



# Extreme Heat Communications Templates

**For Administrators**

Effective communication is crucial for health centers and clinics to ensure the safety and well-being of their patients and staff during extreme heat events. This heat communications templates document provides guidance and sample messages that can be used to disseminate important information and alerts before and during periods of extreme heat.

## Dissemination methods:

Health centers and clinics can use various methods to disseminate extreme heat alerts and information to their target audiences. Dissemination modalities should be carefully selected to reach those most vulnerable to heat impacts. Potential options include:

- Text messages
- Personal phone calls
- Automated phone calls
- Clinic facilitated chat groups (e.g., WhatsApp)
- Clinic website
- Signs in waiting rooms
- Disseminated via community service providers (e.g., food pantries, harm reduction organizations, senior support organizations, etc.)
- Health educators, patient navigators, community health workers, or other non-clinical patient-facing staff.

## Recorded phone message or email

Health impacts from extreme heat are expected in [impacted region]. Extreme heat exposure increases the risk of heat-associated illnesses. Heat illnesses include heat stroke, heat exhaustion, heat cramping or rashes, and the potential to worsen pre-existing heart, breathing, or kidney-related health conditions.

Learn about the signs of heat stroke and heat exhaustion to understand when you or loved need emergency support. If someone is hot and experiencing confusion, loss of consciousness, or seizure, call 9-1-1

If you are unsure about heat-associated symptoms, please contact us at \_\_\_\_\_

[Clinic name] will remain [open / closed]. *If open, specify hours and services provided*

## Social media post or text message

While extreme heat can put everyone at risk from heat illnesses, health risks are greatest for:

Older adults (65+ years old)

Infants and children

Pregnant people

People with chronic medical conditions (respiratory, cardiovascular, and renal diseases)

People living in low-income neighborhoods

Athletes

Outdoor workers

If you or anyone you know falls under one of these categories, take extra care during extremely high temperatures. Stay in a cool area, take extra breaks, and drink plenty of fluids.

If you are taking certain medications or have health conditions that put you at greater risk, contact your provider for more information on how to stay safe. Contact us at [phone number].

Heat stroke is a medical emergency! Call 911 immediately if someone has a high body temperature, is unconscious, confused, delirious, or experiences seizures.

- While waiting for help, rapid cooling will increase the likelihood of a full recovery.
- Moving them to a cool place, pour cold water over their body (while protecting their airway), and fan them.

It is going to be hot in the coming days. Prevent heat illness by staying in a cool place. There are public spaces available that have air-conditioning. To find the nearest cooling center, visit [insert website].

