




Cooler Places

You should go to a **cooler place**.

You can go to a **Cooling Centre**.
The **closest** Cooling Centre to your home is: *[address]*.
Do you know **where** it is? 

Yes



No


Give directions. 


Can you go there?
   

Yes

No





You can go to **another cooler place**.  ... 
What is close to your home?





Stay therefor 3 hours or more. 

Try to staythere until it gets **dark**. 

It takes **along time** to cool your body and yourhome.

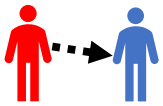
Bring:

- water 
- medication 
- snacks  
- something to do: e.g. a book, newspaper, playing cards, puzzle

For example:

 mall	 library	 community centre	 coffee shop
 friend orfamily member'shome	 under a tree in a park	 underground parking	 any place with air conditioning



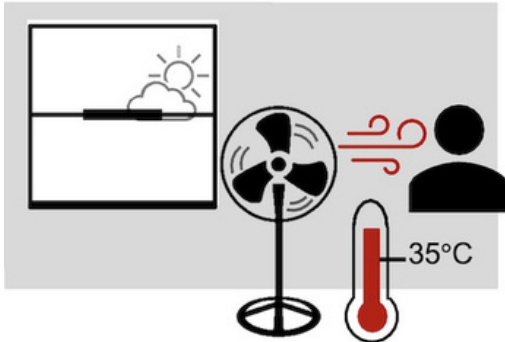
Non-Emergency Cooling Tips: Heat Exhaustion

1.		<p>If you can, go to a cooler place.</p>
2.		<p>Drink cool water. Not too hot and not too cold.</p>
3.		<p>Get some towels and a plastic box, basin or big pot.</p>
4.		<p>Turn on the tap.</p>
5.		<p>Make the water cool: Not too hot and not too cold.</p>
6.		<p>Make the towels wet.</p>
7.		<p>Put the towels on your neck, shoulders, chest, armpits, and groin.</p>
8.		<p>Put water in the basin.</p>
9.		<p>Put your feet in the basin.</p>

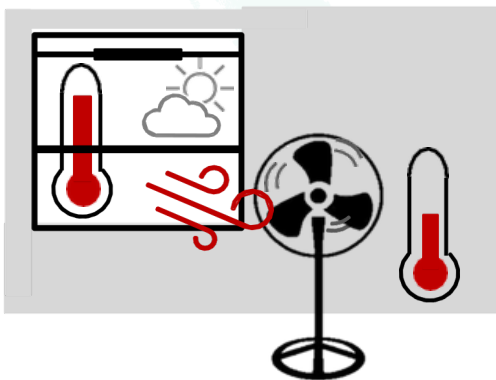
When can I use fans?

Do NOT use fans when...

- 1 Windows are **closed**
Your home is **warmer** than 35°C



- 2 Windows are **open**
Outside is **warmer** than your home



! Do **not** use fans as the **only** way to **cool** yourself



Fans alone do **not** make you **cool**

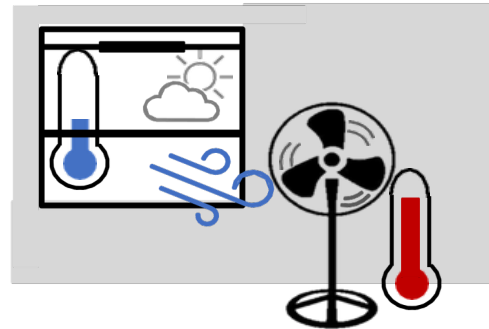


Sweat makes you cool
Fans **stop** sweat

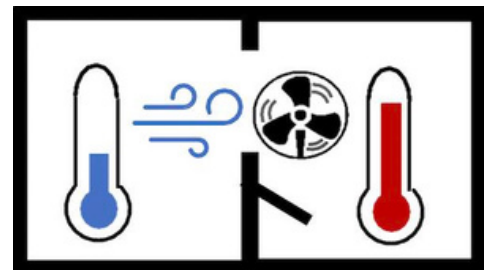


DO use fans when...

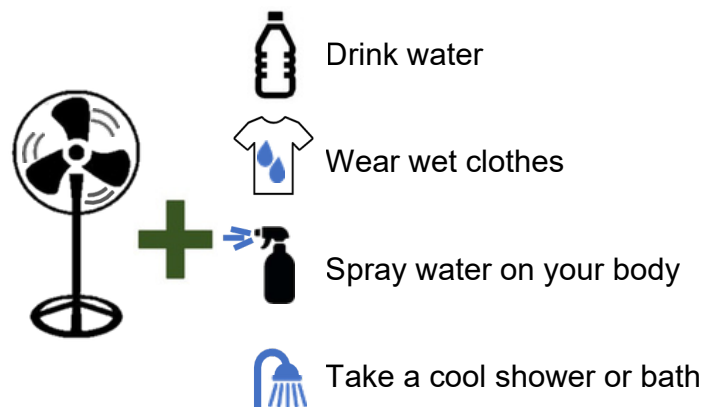
- 1 Windows are **open**
Outside is **cooler** than your home



- 2 Moving air from a **cooler** room to a **warmer** room




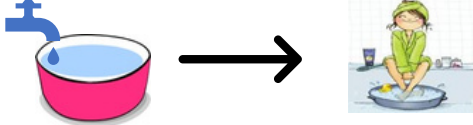




- 3 You do **other things**:


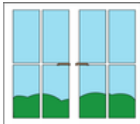






🌡️ General Cooling Tips

👤 → 👤 Body

<p>1. Drink water all day.</p> 	<p>2. Take a cool shower or bath.</p> 
<p>3. Keep your hair wet.</p> 	<p>4. Fill up a plastic box, bucket, or pot with water and put your feet in it.</p> 
<p>5. Wear wet clothes.</p> 	<p>6. Put wet and cool towels on your body.</p> 

🏠 → 🏠 Home

<p>1. Turn on your air conditioner.</p> 	<p>2. Close windows 10:00AM-8:00 PM. This keeps hot air out of your home.</p> 
<p>3. Close curtains and blinds 10:00AM-8:00PM. This keeps hot air out of your home.</p> 	<p>4. Open windows at night. Use a fan to bring cool air into your home.</p> 
<p>5. Turn on kitchen and bathroom fans. This moves hot air outside.</p> 	<p>6. Stay in the coolest part of your home or apartment building.</p> 



Emergency Cooling Tips: Heat Stroke


1.		Get your phone . Get some towels and a plastic box, basin or big pot .
2.		Turn on the tap .
3.		Make the water cool : Not too hot and not too cold .
4.		Make the towels wet .
5.		Put the towels on your neck, shoulders, chest, armpits, and groin .
6.		Put water in the basin.
7.		Put your feet in the basin.
8.		Push your Life Alert button. <i>OR</i> Call 911 .
9.		Operator: 911, for what city? YOU : Say your city .
10.		Operator: Police, fire, or ambulance? YOU : Say " Ambulance ." Sounds like: AM-BU-LANCE
11.		Operator: What's your emergency? YOU : Say "I need [your language] ."
12.		Wait for help.

Volunteer Call Script

Sharing Information before Hot Weather Event


Hello _____ . My name is _____ . I'm a volunteer from _____ .
student's name name organization

You wanted a volunteer to call you about very hot weather. I can help you get ready for hot weather.



Is **now** a good time to talk? 

Yes

No
 Can I call you later?
 What **day**? What **time**? *Write in Call Log.*
 Okay, I will call you again. Bye!

Do you have **air conditioning** in your home? 

Yes

a) Are you **worried** to use your air conditioner?  
 Is it **too expensive**?

b) Do you want me to call you again when there is very hot weather?

c) Do you want information about staying safe in hot weather?

If "no", _____ . If "yes", continue to next page.

No

Do you have a **Cool Kit**? (*insert photo of one of OUR cool kits here*)

It is a plastic box. Inside, there is a big thermometer.



Yes

I will tell you about the **Cool Kit**.

No

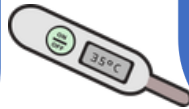
In the **Cool Kit**, there is:

a) a plastic box. When it is hot, put **cool** water in it. The water should not be too cold. Put your feet in it.

b) a thermometer. You can check your home's temperature.

c) a towel. When it is hot, get the towel wet. Put it on your neck.

Add a body thermometer to your **Cool Kit** if you have one.



You can make a **Cool Kit** at home. Find:

a) a plastic box or a big pot. When it is hot, put **cool** water in it. The water should not be too cold. Put your feet in it.

b) a thermometer. You can check your home's temperature.

c) a towel. When it is hot, get the towel wet. Put it on your neck.

d) a body thermometer.

Do you use **fans** in your home?



Yes

*Go over **Safe Fan Use sheet**. Then continue.*

No

Do you have an **emergency contact**?

a. Do you know their **name**?

b. Do you know their **phone number**?

c. What is your **relationship**? (Your child? Your wife? Your husband?)



Are you going to **travel** this summer?

If you have a **travel plan**, please tell me the dates.

I will not call you when you travel. *Write travel plan in Call Log.*



Do you want information about how to **cool your home**?



Yes

No

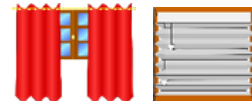
I will call again when there is hot weather. Bye!

When there is very hot weather:

a) **Close windows** between 10:00 AM and 8:00 PM.



b) **Close curtains and blinds** between 10:00 AM and 8:00 PM.



c) **Open windows** at night.



Use a **fan** to bring cool air into your home.

d) When your home is too hot, **go to a cool place**: a library, a community centre. or a mall.

Do you take any **medicine**?



Yes

No

I will call again when there is hot weather. Bye!

It is good to talk to a **doctor** about your medicine.

Ask your doctor about taking your **medicine** in **very hot weather**.



You can:



a) talk to your doctor

OR



b) call 811. You can talk to a **pharmacist**.

You can ask for **your language**.



When you call, and you talk to a person, say [*your language*].

I will call again when there is **hot weather**.
Bye!

Volunteer Check-In Script During Hot Weather Event

Hello _____ . My name is _____ .
student's name *your name*

I am a volunteer at _____ .

I want to check that you are okay in the very hot weather.

Can I ask you some questions?

Do you have **air conditioning** in your home?



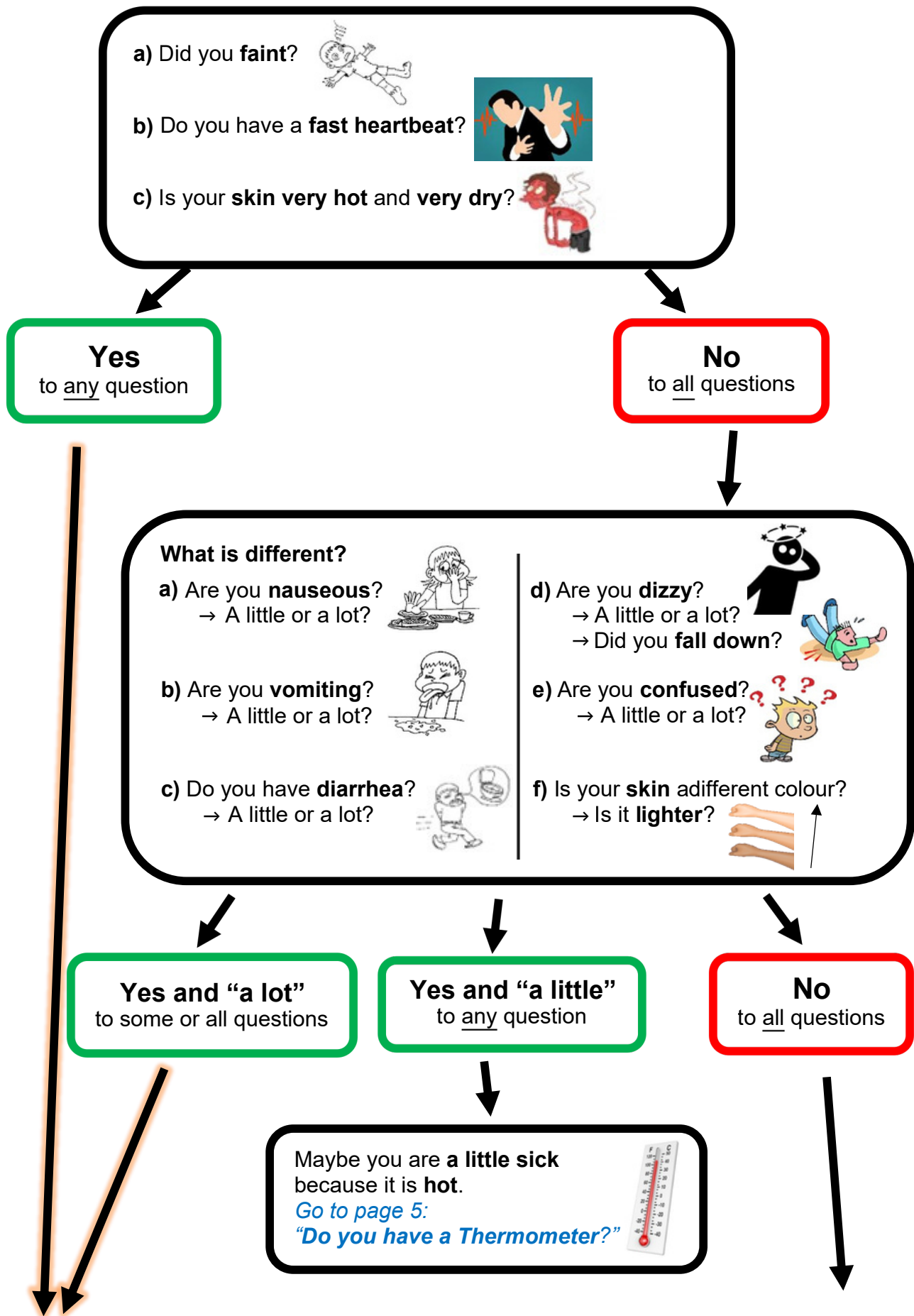
Yes

- a) Do you want a volunteer to call you when there is hot weather?
- b) I can give you a phone number. You can call if you need help.
The phone number is _____ .
Say goodbye and write in the Call Log.

No

How do you feel today?
Do you **feel different**? What is different?

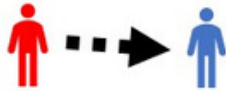




This is an **emergency**.
Maybe you are **very sick**
because it is **hot**.
I will call your **emergency contact**.



You must:



1. Cool your body

see "Emergency Body Cooling" sheet

**2. Push your Life Alert button
OR Call 911.**



Say:

- "[city]"
- "Ambulance"
- "[Your language]"



3. Wait for help.

End the call.

Call their Emergency Contact.

Tell your supervisor.

Write your notes in the Call Log.

Email: volunteer@mosaicbc.org

No
to all questions

What is different?

a) Are you **weak**?
→ Do you feel like **fainting**?



b) Are you **tired**?



c) Do you feel **bad**?
→ Are you sad?
→ Are you angry?



d) Are you **thirsty**?
→ Is your mouth dry?



e) Do you have a **rash**?
→ Is your skin red and bumpy?



f) Do you have **swelling**?
→ Are body parts big and soft?



g) Do you have **pain** in your body?



h) Are you **sweaty**?



Yes
to any question

No
to all questions

Maybe you are a **little sick**
because it is **hot**.
Go to page 5:
“Do you have a **thermometer**?”



Go to page 5:
“Do you have a **thermometer**?”



Do you have a **thermometer**?



Yes

What is the **temperature** of your home?



?? No ??

Guess.

Choose what to say below:

Warmer than 30°C

This temperature is **dangerous**.

You should:

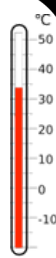
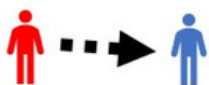
1. Go to a cooler place
see "Cooler Places" sheet



OR
call your
emergency contact.



2. Cool your body.
see "Body Cooling" sheet



26°C - 30°C

This temperature is **too hot**.

You should:

1. Go to a cooler place.
see "Cooler Places" sheet



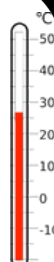
2. Drink water all day.
see "Cooling Tips" sheet



Remember:

In an emergency, call **911**.
For questions, call **811**.

When can I call you again?
Plan the next check-in call.



Cooler than 26°C

This temperature is **safe**.

Remember:

1. Drink **water** all day.
see "Cooling Tips" sheet



2. In an emergency, call **911**.

3. For questions, call **811**.

When can I call you again?

Plan the next check-in call.

