

SENSITIVE –
FOUO



NATURAL HAZARDS

Heat Emergency Playbook

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Updated: 05/15/2018

PLANNING SUITE



Playbook

NYC Emergency
Management

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Introduction

Purpose

During the summer, New York City usually experiences one or more periods of extreme heat. These heat events can cause dehydration, heat exhaustion, heat stroke, and death. In addition, extreme heat can cause power outages that impact critical infrastructure and key resources in NYC. The *Heat Emergency Plan* coordinates the citywide response to heat emergencies in the five boroughs.

Activation Triggers

The *Heat Emergency Plan* will be activated based on either of the following triggers:

- Predicted heat index of 100°F or higher for one day or more
- Predicted heat index of 95°F or higher for two days or more

In the event that there is a predicted heat index of 105°F for any duration or 95°F for four days or more, excessive heat event actions will be considered.

Once activated, the *Heat Emergency Plan* uses three interagency incident objectives to respond to heat events:

- Provide hazard awareness and disseminate public messaging
- Minimize impacts to public health
- Minimize impacts to infrastructure

Heat Emergency Steering Committee

When a forecast meets either of the *Heat Emergency Plan* triggers, a Heat Emergency Steering Committee (HESC) conference call is convened by NYC Emergency Management (NYCEM) to provide situational awareness, gather agency-specific data and concerns, discuss near-term and medium-term planning issues, and identify event-specific resource requirements. In an excessive heat event, the HESC will discuss additional outreach to vulnerable populations and/or begin additional strategies to diminish morbidity/mortality through outreach and public messaging. The HESC conference call form (see Annex B) includes a list of involved agencies and agenda items.

Command Element

According to the Citywide Incident Management System (CIMS), a weather emergency is managed by a Unified Command of NYPD, FDNY, DOT, DSNY, and NYCEM. Depending on the nature of a heat emergency, other agencies (e.g., DOHMH, DEP, DFTA) may be included in the Unified Command, and subject matter experts may be added, as needed.

The Unified Command reports to the Mayor and his or her Deputy Mayors. Overall strategic direction and policy decisions are made by the Unified Command, which bears ultimate responsibility for the event.

Citywide Incident Objectives

The *Heat Emergency Plan* is organized using a scalable “menu of options” principle. Any or all of the following operational strategies may be used depending on the nature of the heat event.

Objective 1: Provide Hazard Awareness and Disseminate Public Messaging

Operational Strategy 1.1: Disseminate Public Information

- Describe processes for coordinating agency and citywide messaging
- Identify responsibilities for activating public information tools and platforms

Objective 2: Minimize Impacts to Public Health

Operational Strategy 2.1: Activate the Advance Warning System

- Disseminate information on extreme heat events, potential heat hazards, and available resources, such as cooling centers, to service providers

Operational Strategy 2.2: Activate Cooling Centers

- Open air-conditioned facilities to the public to assist individuals without access to air-conditioning and to avoid heat-related illness or death

Operational Strategy 2.3: Conduct Homeless Outreach

- Increase monitoring and outreach to the homeless population
- Initiate a Code Red to encourage homeless individuals to move indoors

Objective 3: Minimize Impacts to Infrastructure

Operational Strategy 3.1: Relieve Stress on Electric System

- Identify strategies for reducing load on the electric system during heat emergencies, and especially during peak load periods.

Operational Strategy 3.2: Issue Excavation Safety Alert

- Protect the integrity of underground critical facilities and heighten awareness of safe excavation practices

Operational Strategy 3.3: Distribute Spray Caps

- Distribute spray caps to the public to provide relief from the heat and conserve water
- Protect and maintain the fire hydrant water pressure system

Planning Section Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Planning Section Actions	
<input type="checkbox"/> Create and maintain staffing schedule.	
<input type="checkbox"/> Create and maintain EOC schedule.	
<input type="checkbox"/> Send a staff member to Con Ed, if needed.	
<input type="checkbox"/> Create and disseminate EOC AP/Sit Rep each operational period.	
Geographic Information Systems (GIS) Actions	
<input type="checkbox"/> Work with cooling center partners to update master list of available cooling centers.	
<input type="checkbox"/> Work with DoITT to ensure the cooling center list is accurately reflected in the Cooling Center Finder.	
<input type="checkbox"/> At the direction of the EOC Manager, create and distribute mapping and graphic products to support emergency operations, such as any areas impacted by power outages and/or impacted critical facilities.	
<input type="checkbox"/> Test, supply, and equip NYCEM's Mobile Data Center with updated GIS data needed to support field operations.	
<input type="checkbox"/> Map special events taking place in the City.	
Metrics to Report	
All metrics contained within the Heat Sit Rep	
Activated Task Forces	
Logistics/Resource Considerations	
Linked Plans	
<input type="checkbox"/> Heat Emergency Cooling Center Protocol	
<input type="checkbox"/> Power Disruption Plan	
Decisions Needed, Transition Items, and Notes	

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Public Information Quick Sheet	
Incident/Event:	Date: EOC Shift:
Public Information Actions	
<input type="checkbox"/> Coordinate a unified message with relevant agencies. Consult Annex G for Press Release Template.	
<input type="checkbox"/> Work with Human Services ESF Coordinator to send heat-related information and updates to AWS providers and established human services networks.	
<input type="checkbox"/> Assist with updating NYC Emergency Management website and social media channels, and provide 311 and NYC.gov with regular updates on advisories and the status of the heat emergency.	
<input type="checkbox"/> Provide the Mayor’s Press Office with periodic updates on heat emergency operations.	
<input type="checkbox"/> When cooling centers are activated, request Human Services ESF and GIS to provide updated cooling center list and updated Cooling Center Finder.	
<input type="checkbox"/> Coordinate interview requests or press conferences for the NYC Emergency Management Commissioner or designated spokespersons.	
<input type="checkbox"/> Work with External Affairs ESF to secure ASL/CDI for heat emergency press conferences if necessary.	
<input type="checkbox"/> Activate a Joint Information Center (JIC), if necessary (physical or virtual).	
<input type="checkbox"/> Coordinate a unified message from the City (NYCEM / Mayor’s Press Office / DOHMH / FDNY / NYPD / DEP / relevant agencies including utility partners)	
Metrics to Report	
Number of press conferences	
Number of press releases distributed	
Number of media interviews conducted	
Logistics/Resource Considerations	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Emergency Public Information Plan	
<input type="checkbox"/> Social Media Emergency Protocol	
Decisions Needed, Transition Items, and Notes	

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Logistics Section Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Verify, prioritize, and fulfill resource requests for supplies or equipment needed to support emergency operations.	
<input type="checkbox"/> Act as the single point of ordering for scarce resources as directed by the Command Element.	
<input type="checkbox"/> Determine available supply for the following items: bottled water, spray caps, light towers, custodian hydrant wrenches, generators, and other resources as needed.	
<input type="checkbox"/> Coordinate the use of operational sites with city agencies and other partners, as needed.	
<input type="checkbox"/> Assist in finding additional sites for cooling centers, as needed.	
<input type="checkbox"/> Use the Citywide Asset and Logistics Management System (CALMS) to help identify personnel and resources.	
<input type="checkbox"/> As needed, notify vendors (e.g., 3PL, ground support vendor) of EOC activation and potential contract activation.	
<input type="checkbox"/> As needed, ask the DCAS Storehouse to extend their hours to match those of the EOC.	
<input type="checkbox"/> Review PSMRs for potential mission request needs.	
Metrics to Report	
Resource Request Status	
Mission Request Status	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Logistics Center (LC) Plan	
<input type="checkbox"/> Logistics Shelter Support Program (LSSP) Plan	
<input type="checkbox"/> Commodity Distribution Point (CDP) Protocol	
<input type="checkbox"/> Generator & Dewatering Task Force Playbook	
<input type="checkbox"/> Light Tower Protocol	
<input type="checkbox"/> Intrastate Mutual Aid Protocol (IMAP)	
Decisions Needed, Transition Items, and Notes	

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External Affairs ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Deploy and facilitate CERT assistance with staffing at cooling centers beyond facility's standard business hours or other operational support, where possible.	
<input type="checkbox"/> Work with the following groups, if not present in the EOC, to provide relevant information, gather updates related to the heat emergency, and distribute <i>Ready New York</i> materials and other publications with heat-related safety tips: Mayor's Office of Immigrant Affairs (MOIA), Mayor's Community Affairs Unit (CAU), Community Preparedness partners, CERT, and 311.	
<input type="checkbox"/> Collect information on call volume related to the heat emergency from 311.	
<input type="checkbox"/> Update NYCEM website and Severe Weather website with heat emergency information and resources.	
<input type="checkbox"/> Update social media outlets with heat emergency information and resources.	
<input type="checkbox"/> Monitor special events.	
Metrics to Report	
311 call volume:	
Cooling center locations call volume	
Extended beach and pool hour requests	
Open hydrant reports	
Spray cap requests	
NYCHA elevator calls	
Homeless outreach requests	
Report of water or power outages	
<small>*Please note, it is difficult to interpret below, normal, or above average call volume. The EA ESF can provide aggregate numbers. Please contact the 311 Executive Director for more info.</small>	
Logistics/Resource Considerations	
Secure sign language interpretation for Mayoral press events related to the heat emergency	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Heat Emergency Cooling Center Protocol	
<input type="checkbox"/> Advance Warning System Plan	
<input type="checkbox"/> Language Access Protocol	
Decisions Needed, Transition Items, and Notes	

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Health & Medical ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Coordinate with NYCEM PIO and DOHMH to develop and disseminate heat-related health tips for the public and agency employees (see Annexes – <i>Beat the Heat</i> material and Press Release Template; Air Quality; see also DOHMH Health Alert Network (HAN) messages).	
<input type="checkbox"/> Develop and disseminate messaging to ESF partners to provide situational awareness and updates, as needed. Develop radio messaging and coordinate with Watch Command to disseminate over the hospital, nursing home, and adult care facility channels.	
<input type="checkbox"/> Convene conference call(s) with agency representatives to establish situational awareness or provide updates, if needed.	
<input type="checkbox"/> Coordinate with Health + Hospitals (H+H), Greater New York Hospital Association (GNYHA), DOHMH, and NYSDOH to contact critical healthcare facilities (e.g., hospitals, nursing homes, dialysis centers) and assess status of facilities.	
<input type="checkbox"/> Coordinate with OCME to monitor morgue availability and morgue facility needs (e.g., power outages, additional refrigeration units).	
<input type="checkbox"/> Monitor special events for public health/medical related impacts.	
<input type="checkbox"/> Coordinate with FDNY and REMSCO to contact regional EMS agencies to assess availability of resources during mutual aid activations.	
<input type="checkbox"/> Notify H+H, GNYHA, and NYS DOH to advise member facilities to monitor fuel and generator status.	
<input type="checkbox"/> Coordinate fuel resources for back-up power generators at relevant healthcare facilities with Logistics, if needed.	
<input type="checkbox"/> Identify any power outages or service disruptions; notify Utilities ESF Coordinator.	
Metrics to Report	
EMS Call Volume, Response Time, Calls Holding	
Emergency Departments (EDs) on diversion	
Critical healthcare facility status (facilities with/out power, generator status, surge staff, etc.)	
Logistics/Resource Considerations	
EMS Mutual Aid, if requested via FDNY, REMSCO	
Healthcare facility supply/equipment needs (generators, fuel, medical supplies, staff, etc.)	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Citywide Health and Safety Plan	
Decisions Needed, Transition Items, and Notes	
Convene HM Exec Call as needed	

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Human Services ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Coordinate AWS conference call and email message(s) (see <i>Advance Warning System Plan</i>).	
<input type="checkbox"/> Coordinate cooling center activities (see <i>Heat Emergency Cooling Center Protocol</i>). Receive updates on open cooling centers statistics, staffing patterns, operation beyond standard business hours, and facility status changes.	
<input type="checkbox"/> Coordinate with Health & Medical ESF, Transportation ESF, and Logistics Section to arrange transportation from non-functional cooling centers to functioning locations, if transportation is requested by cooling center partners (see <i>Heat Emergency Cooling Center Protocol</i>).	
<input type="checkbox"/> Monitor possible disruptions in the provision of social services and the impacts those disruptions are having.	
<input type="checkbox"/> Coordinate the deployment of mobile hydration and/or feeding units with ARC/GNY and SA, if requested.	
<input type="checkbox"/> As needed, work with external partners to assess and address needs of vulnerable populations.	
<input type="checkbox"/> If notified of power outages or service disruptions, notify Utilities ESF Coordinator and on-call team leadership as necessary.	
<input type="checkbox"/> Monitor homeless outreach and Code Red operations	
Metrics to Report	
Cooling Center Statistics	
Centers Open (Citywide and by borough)	
Accessible Centers Open (Citywide and by borough)	
Usage statistics (if requested by City Hall)	
AWS Call partners info (if available)	
Code Red homeless outreach numbers (if available)	
Logistics/Resource Considerations	
Bottled water for special event distribution	
Cooling center signage	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Advance Warning System Plan	
<input type="checkbox"/> Heat Emergency Cooling Center Protocol	
Decisions Needed, Transition Items, and Notes	
Determine if extended hours are needed for cooling centers	

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Infrastructure ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Support requests for Excavation Safety Alerts (see Excavation Safety Alert strategy).	
<input type="checkbox"/> Coordinate with DEP to monitor water system status and impacts to critical processing facilities: pumping stations, wastewater treatment plants, hydrants and water distribution pressure.	
<input type="checkbox"/> Coordinate with DPR and NYPD to extend pool hours and assist with the procurement of resources needed to operate pools.	
<input type="checkbox"/> Identify power outages impacting critical facilities.	
<input type="checkbox"/> Check in with DEP to see if and where they have set up command posts.	
<input type="checkbox"/> In the event of a construction embargo, follow up with DOT and DOB.	
Metrics to Report	
Logistics/Resource Considerations	
Con Ed Hydrant opening coordination with DEP	
Fuel to critical agency facilities	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Fuel Plan	
<input type="checkbox"/>	
Decisions Needed, Transition Items, and Notes	

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Transportation ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Assist with the implementation of the Excavation Safety Alert (see Excavation Safety Alert strategy).	
<input type="checkbox"/> Coordinate with Health & Medical, Human Services, and Logistics ESFs to arrange transportation from non-functional cooling centers to functioning locations, where needed (see <i>Heat Emergency Cooling Center Protocol</i>).	
<input type="checkbox"/> Identify any power outages affecting critical transportation facilities.	
<input type="checkbox"/> Monitor and report disruptions to mass transit systems.	
<input type="checkbox"/> Support Logistics ESF in delivery of fuel to critical facilities.	
Metrics to Report	
Impacts to transportation systems	
Logistics/Resource Considerations	
Electric utilities mutual assistance roadway access	
Con Ed vehicle parkway waivers with DOT	
Fuel to critical agency facilities	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Heat Emergency Cooling Center Protocol	
<input type="checkbox"/> Fuel Plan	
Decisions Needed, Transition Items, and Notes	

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Utilities ESF Quick Sheet	
Incident/Event:	Date:
	EOC Shift:
Actions	
<input type="checkbox"/> Assist with the implementation of the Excavation Safety Alert suggestions (see Excavation Safety Alert strategy).	
<input type="checkbox"/> Identify any heat-related outages or service-related issues and notify appropriate agencies.	
<input type="checkbox"/> Provide list of cooling center locations to utilities liaisons for identification as critical facilities during power disruptions.	
<input type="checkbox"/> Monitor system stability and report outages.	
<input type="checkbox"/> Amplify Con Ed appeals to customers.	
<input type="checkbox"/> Notify and coordinate with Public Safety, Health & Medical, Human Services, and Private Sector/COOP ESFs to identify critical facilities in the impacted area.	
Metrics to Report	
Electric outages by borough	
Feeder contingencies	
Con Ed Dashboard	
Logistics/Resource Considerations	
Electric utilities mutual assistance roadway access	
Con Ed vehicle parkway waivers with DOT	
Con Ed Hydrant opening coordination with DEP	
Generators	
Light towers	
Linked Plans	
<input type="checkbox"/> Power Disruption Plan	
<input type="checkbox"/> Fuel Plan	
<input type="checkbox"/>	
Decisions Needed, Transition Items, and Notes	

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Disability and Access and Functional Needs Quick Sheet

Heat Plan (Extreme Incident Scenario)

Potential Actions to Consider if Indications of EXTREME Incident

INCREASE COORDINATION OF PRESENT PARTNER AGENCIES:

- In coordination with Human Services ESF calls:
 - Ask for specific information on contact to vulnerable populations
 - Ask how clients are identified as “at-risk”
 - Request data points (e.g., size of caseload, # on it identified as “at-risk”, # contacted) for outreach and level of contact (call, visit, email)
- Confirm NYCHA outreach strategy to vulnerable populations and implementation of that strategy
- Coordinate with ESF 8 to coordinate the need for a higher level strategy with the Health and Mental Health Executive Steering Committee

INCREASE HEAT MESSAGING TO CITY, STATE AND FEDERAL CASELOADS:

- MTA Access A Ride (AAR): Coordinate with Transportation ESF and, with City Hall support, ask that MTA reach out to their 150,000 AAR clients
- Robocalls:-Work with Deputy Mayor for Operations for PEU to robocall vulnerable clients (as determined by DOHMH assessment standards) on broader city caseload
- Federal Empower Data: Coordinate with ESF-8 for DOHMH (with Federal CMS approval), to request and use federal data on individuals who use electric and/or medical equipment purchased through Medicare to outreach to them

EXPAND MEDIA STRATEGIES: Confirm increased media strategies with External Affairs ESF (including Be a Buddy in coordination with ORR)

INCREASE HEAT MESSAGING AND CHECKS TO PRIVATE AND BROADER PARTNERS

- Residential Building Owners:
 - With the Infrastructure ESF, via HPD building owner email list, ask residential building owners to message and/or check in on residents, monitor extreme heat in apartments, and to make residents aware of nearby cooling centers
 - Coordinate with Private Sector ESF to coordinate messaging to REBNY and BOMA and other private sector residential contacts
- Personal Emergency Response System (PERS) vendors Encourage Philips Lifeline and Tunstall to message their clients (approx. 55,000-60,000 in NYC) and the support network identified for each client (heat alert message already drafted and shared with both entities)
 - Philips Lifeline- Gopi Shah (917) 318-7240
 - Tunstall- Bryan Hall (516) 587-4234
- Postal Carriers: Connect with USPS to flag seriousness of the event to their postal mail carriers in “Carriers Care” Program (contacts listed in AWS)

INCREASE OUTREACH WITH COMMUNITY HEALTH CARE ENTITIES:

- Home Care: Work with Health and Medical ESF to confirm that NYS DOH Long Term Care Division is requesting check-in and feedback from all Home Care related services in NYC (including clients receiving all levels of personal care and home health care)
- H+H and GNYHA: Coordinate with Health and Medical ESF to request hospitals message their community clients
- Coordinate with Watch Command and Health and Medical ESF to use include language in the broader H&M ESF messaging and in the Emergency Radio Communication Program (ERCP) messaging to Hospitals, Nursing Homes, and Adult Care Facilities to support significant AC issues-. Ask them to reach out if they have significant air conditioning outages, and elevate issues to the NYS DOH.

<input type="checkbox"/> EXPAND COOLING CENTER APPROACH	
<ul style="list-style-type: none"> ○ Work with the Human Services and External Affairs ESFs to pull together agencies serving those populations considered most vulnerable to heat (including faith-based groups) and consider additional options for outreach and cooling ○ Confirm with Human Services ES that extended hours for Cooling centers, including weekends, are being considered ○ Work with External Affairs ESF to determine best ways for CERT (and potentially other volunteers) to support 	
<input type="checkbox"/> IMPLEMENT WELLNESS CHECKS:	
<ul style="list-style-type: none"> ○ <u>Work with External Affairs and ORR to contact new DOHMH “Be a Buddy” Community Wellness Check Contracts (in progress):</u> <ul style="list-style-type: none"> ▪ Community based organizations with a volunteer-based/membership-based engagement presence in the South Bronx, Northern Manhattan, and Central Brooklyn with anticipated funding of \$90,000 per applicant ▪ Grant RFP is focused on extreme weather preparedness and safety messaging, but also includes activating and documenting check-ins to help those most at-risk for health impacts related to extreme weather heat events ○ <u>Contact Tunstall PERS:</u> For-profit company (requiring working with Admin/Finance Section since City payment required for service) with trained staff and the capability to assist quickly and collect data on check-ins as needed. Possible options include: <ul style="list-style-type: none"> ▪ Outreach to their entire or subset of their list of 35,000-40,000 vulnerable Medicaid clients in NYC. Cost = approximately \$.99 minute ▪ Working off a list the City provides and having their trained call center staff initiate wellness checks. 	
<input type="checkbox"/> IDENTIFY RESOURCES TO PAY FOR ELECTRIC BILLS DUE TO USE OF AIR CONDITIONER: In coordination with ESF-6, request information from HRA on “one shots” to help cover cost of electric bills that could be included in AWS alert. If not broad-scale then at least to clients on City case management caseloads.	
Possible Metrics to Report or Information Collection in an Extreme Event	
Refer to AWS Call Sheet Expanded Metrics	Data on Con-Edison and PSEG LSE efforts
Empower outreach results	Efforts and results of home care check-ins
Results of AWS check-ins by key agency case management programs	
Linked Plans	
<input type="checkbox"/> AWS Plan	
<input type="checkbox"/> Heat Plan	
<input type="checkbox"/> Power Disruption Plan	

Notes
