

**Magellan Regional Behavioral Health Authority
2009 Heat Emergency Response Plan**



May 2009

1.0 Goals of the Plan

- Limit the adverse effects of excessive heat on recipients
- Educate Magellan's staff, recipients, and providers about heat related issues and available resources to prevent, reduce or eliminate the health risks associated with extreme hot weather
- Provide a framework for coordinating Magellan's heat emergency response efforts with federal, state, local and other agencies for the purpose of reducing or eliminating the health risks to recipients associated with extreme hot weather

2.0 Scope

Magellan will implement special processes and activities to mitigate the potential negative impact of extreme high temperatures on its operations, employees and recipients. This will be accomplished by way of an enterprise wide initiative that will be spearheaded by Magellan's Emergency Preparedness Administrator (EPA).

The EPA will collaborate with state and local agencies to ensure Magellan's heat emergency preparedness and response efforts are integrated and aligned with those of the agencies. The EPA will also coordinate Magellan's internal efforts to ensure they effectively result in the achievement of the aforementioned goals.

3.0 Implementation

3.1 National Weather Services (NWS) Heat-related Messages:

The Phoenix office of the National Weather Services (NWS) issues three types of heat-related messages:

1. **Heat Advisory** – issued when the temperature is forecast to be usually hot but not life-threatening.
2. **Excessive Heat Watch** – issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.
3. **Excessive Heat Warning** – issued when a life threatening heat emergency exists or is imminent.

These bulletins are based on four factors – temperature, humidity, amount of cloudiness, and the expected duration of these conditions. The combination of factors that will trigger one of these heat-related messages varies according to the time of year. These warnings may be issued for a single county or a larger portion of the state.

3.2 Notification of Heat Alert

The Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS) will notify the following Magellan's contacts of the issuance of a heat alert by the NWS:

1. **Emergency Preparedness Administrator** (SMaloney@MagellanHealth.com)
2. **Communications Department** (maricopacommunityrelations@magellanhealth.com)

Upon receipt of the notification from ADHS/DBHS, Magellan will implement its heat emergency response plan to include notice (see Addendums 1 & 2) of the alert to the following activities within Magellan:

Crisis Services

Direct Care Clinics/Urgent Psychiatric Care Center

Residential Services

Provider Network

3.3 Implementation of Heat Plans

1. **Magellan Health Services and Providers will implement the following actions when the two highest levels of ADHS/DBHS Emergency Heat Response plans are activated.**

a. EXCESSIVE HEAT WATCH

- i. Increase outreach efforts and contact outreach teams as applicable.
- ii. Increase surveillance efforts pertaining to heat-related deaths and injuries
- iii. Document all actions taken regarding outreach and contact (e.g. checking thermostats during home visits, etc)
- iv. Post and distribute heat warnings and guidance materials at all clinics and service provider locations (ADHS/DBHS brochures), create site specific fliers for recipients as needed.

b. EXCESSIVE HEAT WARNING

- i. Initiate outreach efforts and utilize available clinic staff to assist with communication and welfare checks for at-risk recipients who may be at risk of severe health impacts due to extreme heat.
- ii. Work with local providers to advise area hospitals of the excessive heat warning and urge them to consider the extreme weather conditions when discharging recipients.
- iii. Document all actions taken regarding outreach and contact (e.g. checking

4.0 Identification of Recipients At-Risk

All Providers (i.e.: Direct Care Clinics and External Providers) should create a list of recipients within your populations served that may be at risk for heat-related stressors. This list should include, but is certainly not limited to, those individuals who are homeless, elderly, physically disabled or in a weakened physical condition, and children. Please develop and maintain this list so that the following actions may occur:

- 4.1 Identify places in the provider's front lobby and back office for posting of heat warnings and guidance materials.
- 4.2 Develop process to ensure individuals at risk are assessed for dehydration

when they arrive at the provider site (symptoms may include but are not limited to thirst, sunken eyes, skin doesn't bounce back quickly when lightly pinched, rapid weak pulse, cold hands and feet, rapid breathing, blue lips, confusion, lethargy and difficulty to arouse).

4.3 Instruct staff to discuss with recipients during appointments or other outreach contacts to:

- Drink at least 8 tall glasses of water per day
- Minimize exposure to the sun and heat
- Minimize the use of alcohol
- Ask for transportation to and from appointments – do not walk to appointments or wait outside for a bus for prolonged periods

4.4 Instruct staff to:

- Remind recipients being seen in the clinic of the dangers associated with exposure to sun and heat
- Ensure no recipient walks away from the clinic during Heat Advisories unless adequate transportation has been arranged
- Ensure recipients are transported to and from the clinic using existing transportation plans
- Send staff out to make environmental checks for at risk recipients (homeless, elderly, residing in a location with insufficient cooling, etc.)
- Document actions taken with persons receiving services in the comprehensive medical record

4.5. Notice for all staff to physically check thermostats in residences when making home visits or SCH or Residential visits. If any residence is 85 degrees or more inside, arrangements need to be made to transfer the person out of their home to a safe setting until arrangements can be made to fix the air conditioning or cooling system.

5.0 Recipient Outreach Activities

When high temperatures and/or humidity combine to present a potentially hazardous situation, Magellan will initiate specific outreach activities to provide support and protection to vulnerable individuals to include:

- 5.1 Homeless outreach activities and information will be publicized through the distribution of materials at administrative offices, clinics and to contracted providers.
- 5.2 Ensure efforts are made to contact or provide home visits to recipients who are elderly, have serious mental illness, homeless, medically frail or shut-ins.
- 5.3 Provide recipients with access to facilities during extended business hours to: 1) accommodate the scheduling of recipient appointments during cooler times of the day; and 2) provide shelter from exposure to extreme heat. Facility sites may include:
 - Direct Care Clinics

- Provider Sites
 - Drop-in Centers
 - Other stakeholder locations as available
- 5.4 Ensure transportation operations are modified in order to accommodate high temperatures. These modifications may include having plans in place to transport individuals at increased risk for heat related illness, who also cannot access public transportation, to RBHA appointments or to pick up medications
- 5.5 Provide crisis mobile teams and other outreach teams working in the community (e.g. ACT, PATH, etc.) with additional heat related resources.

6.0 Staff Awareness

- 6.1 Magellan will display information in building lobbies regarding individual protection and how to take appropriate measures to follow during extreme heat.
- 6.2 Magellan shall publicize the existing heat emergency response plans at Community Forums, in newsletters, on corporate web sites, etc.

7.0 Staff Training

Magellan will provide information and training to staff (see training module below) on these plans and on recognizing symptoms and providing first aid for heat related illness. Training topics shall include the following:

- Types of heat related illness
- Other heat related problems
- Early warning signs
- High risk recipients
- Prevention tips
- Community resources

8.0 Agency Coordination

Magellan will communicate and coordinate with appropriate state and local agencies to implement these plans as needed. Agencies include but are not limited to:

- Arizona Department of Health Services/Division of Behavioral Health Services
- Maricopa County Department of Emergency Management
- City of Phoenix Emergency Management Office
- Local Police and Fire Departments
- Red Cross, Salvation Army
- The Day Resource Center (Homeless Campus), CAA and other Shelters

- Inpatient facilities
- Key Emergency Service Providers, including:
 - Terros (Crisis Mobile Teams)
 - Empact (Crisis Mobile Teams)
 - Desert Vista (Inpatient Provider)
 - Community Bridges (Detox Facility)

9.0 Key Contacts:

Sarah L Maloney, Chief Administrative Officer
Interim Emergency Preparedness Administrator/Project Director
Magellan Health Services of Arizona
4129 E. Van Buren St., Suite 250
Phoenix, AZ 85008
Office: 602-652-5930
Cell: 480-399-0770
email: SMaloney@MagellanHealth.com

10. Additional Heat related Resources:

Arizona Department of Health Services
Office of Environmental Health
Protecting Yourself from Arizona's Heat
http://azdhs.gov/phs/oeh/protect_from_heat.htm

State of Arizona
<http://www.az211.gov/>

National Weather Service Forecast Office
<http://www.wrh.noaa.gov/psr/>

Centers for Disease Control and Prevention
<http://www.bt.cdc.gov/disasters/extremeheat>

Heat Relief Network
<http://phoenix.gov/humanservices/heatrelief.html>

Phoenix Fire Department
<http://phoenix.gov/fire/fireheat.html>

Maricopa Association of Governments
<http://www.mag.maricopa.gov/display.cms>

American Red Cross

<http://arc-grandcanyon.axxiomportal.com/>

Salvation Army

http://www1.usw.salvationarmy.org/usw/www_usw_southwest.nsf

2009 Hydration and Refuge Locations



2009 Water
Hydration Sites.pdf

2009 Water Collection Locations



2009
Collection-Donation S

Staff/Provider Training Module



Summer Heat
Initiatives-09 (2).ppt



May 23, 2008

Provider Notice

Excessive Heat Watch

Date:

Notice number:

In accordance with ADHS/DBHS guidelines, providers are required to comply with the updated policies and procedures presented in provider notices. Where applicable, this information is incorporated into the ADHS/DBHS Provider Manual, Magellan Health Services of Arizona Edition. The full provider manual and provider notices are available at the [For Providers](#) area of Magellan's Web site, www.MagellanofAZ.com.

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) has notified Magellan Health Services of the National Weather Service's (NWS) issuance of an excessive heat watch. The heat watch is issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours. In response to the notice please have outreach staff assist recipients at risk in obtaining water, hats, sunscreen and shade due to the excessive heat. In addition, please implement the following activities as needed:

- **Increase outreach efforts and contact outreach teams as applicable**
- **Increase surveillance efforts pertaining to heat-related deaths and injuries**
- **Document all actions taken regarding outreach and contact (e.g., checking thermostats during home visits, etc.)**
- **Post and distribute heat warnings and guidance materials at all service locations (ADHS/DBHS brochures), create site specific fliers for recipients as needed**

The Maricopa Association of Governments has set up a series of water hydration stations and refuge locations throughout Maricopa County. Please [click here](#) to access a printable map with those locations for the recipients you serve.

If you have questions about this communication, please contact the Sarah Maloney, interim emergency preparedness administrator, at (602) 652-5930 or at SMaloney@MagellanHealth.com.



May 23, 2008

Provider Notice

Excessive Heat Warning

Date:

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- **Initiate outreach efforts and utilize available clinic staff to assist with communication and welfare checks for at-risk recipients who may be at risk of severe health impacts due to extreme heat**
- **Advise area hospitals of the excessive heat warning and urge them to consider the extreme weather conditions when discharging recipients**
- **Document all actions taken regarding outreach and contact (e.g. checking thermostats during home visits, etc.)**

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