



What do **you** do to stay cool when the weather is hot?

Talk about ideas with the person next to you.

The First Call:

Sharing information
before a hot weather
event



Hello _____.
client's name

My name is _____. I am a volunteer at **MOSAIC**.

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?

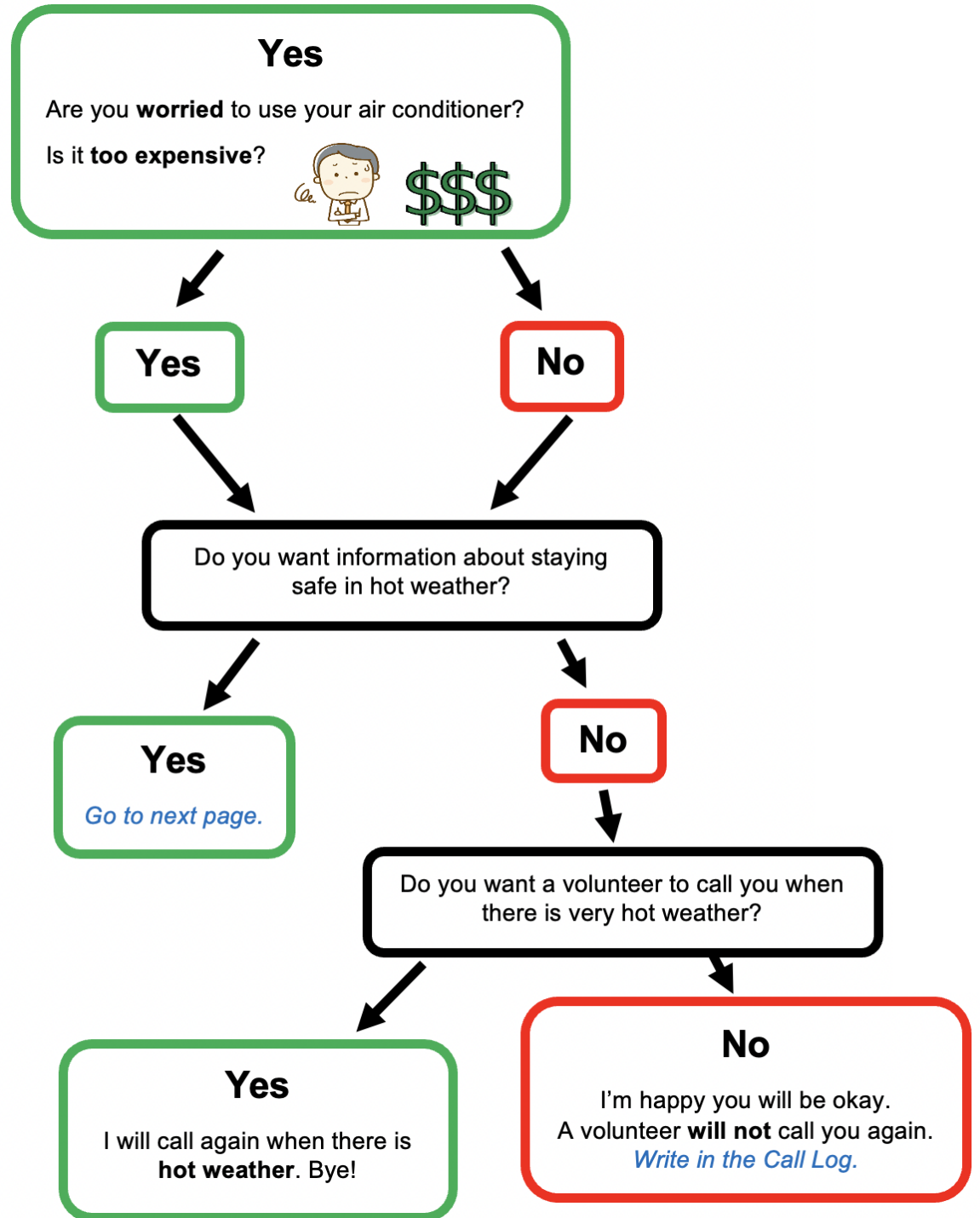
What **day**? What **time**?

Write in Call Log.

Okay, I will call you again. Bye!

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



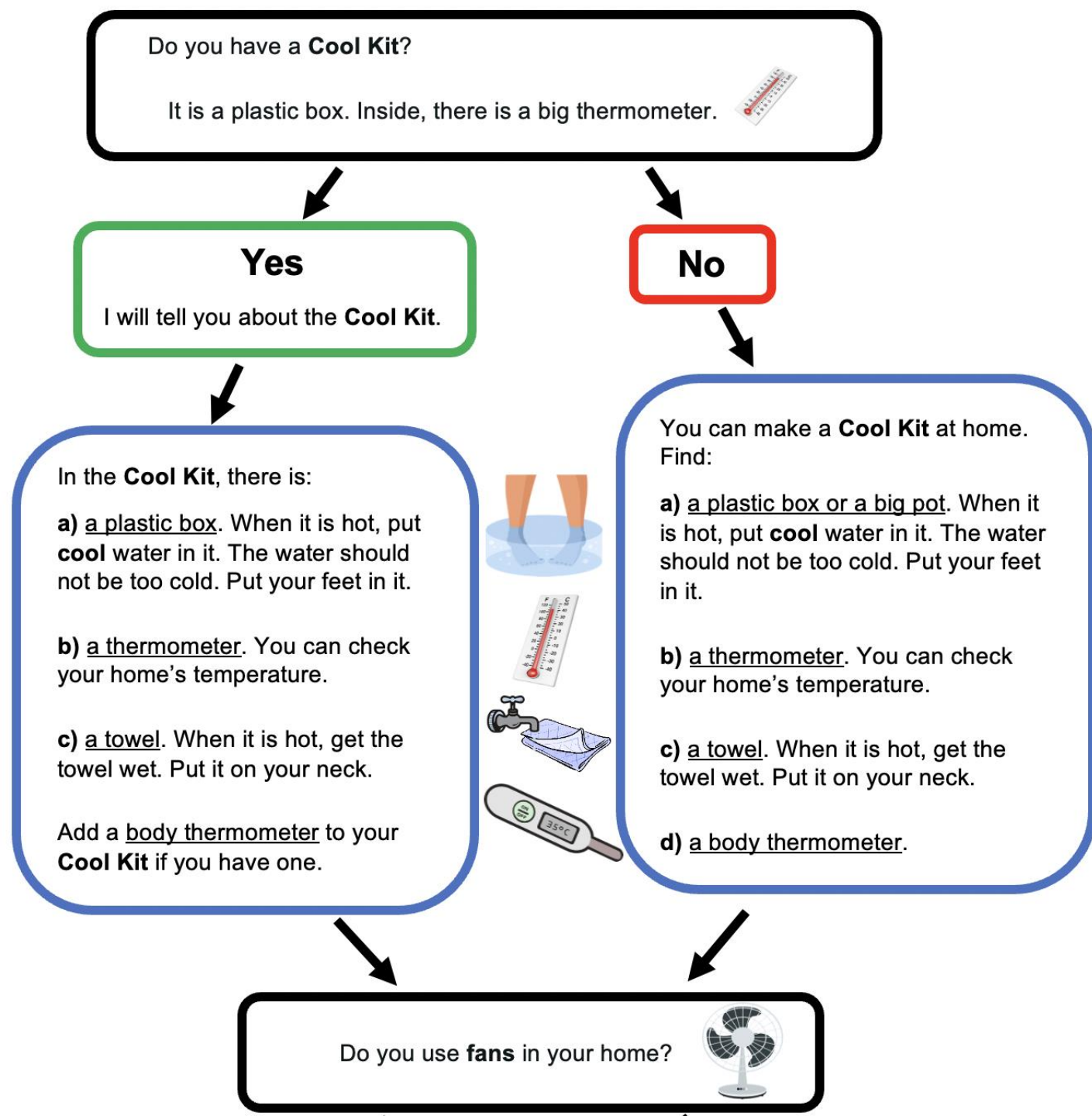


*If the client has an air conditioner,
ask about it.*


Also ask if they want calls in very hot weather.

End the call.

If the client does not have an air conditioner, ask about Cool Kits.



Do you have a **Cool Kit**?

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

If the client **has fans**,
See the **Safe Fan Use** sheet.

Then, ask about:

- (1) *emergency contact*
- (2) *travel*
- (3) *cooling tips*

Can I check your **emergency contact**?

a. What is their **name**?

b. What is 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**?



Give the client **cooling tips** if they want them.

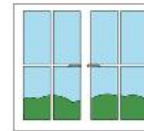
Yes

No

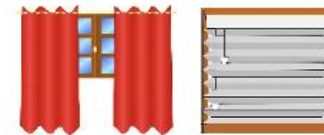
Go to next page.

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!

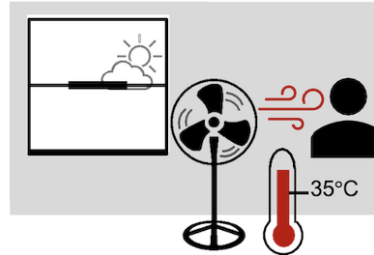
*Ask the client about medication.
End the call.*

When can I use fans?

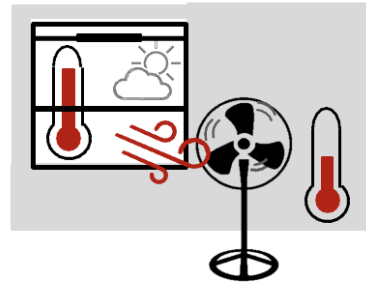
Safe Fan Use Sheet

✗ 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**

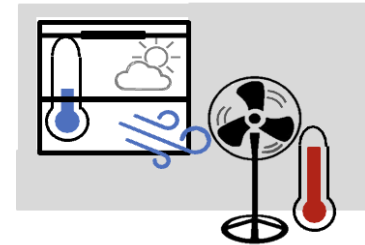


Sweat makes you cool
Fans **stop** sweat

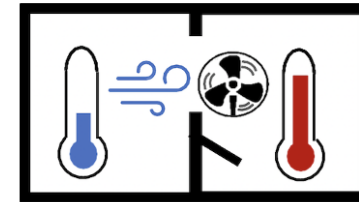


✓ **DO** use fans when...

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



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



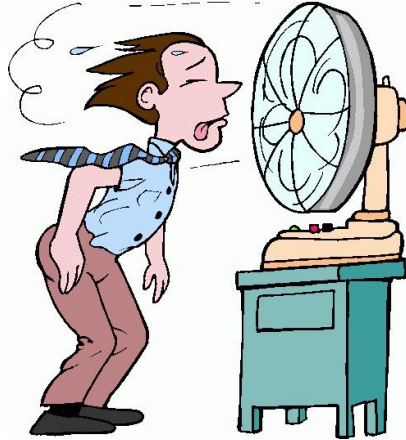
- 3 You do **other things**:



Let's check our understanding!

1. Fans will **always** make your body cooler.

True



False

Fans alone do **NOT** make your body cooler.

Sweat makes you cooler.

Fans stop sweat.

You need to do other things:

- put the fan next to a cooler window or room
- drink water
- spray your body with water
- wear wet clothes
- take cool baths and showers

2. You should keep your **windows open** all the time in hot weather.

True

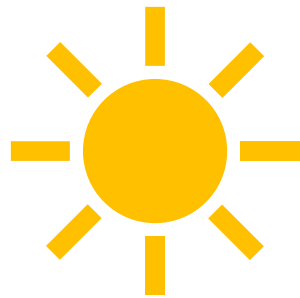


False

Only open windows if it is cooler outside than inside.
Do not open windows if it is hotter outside than inside.
Open windows at night.



Check-in call:
During the hot weather
event



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

I am a volunteer at **MOSAIC**.

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

Do you want a **volunteer** to call you when there is **hot weather**?

No

Yes

No 
I will give you a phone number.
You can call if you need help.
The phone number is **211**.
Say goodbye. Write in the Call Log.

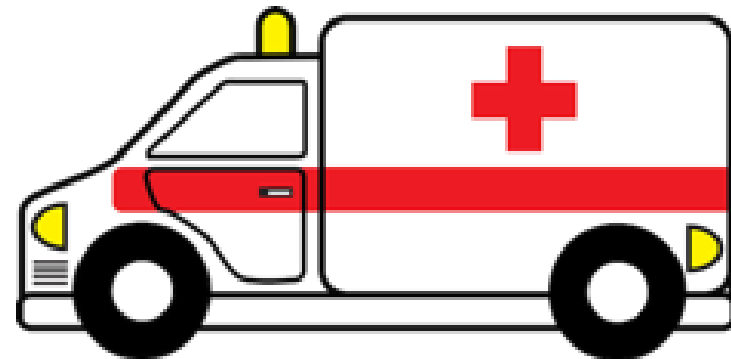
How do you feel today?
Do you **feel different**? What is different? 

Ask if the client has an air conditioner.

Then, ask how they feel and if they feel different.



Emergency Situations



a) Did you **faint**?



b) Do you have a **fast heartbeat**?



c) Is your **skin very hot and very dry**?



Yes

to any question

No

to all questions

These are symptoms of a heat emergency.

What is different?

a) Are you **nauseous**?

→A little or a lot?



b) Are you **vomiting**?

→A little or a lot?



c) Do you have **diarrhea**?

→A little or a lot?



d) Are you **dizzy**?

→A little or a lot?

→Did you **fall down**?



e) Are you **confused**?

→A little or a lot?



f) Is your **skin** a different colour?

→Is it **lighter**?



Yes and "a lot"

to some or all questions



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









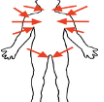








Explain emergency procedures.

See Emergency Body Cooling sheet.

Emergency Cooling Tips Sheet



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.

Let's check our understanding!

1. What is a symptom of a **heat emergency**?



a) sweating a lot



b) not sweating at all



c) red and bumpy skin (heat rash)



d) very thirsty

If you stop sweating, this is an emergency.
If you sweat a lot, have heat rash, or are very thirsty,
you should cool yourself down,
but it's probably NOT an emergency.

2. What is a good thing to do in a **heat emergency**?

a) Drink water and call 911.

b) Just call 911.

c) Put your feet in cold water and call 911.

d) Put your feet in cool water and call 911.

If you you have a heat emergency,
you must call 911
AND
try to cool your body immediately.
Don't use water that is too cold because this
might make it worse.

3. When you call 911, you can **only speak in English.**

True



False

911 is available in over 200 languages.
Click [here](#) for 911 calling tips for people who speak other languages.

4. If a senior pushes their **Life Alert** button, this will get them **faster** help than calling 911.

True

False

Life Alert is faster than 911.





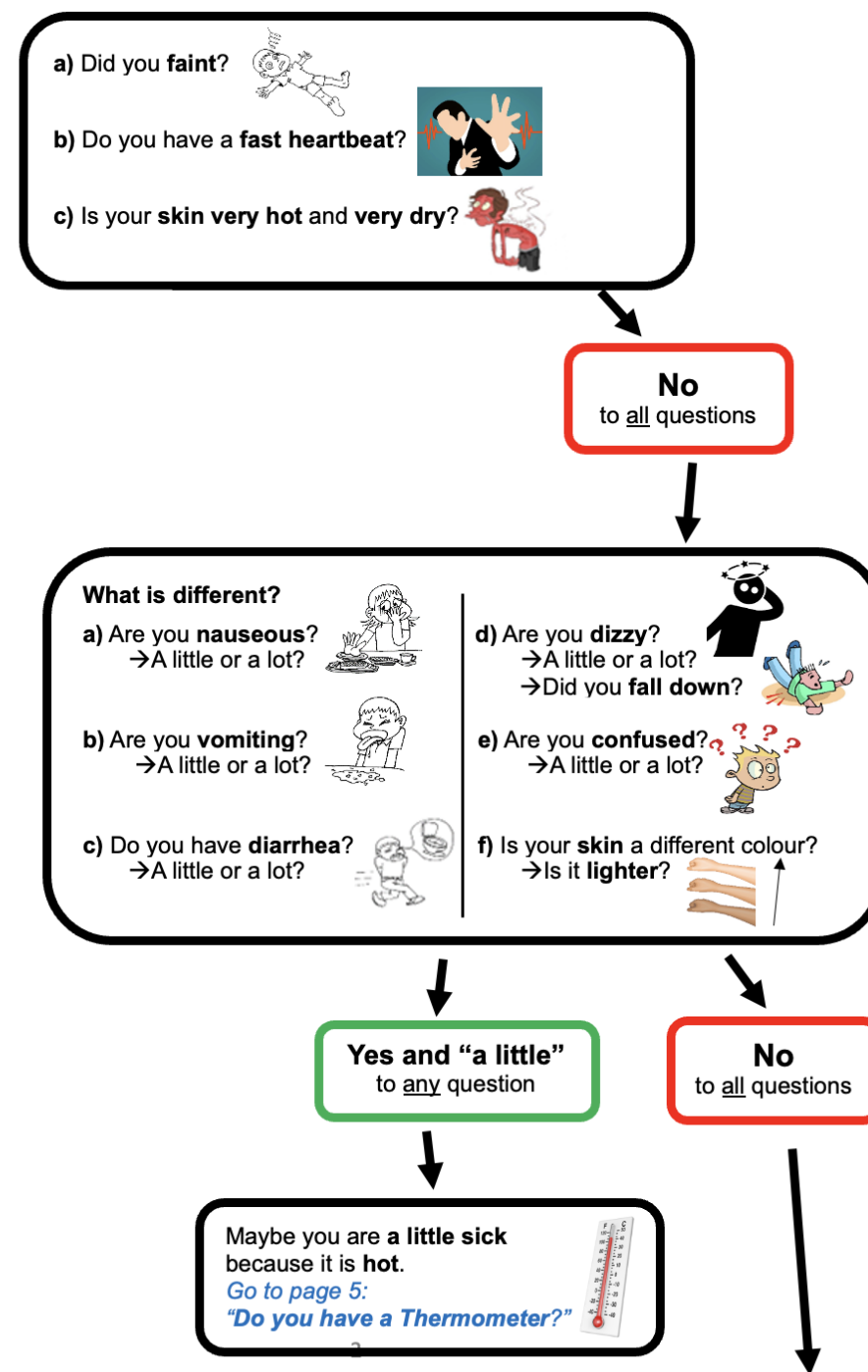
LET'S
ROLEPLAY!



Non- Emergency Situations



*These are not symptoms of an emergency,
but it is still important to cool the body.*



*These are not symptoms of an emergency,
but it is still important to cool the body.*

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?"

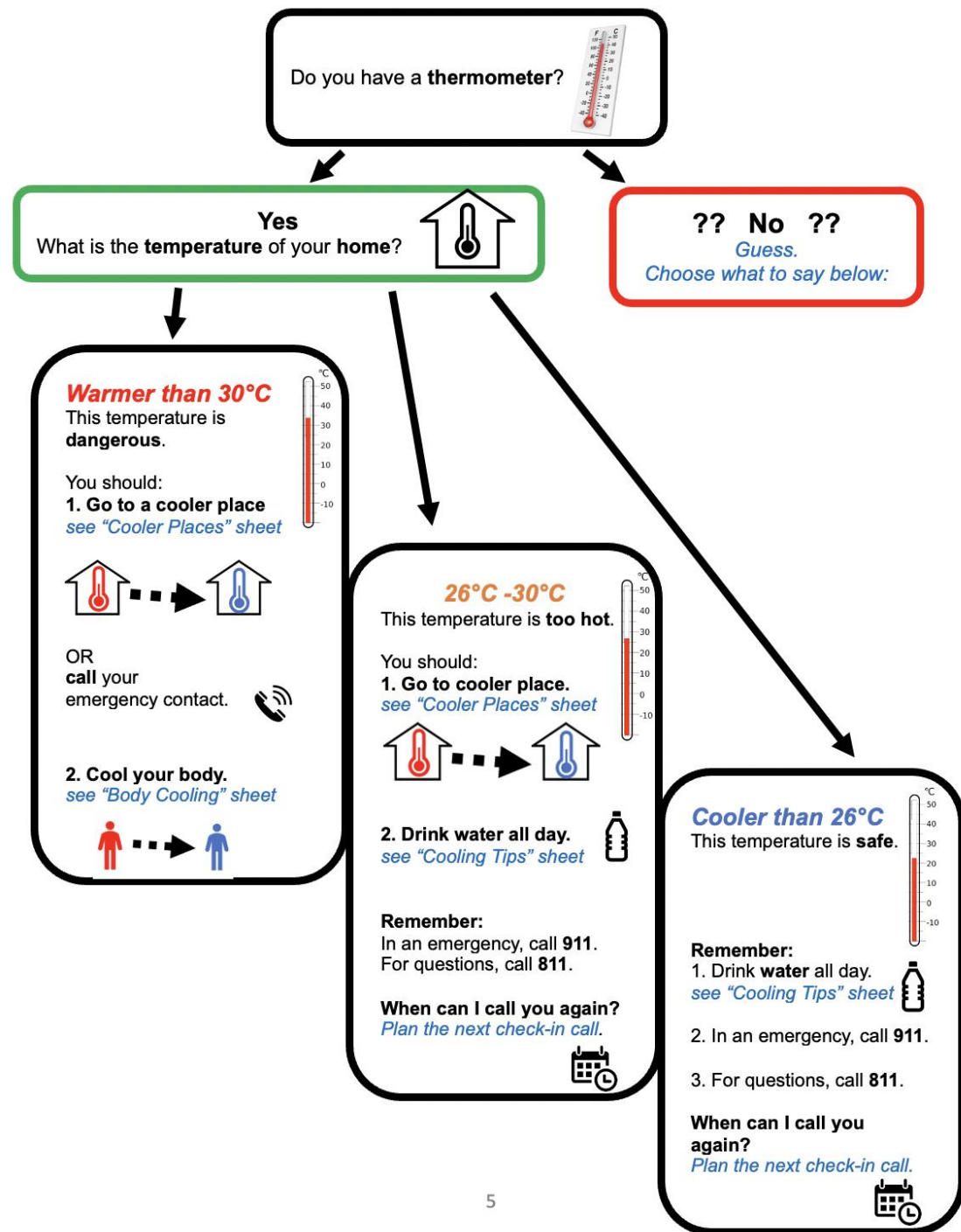


Explain non-emergency cooling procedures.

See:

- Cooler Places sheet
- Non-Emergency Body Cooling sheet
- Cooling Tips sheet

End the call.



Cooler Places Sheet

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 there for **3 hours or more**.







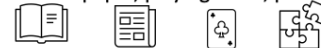
Try to stay there until it gets **dark**.



It takes a **long time** to cool your body
and your home.

Bring:

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



For example:



mall



library



community centre



coffee shop



friend or family
member's home



under a tree
in a park

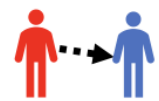


underground
parking



any place with air
conditioning

Non-Emergency Cooling Tips Sheet






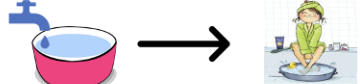


Non-Emergency Cooling Tips: Heat Exhaustion

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


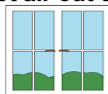




General Cooling Tips Sheet

General Cooling Tips



<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. Full 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> 



<p>1. Turn on your air conditioner.</p> 	<p>2. Close windows 10:00 AM-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> 

Let's check our understanding!

1. If clients have any of the symptoms in the flowchart, tell them to call 911.

True



False

Tell clients to call 911 in cases of fainting, fast heartbeat, hot and dry skin, and some other serious symptoms.

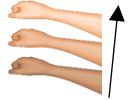
If clients have some of the less serious symptoms, they can:

- Go to a cooler place
- Drink cool water
- Put wet towels on your body
- Put your feet in cool water

2. What is NOT a symptom of a **heat emergency**?



a) swelling



b) lighter skin



c) vomiting a lot



d) very nauseous

Swelling is probably not an emergency.
Lighter skin, vomiting a lot, or feeling very nauseous
might be an emergency.

3. Cities in the lower mainland have special places called **Cooling Centres**. You can go to them if your home is too hot.

True

False



4. When the temperature of your home is ____, you should go to a cooler place.

a) hotter than 25°C

b) hotter than 30°C

c) hotter than 35°C

d) hotter than 20°C

- When your home is 25°C or lower, the temperature is safe.
- When your home is between 26°C and 30°C, the temperature is too hot.
- When your home is over 30°C, the temperature is dangerous.

