The following personnel will notify the Director of the Office of Emergency Management (OEM) when the National Weather Service (NWS) announces a heat advisory or excessive heat warning is in effect:
 1. If the event occurs from Monday through Friday - OEM staff
 2. If the event occurs on a Saturday, Sunday, or holiday - OEM on-call staff
- b. The OEM Director will activate the HEAP in conjunction with the Mayor's Office and Recreation & Parks.

III. Notification

The OEM HEAP Point of Contact (POC) will make all necessary notifications to activate the plan and for awareness of stakeholders and neighboring jurisdictions. All notifications are listed in the activation checklist. OEM staff or on-call staff will serve as the HEAP POC.

IV. Public Information

- a. The Chief Communications Officer will issue a joint press release to include the PIO in the different participating agencies. The joint press release may then be referenced by the participating agencies' PIO. The Chief Communications Officer will also post information about the cooling centers and other relevant information to the City of Annapolis website.
- b. The OEM HEAP POC will post information about cooling centers and shelters open for the heat emergency on OEM's Social Media pages (Facebook, Twitter and Nextdoor) and push the message via OEM's PrepareMe Annapolis mobile app. They will also link available transportation resources to residents who require transportation to a cooling center to the OEM website.
- c. The Community Relations Specialist in the Mayor's Office will reach out to any known at-risk communities on Heat Emergency days.
- d. The Anne Arundel County Department of Aging and Disabilities (DoAD) will telephone at-risk individuals known to their agency.
- e. OEM will encourage the public to contact OEM on its main line at 410-216-9167 by publishing the number on the OEM website.
- f. OEM will provide safety tips and information about warning signs for heat-related emergencies in conjunction with the Fire Department.
- g. In a catastrophic instance, such as a major heat wave lasting more than a couple of days, OEM may transmit telephone, text, and email alerts via its community notification system to City residents and businesses when the HEAP is activated.

V. Outreach and Awareness

- a. 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 social media.
- b. OEM will post a public version of this plan on their website in the month of May.
- c. Anne Arundel County Department of Health (DOH) may increase its already extensive outreach efforts, to include nursing homes, assisted living facilities and daycare centers.

- d. The Mayor’s Office Community Relations Specialist will disseminate heat-related information via e-mail lists to community improvement associations and other community/faith-based organizations.
- e. Annapolis Police Department (APD) patrol officers will give special attention to cooling centers on Heat Emergency days.

VI. Cooling Centers

Cooling Centers are designed to provide a temporary space to cool down and may provide light snacks and water. Cooling centers are opened in response to the heat index reaching 105° Fahrenheit or at the discretion of the Director of the Office of Emergency Management. The heat index combines the air temperature and the relative humidity to determine the temperature that the weather actually feels like. The heat index chart is included as Attachment 1.

The OEM Director or his or her designee will decide whether to open the following cooling centers on HEAP activation days. Medical care is not available at cooling centers. Anyone experiencing or observing a medical emergency should call 911. 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:

- a. Primary Location: Roger “Pip” Moyer Community Recreation Center (PMRC) at Truxtun Park, 273 Hilltop Lane, Annapolis, Maryland 21403. This City-owned and operated facility is managed by City of Annapolis Recreation and Parks. The facility has a generator.
- b. Secondary Location: Annapolis Senior Activity 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, and is opened during the hours of 8 a.m. – 4:30 p.m. This facility is managed by Anne Arundel County.
- c. Additional Options: Annapolis residents are also welcome to visit local malls and libraries during hot summer days. The Annapolis Regional Library on 1410 West Street is open from 9 a.m. – 9 p.m. Monday through Thursday, and 9 a.m. – 5 p.m. on Friday and Saturday, and can be reached at 410-222-1750. The Eastport Annapolis Neck Library on 269 Hillsmere Drive has the same hours and is available at 410-222-1770. Further information regarding the libraries operating status can be found at www.aacp.net.

VII. Coordination and Tracking

- a. **Service Request and Delivery Process**
 1. Calls from the public to report heat-related problems or request heat-related services may be initially received through OEM at 410-216-9167.
 2. **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.**
 3. The Annapolis Police Communications Center will provide notification to the Director of Emergency Management of a significant power outage or other critical events in the City during heat emergencies. The OEM Director will ensure that the

Fire Department Chief, Police Chief, and City Manager are aware of the significant power outage.

b. Annapolis Call Center

1. During a heat emergency, the OEM Director or designee may decide to activate the Annapolis Call Center. The Annapolis Call Center is a public inquiry center. Annapolis Call Center call takers or OEM staff taking the call will provide information specific to the caller's request, as follows:
 - i. Cooling center locations – Create service request (SR) and provide information
 - ii. Cooling center hours – Create SR and provide information
 - iii. Inquiry on HEAP plan activation – Create SR and provide information
 - iv. Transportation to cooling center – Create SR and transfer to DoAD
 - v. Request to Check on Vulnerable Neighbor – Create SR and transfer the request to APD.

c. 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. Individuals with transportation needs should contact OEM at 410-216-9167.

d. Monitoring and Evaluation

1. OEM will confirm that actions outlined in this plan, such as call taking, informing City and County agencies and departments of the HEAP activation, and the opening of cooling centers, are completed.
2. Staff at cooling centers will record and submit the number of individuals at the cooling centers and other relevant information on service provided to the OEM Director or his or her designee by 3:00 pm each day of a HEAP activation so that OEM is aware of the situation at the cooling centers and can open additional centers if necessary. OEM may also call regularly to monitor the status of the cooling center.
3. AFD EMS will obtain information on hyperthermia-related injuries and deaths and report that information to the OEM Director or designee.
4. OEM will compile a Situation Report the day after a HEAP day. This report will track weather, hyperthermia-related medical incidents, outreach efforts, power outages, heat-related service calls to the ACC and OEM HEAP phone lines, and number of individuals Anne Arundel Medical Center treated for heat-related incidents on each HEAP day.
5. All participating agencies will submit data for inclusion in the situation report to OEM by 3:00 p.m. on the day following a HEAP day.

VIII. Roles and Responsibilities

a. Office of Emergency Management (OEM)

1. Is the lead agency, responsible for activating the HEAP plan and for notifying the principal partnering agencies of the activation.

2. Will convene and organize the spring review process conducted by the HEAP 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 will respond to calls during business hours (8 a.m. until 4:30 p.m.) when HEAP plan is activated. After OEM business hours, calls will go to a recorded message providing HEAP information. On weekends, the OEM on call staffer will be the HEAP POC.
5. To track heat emergency severity and outreach efforts, OEM will compile a Situation Report each afternoon on the day after a HEAP day. The HEAP POC may contact Anne Arundel Medical Center's Marketing and Communications Department to request information on heat related injuries that occurred on a HEAP day.
6. Will decide jointly with the Anne Arundel County Director of Emergency Management if the Annapolis Senior High School or the Wiley H. Bates Heritage Park needs to be opened to assist in HEAP days, or during conditions that involve widespread power or water outages/shortages, etc.
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 HEAP plan is not activated during the summer, an exercise will be required and conducted prior to September 30. It will be the responsibility of 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.

b. City of Annapolis Recreation and Parks Department

1. The R&P Department is the lead agency for managing the primary cooling center during a heat emergency.
2. The R&P Department will receive a request to open the PMRC Cooling Center and will prepare to open the cooling center.
3. R&P will reach out to the Salvation Army to confirm arrangements for snacks and water to be delivered to PMRC.
4. R&P shall annually review the internal procedures associated with executing their responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
5. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.
6. R&P will also coordinate use of PMRC as a shelter for a more severe heat emergency.

c. Annapolis Fire Department (AFD)

1. Will track hyperthermia/heat illness-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 HEAP day.
5. Annapolis Fire shall annually review the internal procedures associated with executing their responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
6. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.

d. 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 HEAP 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. Annapolis Police shall annually review the internal procedures associated with executing their responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
4. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.

e. 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 HEAP 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 a.m. and 4:30 p.m. on HEAP 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).
3. DoAD will conduct alert calls to organizations that typically service seniors, and to known at-risk individuals.
4. ADOT and DoAD will submit data to the OEM HEAP call takers by 3:00 p.m. on the day following HEAP day.
5. ADOT and DoAD will annually review the internal procedures associated with executing their responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
6. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.

f. Mayor's Office and the Community Specialist Relations Office

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. If applicable, will submit data to the HEAP POC by 3:00 p.m. on the day after a HEAP day.
3. The Mayor's Office and Community Specialists shall annually review the internal procedures associated with executing its responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
4. Responsible for notifying OEM if policies or procedures that affect this plan are modified.

g. Salvation Army

1. May issue a separate press release regarding heat-related safety precautions.
2. Will provide water and light snacks at City of Annapolis cooling centers.
3. The Salvation Army will submit data to OEM by 3 p.m. on the day after a HEAP day.

h. American Red Cross

1. The Red Cross may assist with shelter management when a shelter is opened. The Red Cross is responsible for notifying the OEM Director if the agency's policies or procedures that affect this plan are modified.

i. 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 coordinated 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/heat illness related deaths.
3. May increase its outreach efforts, to include nursing homes, assisted living facilities, and day care centers.
4. Department of Health shall annually review the internal procedures associated with executing its responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
5. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.

j. Anne Arundel County Department of Social Services (DSS)

1. As a participating agency, it will issue alerts to their staff on HEAP activation days to notify them that the plan is activated. The staff will therefore have information on steps for the public to take on HEAP days.
2. Will access the Network of Care program, available through local management board which is a County resource, and put up the HEAP information. This is accessible to the public.
3. Will submit significant information to OEM regarding a HEAP event by the close of the business on the day following a HEAP activation.
4. DSS shall annually review the internal procedures associated with executing its responsibilities under this plan before the annual HEAP meeting scheduled by OEM.
5. Participating agencies are responsible for notifying OEM if policies or procedures that affect this plan are modified.

IX. Shelters

An emergency shelter is a facility that provides temporary housing facilities for individuals who have been displaced from their place of residence because of emergency, which can include a heat emergency. Emergency shelters provide more extensive services than cooling centers, including but not limited to overnight sheltering, meals, first aid, and Companion Animal Services (at Annapolis Senior High School).

- a. The primary emergency shelter serving the City of Annapolis is Annapolis Senior High School, located at 2700 Riva Rd. Annapolis, MD.
- b. Power outages or water shortages on hot days may trigger opening shelters in addition to or instead of cooling centers.
- c. The decision to open an emergency shelter in response to a heat emergency will be a joint decision which will likely include 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.

1. When the decision is made to open emergency shelters, the City of Annapolis and Anne Arundel Sheltering Plans (Emergency Support Function #6 to the County Emergency Operations Plan) will be activated.
2. If emergency shelters are opened, the OEM Director or his designee may decide to close some or all cooling centers. Closing cooling centers and utilizing large shelters will reduce staffing requirements, and provide focused assistance and oversight. DoAD and/or the Annapolis Department of Transportation (ADOT) may provide transportation from the cooling center(s) to the Shelter.
3. 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.

X. Plan Maintenance

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

City of Annapolis Office of Emergency Management
Annapolis Fire Department
City of Annapolis Recreation and Parks

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

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. Participating agencies are responsible for notifying OEM if policies or procedures that substantively affect this plan are modified.

In the event that HEAP is not activated during the summer months, the HEAP Plan will be reviewed prior to June 1 of each year. It will be responsibility of OEM to develop and conduct the review with participation from partner agencies.

ATTACHMENT #1: Definitions

A *Heat Advisory* is issued by the National Weather Service of the United States within 12 hours of the heat index reaching one of two criteria levels. A warning will be issued if there is a heat index of at least 105°F but less than 115°F for less than 3 hours per day or if nighttime low temperatures are above 80°F for 2 consecutive days. The local NWS can be accessed at <http://www.erh.noaa.gov/er/lwx/>.

Links to Heat Index Web Sites and Heat Index Chart

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

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

<http://forecast.weather.gov/wmap/wwatxtget.php?cwa=usa&wva=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

ATTACHMENT #2: Social Media Resources

City of Annapolis

Office of Emergency Management

- [Facebook](#) @AnnapolisOEM
- [Twitter](#) @AnnapolisOEM
- [Nextdoor](#) as Annapolis Office of Emergency Management (OEM)
- [PrepareMe Annapolis](#) Mobile App

City of Annapolis

- [Facebook](#) @CityOfAnnapolis
- [Twitter](#) @CityOfAnnapolis

Mayor Mike Pantelides

- [Twitter](#) @MayorPantelides
- [Facebook](#) @MayorPantelides

Annapolis Fire Department

- [Facebook](#) @Annapolisfire
- [Twitter](#) @Annapolisfire
- [Nextdoor](#) as Annapolis Fire Department

Annapolis Police Department

- [Facebook](#) @AnnapolisPolice
- [Twitter](#) @AnnapolisPD
- [Nextdoor](#) as Annapolis Police Department

Anne Arundel County

Office of Emergency Management

- [Facebook](#) @ AACOOEM
- [Twitter](#) @AACO_OEM
- [Nextdoor](#) as Anne Arundel County Office of Emergency Management

Department of Health

- [Facebook](#) @aahealth
- [Twitter](#) @aahealth
- [Pinterest](#) @aahealthdept

Department of Aging and Disabilities

- [Facebook](#) @ArundelSeniors

Department of Social Services (DSS)

- [Facebook](#) @AnneArundelDSS