



SA Health

Extreme Heat Strategy

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of South Australia

SA Health

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SCOPE

The “SA Health – Extreme Heat Strategy” (this document) outlines a series of SA Health guiding principles to aid in identifying responsibilities and authorities to prepare for the impact of, as well as strategies to manage and recover from, an Extreme Heat event impacting upon SA Health.

These guiding principles are specific to an Extreme Heat event.

PURPOSE OF THE PLAN

This document is an overarching one, intended for use across SA Health, the Local Health Networks and SA Ambulance Service (SAAS) to guide Health Services in developing and maintaining their localised, contextual arrangements (Extreme Heat Plans).

It is intended that each Health Service and relevant agencies that are a part of SA Health use this strategy to establish their own procedures, arrangements or plans specific to their context.

ADMINISTRATIVE FRAMEWORK

Hazard Leader

The legislated Hazard Leader for Extreme Weather events (including Extreme Heat) is the State Emergency Service (SES).

The SES has overall control and responsibility to ensure that a robust prevention and preparedness approach is adopted by all agencies as well as identify and communicate how agencies can develop their arrangements to complement a coordinated and consistent approach across government.

Control Agency

The legislated Control Agency for Extreme Weather events (including Extreme Heat) is the SES. The SES has overall control and responsibility to ensure that all response actions focus on the protection of life and property and to have a situational awareness of the capability of all government agencies during extreme heat events.

INTRODUCTION

The aim of the SA Health Extreme Heat Strategy is to reduce the risk of harmful effects of extreme heat on the health of the community and possible associated workload increase / surge workload by:

- ensuring a planned, managed, and effective response to an extreme heat event;
- providing a coordinated SA Health communication plan; and
- promoting community resilience and adaptation to extreme heat conditions.

This document is reviewed bi-annually to capture lessons learnt from extreme heat events.

PREPAREDNESS

Extreme heat temperature triggers and 'alert levels' have been developed by the SES in conjunction with the Adelaide Bureau of Metrology. The alerts are issued by the SES in advance of an extreme heat event. They are based on the forecast Average Daily Temperature (ADT) for Adelaide as provided by the Bureau of Metrology.

Temperature Triggers for Alert Levels

Extreme heat event for the Greater Adelaide area:

- three or more consecutive days with an ADT of $\geq 32^{\circ}\text{C}$.
- The ADT is an average of the minimum overnight and maximum daily temperature occurring that day.

There are two alert levels for the Greater Adelaide area:

Extreme Heat WATCH

- Issued at ADTs $\geq 28^{\circ}\text{C}$ for three or more consecutive days
- For example, a maximum $\geq 36^{\circ}\text{C}$ for three or more consecutive days, and a minimum $\geq 22^{\circ}\text{C}$ for three or more consecutive nights.
- Public Alerts **WILL NOT** be issued by the SES / BoM at this alert level.

Extreme Heat WARNING

- Issued at ADTs $\geq 32^{\circ}\text{C}$ for three or more consecutive days
- For example, a maximum $\geq 40^{\circ}\text{C}$ for three or more consecutive days, and a minimum $\geq 24^{\circ}\text{C}$ for three or more consecutive nights.
- Public Alerts **WILL** be issued by the SES / BoM at this alert level.

SA Government Extreme Heat Communications Plan

A South Australian Government Extreme Heat Communications Plan has been developed by the SES as the Hazard Leader and Control Agency for extreme weather in South Australia. The Plan has been developed to ensure the SA Government is able to effectively respond to extreme heat events.

Particular emphasis has been placed on developing strong and consistent key messages across all Functional Support Groups.

Communications Triggers for Extreme Heat

The table below depicts the guideline timeframes when SES will endeavour to issue communications prior to a likely heat event. SES, in conjunction with the BoM will continue to monitor weather for the proceeding days to ensure accurate and timely information is supplied to agencies and the community.

NOTE - Predictions and triggers for Extreme Heat events across country SA have not been finalised. On occasion, SES may issue alerts for a particular geographic area that is outside of metropolitan Adelaide.

Days	1		2		3		4		5		6		7	
Hours	12	24	36	48	60	72	84	96	108	120	132	144	156	168
Watch	48 - 72 Hours						<i>Continual monitoring of weather forecast</i>							
Warning	0 - 48 Hours				<i>Continual monitoring of weather forecast</i>									

Extreme Heat Watch - SES will usually provide Extreme Heat Watch messages to agencies, approximately 48-72 hours in advance (Watch messages will not be released to the public / community), however media may pick up situational intelligence and amplify their coverage of a potential upcoming event).

Extreme Heat Warning – SES will usually provide Extreme Heat Warning messages to agencies and the general public, approximately 0-48 hours in advance.

SA Health preparedness considerations

SA Health delivers a many of services to a range of client groups across the state. It is important that ongoing preparedness arrangements are undertaken to protect the community, clients, infrastructure and service delivery during extreme heat events.

SA Health preparedness considerations include (but not limited to);

- Review and exercise existing emergency management and business continuity plans
- Maintenance of air conditioning and climate control infrastructure
- Maintenance of back-up power, including UPS devices and generators
- Maintenance of cold chain storage and transport devices (medication / blood etc)
- Develop and review 'service level agreements' with relevant suppliers
- Maintenance of gas supply systems
- Make available educational and promotional literature to assist with vulnerable or 'at risk' groups/individuals personal resilience

Extreme Heat watch considerations include (but not limited to);

- Incident management and command alerting and notification
- Review of clinical and non-clinical service delivery to maintain adequate capability and capacity
- Risk management approach for staff movements (outside / community)

SA Health Extreme Heat Communication Plan

The SA Health Extreme Heat Communication Plan supports SA Health's preparedness and response by providing heat health advice to the community on mitigating actions to reduce the impact of potential heat risks.

SA Health Extreme Heat booklets and Fact Sheets

A comprehensive printed guide *Healthy in the Heat* has been produced as a SA Health publication for the general public.

It is available as a booklet or can be downloaded from the SA Health website at www.health.sa.gov.au

Hard Copies of the booklet can be gained by contacting the SA Health Emergency Management Unit on 8226 7115 or by emailing emergencymanagement@health.sa.gov.au.

SA Health Fact Sheets

Additional information has been developed in the form of fact sheets focusing on specific topics, or for specific audiences. The fact sheets are available for download from the SA Health website and include a number of translated factsheets to cater for the culturally and linguistically diverse (CALD) communities.

SA Ambulance Service Heat Arrangements

SAAS have Extreme Heat Event Arrangements to ensure an effective, efficient and sustained emergency response to predictable increases in demand on their business during prolonged periods of elevated temperature. It also importantly addresses the health and wellbeing of all SAAS staff during these extreme weather conditions.

The procedure applies to SAAS staff, contractors and visitors to all SAAS workplaces/sites during the months of particular concern, October-March each year.

Extreme heat events do not require an immediate triggered reaction but provide an opportunity to consider response appropriate to the predicted circumstances.

The principles of preparedness include:

- Maximum use and effectiveness of SAAS staff
- Maximum effectiveness of vehicles and equipment
- Provision of enhanced crew welfare and support
- Preparation of community messages and organisational strategies
- Reduction in non-essential patient transport
- Liaison with other agencies

RESPONSE

Please refer to the SA Health Framework for full details of the SA Health command structure including activation.

SA Health - Gold Command

Gold Command (strategic level – incident management team) is responsible for the coordination of the overall SA Health response to an extreme heat event. This team may be convened prior to or when an actual extreme heat event occurs.

During an Extreme Heat Watch and/or Warning period, there is a heightened situational awareness and ongoing intelligence is gathered by the Emergency Management Unit and potentially the Gold Commander if Gold command has been activated for this occurrence.

A decision to activate Gold Command may be underpinned by the following factors (but not limited to);

- request from Control Agency (SES) or Coordinating Agency (SAPOL);
- request from LHN Silver Commander(s);
- impact of extreme heat event on the overall health system;
- other significant events / incidents that are occurring.

Gold Command actions and responsibilities include (but not limited to);

- coordination of SA Health resources;
- liaison with the State Coordinator – in the event of a declaration;
- coordinating the preparation and dissemination of Department of Health and Ageing heat health information and warnings to the public;
- coordination of information collection, analysis and dissemination of intelligence to the SES, State Coordinator and relevant stakeholders;
- oversight of bed management status across the State's public hospitals;
- coordination of health media messages;
- contributing to the Australian Health Protection Principal Committee (AHPPC);
- any other action deemed necessary by the Gold Commander.

Gold Command will be responsible for the whole of agency (SA Health), strategic response to an extreme heat event.

Gold, Silver, Bronze command system

SA Health has an established hierarchical command and control structure when dealing with incidents and is applied in the context of this document for Extreme Heat.

Please see the Emergency Management Framework for more details.

Emergency Management Unit (EMU)

During an extreme heat event, the Emergency Management Unit (EMU) is responsible for:

- production and/or distribution of intelligence reports (IntReps) or situational reports (SitReps) to relevant (internal/external) stakeholders for the duration of the extreme heat event;
- ongoing liaison with other emergency services and government agencies;
- activation and coordination of the SCC-H;
- undertaking functional Gold Command roles as required;
- the formation and coordination of meetings for the Gold Command;
- attendance at the State Emergency Centre (SEC) as required;
- coordination of a SA Health debrief of the incident including all relevant stakeholders once the extreme heat event has concluded.

The EMU will be the single representative entity for The Department for Health and Ageing (DHA) and Local Health Networks (LHNs) for all inbound intelligence/notifications from relevant state and national EM sources. This includes Extreme Heat notifications from SES with relation to Watch and Warning messaging. The EMU, (on behalf of Gold Command) shall distribute any relevant intelligence to the broader SA Health via either an "Intelligence Report" or a "Situation Report" in a timely manner.

Extreme Heat WATCH

When the EMU receives an Extreme Heat Watch message from the SES, it shall distribute this to SA Health stakeholders via the LHN Silver Command distribution list on behalf of Gold Command.

Nil formal response actions are required to be undertaken, unless outlined in local policy or guideline documents (i.e. Mental Health policy). Situational awareness and ongoing intelligence gathering shall occur during this period.

Extreme Heat WARNING

When the EMU receives an Extreme Heat Watch message from the SES, it shall distribute this to SA Health stakeholders on behalf of Gold Command.

Pre-defined key actions can be found in the SA Health - Extreme Heat Action Plan (Attachment 1).

SA Health Communications Division

Advertising in the media will increase awareness of the availability of information and of the importance of looking after self and others during periods of extreme heat.

The primary objectives of the SA Health extreme heat communications plan are to:

- To raise awareness amongst the public and staff of the effects extreme heat has on their health and who is at risk of being affected, with the intent of increasing the resilience of both the community and individuals.
- To educate the public and staff about how they can prepare for and keep themselves, family and friends safe during extreme heat.

Secondary objectives are:

- To reduce the flow-on demand on hospitals and health services by encouraging people to take measures to prepare, protect themselves and recover from extreme heat.
- To encourage SA Health staff to protect themselves from the effects of prolonged heat.
- To enable SA Health to meet its obligations in supporting the SES as the Hazard Leader and Control Agency for extreme weather and hence extreme heat. This includes supporting the SES Extreme Heat Communications Plan.

Media Unit

During an extreme heat event SA Health Media Unit staff will liaise with SES and SAAS communications teams to ensure consistency of message and information across government agencies.

Public Awareness

Advertisements may be created for both print press and radio. The decision to advertise in the media will be made by the Gold Commander and will be coordinated by the SA Health Media Unit.

SAGEMS Release

SAGEMS is the South Australian Government's across-government messaging service. It delivers email, calendar and related services to desktop environments in most agencies.

A SAGEMS release will be sent out to provide information to all SA Government employees regarding key messages throughout the hot season.

SA Health Extreme Heat Action Plan

The SA Health Extreme Heat Action Plan (Attachment 1) reflects the level of response relative to the alert phases issued by SES. These actions are dependent on advice received from the SES and Bureau of Meteorology in relation to extreme heat alert triggers and are thus subject to change.

Refer to '*Attachment 1*' for SA Health actions which will be implemented at each stage of extreme heat alerts issued by SES.

SA Health Local Health Networks (LHN's)

LHN's need to ensure that they have satisfactory plans and relevant arrangements to ensure that both a potential and/or actual loss of essential services as well as a surge in workload is considered.

LHN Plans need to consider the following (but not limited to);

- Alerting and notification to key personnel of Extreme Heat Watch and/or warnings when issued by Gold Command/EMU;
- Pre-determined key actions for both an Extreme Heat Watch as well as an Extreme Heat Warning event;
- Manage requests for relevant capacity and capability from Gold Command via the SA Health Emergency Management System (SAHEMS) in a timely manner;
- Potential and/or actual reduction in service delivery (clinical and/or non-clinical) to ensure that a degree of capability and capacity is maintained both within a site and also across their Network.

LHN Silver Commanders are to advise Gold Command of any significant, noteworthy heat related events or occurrences that cause either an acute surge in workload (i.e. mass gatherings / sporting events influx to an ED etc) or where an unplanned loss of service delivery occurs (loss of essential services / accommodation etc). This information is required as part of situational awareness as well as capacity and capability reporting to the SES.

Country Health SA LHN

Community health managers are responsible for establishing internal processes which assess and monitor vulnerable clients during extreme heat periods. When extreme heat conditions commence, Country Health SA (CHSA)LHN services will prepare and produce a list of vulnerable clients. This list of clients is forwarded to each Rural Regional Director who in turn reports on a weekly, or more regular, basis to the Chief Operating Officer, CHSALHN. The Chief Operating Officer will work with Gold Command/EMU to make a determination as to the level of response from CHSALHN during the particular extreme heat event and in accordance with the CHSALHN Vulnerable Clients Procedure which is amended annually.

Mental Health considerations

Vulnerability to heat stress and heat exhaustion in extreme heat conditions is more likely when there is a diagnosis of mental illness. Vulnerability may be exacerbated by:

- Medication prescribed for mental and physical illness,
- Co-morbidities,
- And living/environmental conditions.

The procedures set out in this policy are designed to ensure that consumers of SA Health Mental Health Services receive a heat vulnerability assessment and information on how to manage in extreme heat. In addition, if a consumer is assessed as vulnerable, they will receive increased monitoring during an extreme heat event to reduce the risk of harmful effects of extreme heat on consumers.

Each LHN is responsible for ensuring that arrangements to support mental health clients/consumers are developed and that they are in alignment with and supportive of this document.

Mental Health teams within all LHNs have a sound understanding of their clients and a key part of the initial assessment and ongoing clinical relationship is to ensure that the client and any relevant risk factors are known and understood by the respective clinical teams.

It is agreed and acknowledged that the following principles accurately reflect the key operational strategies for mental health teams during extreme heat events;

- > Mental Health executive staff in LHNs shall receive notification as part of the LHN Silver Command DL notification process (as a primary notification mechanism)
- > Extreme Heat WATCH event actions shall be determined by the LHN extreme heat plan including the determination to stand down an activation, if required.
- > Extreme Heat WARNING event actions shall be determined by the LHN extreme heat plan and Gold Command shall advise when a formal revocation of the WARNING has been issued by SES.
- > Mental health client welfare is of priority and the LHN mental health clinicians / teams shall ensure that ongoing, dynamic assessments are undertaken in relation to consumers and their welfare during extreme heat events.

To support the above, all current mental health clients will have a heat vulnerability assessment conducted by Mental Health Services staff using the Heat Vulnerability Assessment Tool (HVAT) on CBIS/CCCME. If assessed as vulnerable then a heat vulnerability alert must be registered on CBIS/CCME. All current mental health clients will also be provided with a written information package on managing health during extreme heat events.

It is the mental health services responsibility to ensure identified vulnerable clients are contacted during an extreme heat activation. If a mental health client is assessed as vulnerable and requires contact, mental health staff will register the client within local structures to ensure that the client is contacted.

In relation to Country Health and the large variances in temperatures across rural and remote areas; responsibility for implementation of this directive is devolved to the Mental Health Network Managers. Network Managers must review the Bureau of Meteorology (BOM) forecast in their

Health Cluster area on an ongoing basis for the extreme heat period of October to March and action must be taken in accordance with this strategy.

A Mental Service Clinician Heatwave Checklist is included in this plan for information purposes as 'Attachment 4'.

Child and Adolescent Mental Health Services as part of the Women's and Children's Health Network are exempt from this plan as their clients are generally children and adolescents who either live with their family or are under the care of a responsible adult or other agency.

SA Ambulance Service

The role of SAAS during an extreme heat event is to ensure effective, efficient and sustained emergency response to the foreseeable increased demand for SAAS services during prolonged periods of elevated temperature and safeguard the health and wellbeing of SAAS staff during extreme heat conditions.

SAAS have prepared a procedure covering Extreme Heat Event Arrangements which details the response SAAS will provide to an extreme heat event.

The principles of the SAAS Extreme Heat Event Arrangements procedure are:

- prepared and planned community messages and strategies;
- maximise the use and effectiveness of personnel;
- maximise effectiveness of vehicles and equipment;
- provide enhanced crew welfare and support;
- reduce non-essential patient transport.¹

The level of response from SAAS to an extreme heat event will largely be determined by advice it receives from the BoM, the SES and by service delivery demand at the time.

SAAS staff will follow the SAAS action flowchart (7.4) that is a part of the SAAS Extreme Heat Event Arrangements procedure, outlining the appropriate level of response to extreme heat events.

External Agencies

There are a number of organisations that provide services and advice to the community (particularly vulnerable persons) during periods of extreme heat. Some of these organisations are listed below;

Australian Red Cross – Telecross Redi

The Telecross REDi Service is a free service during extreme heat events to provide calls to identified vulnerable clients during the period of extreme heat. The service assists at risk, vulnerable and isolated people and undertakes a welfare monitoring program via telephone during extreme heat events.

SA Health encourages that registrations for Telecross REDi are made by individuals, or by a carer, doctor, family member or friend with the individual's consent. SA Health discourages Health Services / LHN's from compiling lists of vulnerable clients and registering them on behalf of the organisation with Red Cross unless it is specific to the business unit core objectives.

Where a registration for Telecross Redi is sought by an entity of SA Health, the following must occur;

- Identify a vulnerable client list owner
- Using the Telecross Redi vulnerability assessment tool, individually assess each client as to their suitability for the service and document;
- Develop an escalation pathway for each client;
- Identify a primary contact point for the entity for Red Cross to advise of escalations.

¹ Ibid.

Telecross REDi will be activated by the State Controller, Emergency Relief Functional Service, when SES issues an extreme heat 'Warning' 0 - 48 hours in advance of an extreme heat event.

Department for Communities and Social Inclusion (DCSI)

The Department for Communities and Social Inclusion (DCSI) has a broad mandate to work with those who, through circumstance, may be poor, isolated, vulnerable, or at risk of harm and to connect them to choices and opportunities. DCSI has an Extreme Heat Plan, the purpose of which is to “*reduce the risk of harmful effects of extreme heat on vulnerable DCSI clients.*”²

DCSI provides its vulnerable clients with SA Health information on managing health in extreme heat.

Migrant Health Service (MHS)

The Migrant Health Service (MHS) is a SA Government specialist primary health care service, funded by SA Health, providing free, confidential and culturally sensitive medical and health care for newly arrived humanitarian entrants and asylum seekers. It is not a mainstream health service.

A range of clinical practitioners, including community health nurses, social workers, doctors, massage therapists, multilingual/bicultural community health workers, an optometrist, a psychiatrist and a clinical psychologist, are available by appointment. MHS also runs a daily nursing clinic where drop in clients are triaged and assessed. Any presenting clients requiring immediate care, including those with a heat related condition, are appropriately managed and if necessary, referred to a hospital emergency department for further treatment.

Information on specific health related topics, heat translated factsheets and copies of the booklet, *Staying health in the heat*, are readily accessible for clients.

² Department for Communities and Social Inclusion, *Extreme Heat Plan*, version 12.

RECOVERY

National Principles for Disaster Recovery

The National Disaster Recovery Principles comprise a series of six (6) key concepts which state that successful recovery relies on the following:

- understanding the context;
- recognising complexity;
- using community-led approaches;
- ensuring coordination of all activities;
- employing effective communication; and
- acknowledging and building capacity.

SA Health recovery strategies

LHN's are to ensure that recovery strategies are considered and documented in their respective Extreme Heat Plans.

Considerations may include, (but not limited to);

- ensuring that infrastructure is inspected, maintained and repaired post extreme heat event use;
- restoring reduced / altered service delivery strategies;
- welfare assessments to relevant clients and staff to ensure post event recovery.

Emergency Relief Functional Service

The role of the Emergency Relief Functional Service as outlined in the SEMP is to identify and coordinate the provision of practical advice and personal support services required by individuals, families and communities.

The aim is to support the affected community towards management of its own recovery.

State Recovery Office

The State Recovery Office is a unit within the Department for Communities and Social Inclusion that works across government and non-government sectors increasing the State's disaster recovery capacity.

SA Health **Extreme Heat** Action Plan

PREPAREDNESS

Actions to be taken by **November** in preparation for the lead up to hotter months (November to April)

Public Alerts WILL NOT be issued by the SASES

PREPARATION

- **Department of Health (DH) Emergency Management Unit (EMU)**
 - **Prepare for and maintain** a state of increased readiness.
 - **Conduct any training** of staff and test/exercise activation of plans and procedures
 - **Revise and update** as required:
 - the ‘*Staying Healthy in the Heat*’ booklet
 - topic specific fact sheets
 - **Arrange distribution** of the *booklet ‘Staying Healthy in the Heat’* to government and non-government agencies/organisations and community groups as per requests received
 - **Develop** other topic specific fact sheets according to need.

- **Communications Division (DH)**
 - **Review and maintain information** for the public on the Department of Health Extreme Heat web site
 - **Review** the Communications Plan for Extreme Heat
 - **Review and prepare** newspaper/press release, radio advertisements and social media messaging for use during periods of extreme heat

- **Health Services (inc. SAAS/Local Health Networks(LHNs))**
 - **Review** Health Service “Extreme Heat Event Plan”
 - **Conduct** any training of staff and test/exercise activation of plans and procedures
 - **Encourage** known / identified vulnerable clients to:
 - Prepare before the heat and have a plan to cope and manage
 - Have contact numbers for help
 - Register with Red Cross Telecross REDi.
 - Check that air conditioners (AC) and fans are working and that the AC is on ‘Cool’ setting
 - Ensure water supplies (if not on mains water) will last at least a week, and make arrangements for adequate food availability (stored or delivered) to avoid the need for shopping in the heat as far as possible
 - Ensure they have adequate supply of their medications (up to 2 weeks)
 - Keep out of the heat as much as possible

EXTREME HEAT – WATCH

*Based on **Adelaide** forecast temperatures for next 5 days
Issued **2-3 days** in advance of 'Watch' period*

Public Alerts WILL NOT be issued by the SASES at this Alert level

Internal notification WILL be made to HEALTH SILVER COMMANDERS

PREPARATION AND RESPONSE

- **DH Emergency Management Unit**
 - **Advise** LHN Silver Commanders of an **EXTREME HEAT – WATCH**
 - **Maintain** a heightened situational awareness of event impacts across SA Health, in conjunction with internal and external stakeholders
 - **Brief** the Gold Commander of the situation
 - **Activate** the State Control Centre – Health (as required)
 - **Advise** LHN Silver Commanders of a cancellation/expiry of an **EXTREME HEAT – WATCH**

- **Communications Division (DH)**
 - **Prepare heat health messages** and release as appropriate:

- **Health Services (inc. SAAS/LHNs)**
 - **Maintain** a heightened situational awareness of Health Service capacity and capability, in line with normal daily operations
 - **Ensure** compliance with the SA Health '*Extreme Heat Strategy*'
 - **Prepare** to action Extreme Heat plans in readiness for full activation if an '**Extreme Heat Warning**' Alert level is issued

Note: Where an 'Extreme Heat Watch' has been in place for 3+ days, SA Health should consider whether to escalate its response to the event, pending the impact on the capacity and capability of delivering services.

EXTREME HEAT – WARNING

Based on Adelaide forecast temperatures for next 5 days
Issued 48 hours in advance of 'Warning' period

Public Alerts WILL BE issued by the SASES at this level

Internal notification WILL be made to HEALTH SILVER COMMANDERS

RESPONSE

- **DH Emergency Management Unit**
 - **Advise** LHN Silver Commanders of an **EXTREME HEAT – WARNING**
 - **Brief** the Gold Commander of the situation and activate Gold Command (as required)
 - **Activate** the State Control Centre – Health (as required)
 - **Create** Heat related Activity Request in SAHEMS
 - **Receive** inbound, summary reports from LHNs each day by 0930 and
 - **Submit** final Agency briefing to SES & Health Media by 1030 daily
 - **Advise** LHN Silver Commanders of a cancellation/revocation of an **EXTREME HEAT – WARNING**
 - **Convene** a post event debrief with relevant stakeholders in a timely manner
 - **Maintain** a heightened situational awareness of state-wide health system capacity and capability, in line with normal daily operations
 - **Undertake** any ad-hoc intelligence gathering reporting as required (specific to extreme heat impacts)

- **Communications Division (DH)**
 - **Activate 'heat health warnings'** – With messages focusing on getting general public to look after themselves and look out for those around them

- **SAAS/LHNs**
 - **Activate** relevant Health Service Extreme Heat Plan
 - **Maintain** a heightened situational awareness of Health Service capacity and capability, in line with normal daily operations
 - **Implement** hospital escalation and load levelling arrangements, in line with normal operations
 - **Consider** reduction of non-emergency service provision if extreme heat event considerably impacts on capability and capacity
 - **Ensure** compliance with the SA Health '*Extreme Heat Strategy*'

ATTACHMENT 2 – People at risk – Extreme Heat events

Any individual, regardless of age, sex, or health status, can develop heat stress if engaged in intense physical activity and/or exposed to environmental heat.

Additional factors can increase the risk of extreme heat to a person's health such as:

Older age (over 65 years) and frailty

An older person has increased vulnerability during an extreme heat event due to their physical responses to heat. They have reduced thirst response and diminished ability to sweat, as well as possibly having contributory chronic disease. This is especially so for:

- women over 75 years;
- those living on their own;
- those socially isolated.

Acute, chronic and severe illness

Increased vulnerability resulting from acute, chronic and severe illness may affect:

- a person with a high temperature from an existing infection;
- people with heart or breathing problems, diabetes, respiratory or renal insufficiency, serious mental illness, or who are very overweight (obese);
- people taking certain types of medications that can make them more vulnerable to the heat;
- persons who use medical equipment (e.g. ventilators, oxygen, gastric-tubes).

Inability to keep cool

The body's ability to thermo-regulate is critical during periods of extreme heat. The following are examples of persons who are at increased risk due to their body's inability to keep cool:

- babies and children under five years;
- anyone confined to bed;
- persons with Dementia or Alzheimer's.

Disability

Persons living with a disability are at an increased risk during extreme heat events, such as those:

- who are non-ambulatory;
- with physical disabilities that impair their capacity to self-manage;
- with sensory impairments (blind/visually impaired or deaf/hard of hearing);
- with cognitive disorders;
- who use mobility devices (e.g. wheelchairs, walkers, canes).

Environmental factors

- wearing inappropriate clothing;
- being outdoors during the hottest part of the day (usually in mid or late afternoon);
- engaging in activities in places with no cooling, or outdoors, and which includes high levels of physical exertion (gardeners or labourers);
- living in a confined space with no ventilation;
- those who live on their own or who do not live close to other people;
- crowded living conditions;

- living on the top floor of a house or apartment building.

Social factors

- women who are pregnant;
- individuals with drug or alcohol related problems;
- persons who are poor and/or socially disadvantaged;
- homeless people;
- persons who are socially isolated;
- people from culturally and linguistically diverse backgrounds with minimal access to information and health services

ATTACHMENT 3 - Heat related illnesses

Illness	Symptoms	Treatment
Dehydration	<p>Profuse sweating</p> <p>Increase in body temperature</p> <p>Lethargy and tiredness</p> <p>Loss of appetite</p> <p>Being thirsty</p> <p>Irritability</p>	<p>On feeling unwell, cease activity and go to a cool shaded place</p> <p>Drink plenty of fluids (avoid caffeine and alcohol)</p> <p>Try to keep cool by:</p> <p>turning on a fan or air-conditioner</p> <p>using a spray bottle of water on the face and body</p> <p>If remaining unwell, seek medical advice as soon as possible</p>
Heat Cramps	<p>Muscle spasms</p> <p>Painful muscle cramps in the limbs or abdomen</p> <p>Twitching</p> <p>Moist cool skin</p>	<p>On feeling unwell, cease activity and go to a cool shaded place</p> <p>Drink plenty of fluids (avoid caffeine and alcohol)</p> <p>Try to keep cool by:</p> <p>turning on a fan or air-conditioner</p> <p>using a spray bottle of water on the face and body to cool down, or use a wet towel</p> <p>having a cool shower or bath</p> <p>Lie in a cool place with legs supported and slightly elevated</p> <p>Massage limbs gently to ease the spasms, or firmly if cramped, then apply ice packs</p> <p>If remaining unwell, seek medical advice as soon as possible</p>
Heat Syncope	<p>Dizziness and Fainting</p>	<p>May be aggravated by cardiovascular disease, and certain medications</p> <p>On feeling unwell, cease activity and go to a cool shaded place</p> <p>Drink plenty of fluids (avoid caffeine and alcohol)</p> <p>Try to keep cool by:</p> <p>turning on a fan or air-conditioner</p> <p>using a spray bottle of water on the face and body to cool down, or use a wet towel</p> <p>having a cool shower or bath</p> <p>Lie in a cool place with legs supported and slightly elevated</p> <p>If heat cramps present, massage limbs gently to ease the spasms, or firmly if cramped, then apply ice packs</p> <p>If remaining unwell, seek medical advice as soon as possible</p>
Heat Exhaustion	<p>Headaches</p> <p>High temperature</p> <p>Profuse sweating</p>	<p>May be aggravated by cardiovascular disease, and certain medications</p> <p>On feeling unwell, cease activity and go to a cool shaded place</p>

	<p>Cold, clammy pale skin</p> <p>Fatigue, weakness and restlessness</p> <p>Nausea and vomiting</p> <p>Weak but rapid pulse</p> <p>Poor coordination</p> <p>Circulatory collapse</p>	<p>Drink plenty of fluids (avoid caffeine and alcohol).</p> <p>Try to keep cool by:</p> <ul style="list-style-type: none"> turning on a fan or air-conditioner using a spray bottle of water on the face and body to cool down, or use a wet towel having a cool shower or bath <p>Put cool packs under the armpits, in the groin or on the back of the neck (or all three places) to reduce body heat</p> <p>Lie in a cool place with legs supported and slightly elevated</p> <p>If heat cramps present, massage limbs gently to ease the spasms, or firmly if cramped, then apply ice packs</p> <p>If remaining unwell, seek medical advice as soon as possible</p> <p>If vomiting continues, seek medical assistance immediately by calling 000 for an ambulance</p>
<p>Heatstroke</p>	<p>Confusion, headaches, dizziness and nausea</p> <p>Skin flushed, hot and unusually dry</p> <p>Intense thirst</p> <p>Dry, swollen tongue</p> <p>Sudden rise in high body temperature (40°C+)</p> <p>Disorientation, delirium</p> <p>Slurred speech</p> <p>Aggressive or bizarre behaviour</p> <p>Sleepiness</p> <p>Convulsions</p> <p>Unconsciousness may develop rapidly</p> <p>Seizures or coma</p>	<p>This is an extreme medical emergency. Ring 000 immediately for an ambulance!</p> <p>May be aggravated by cardiovascular disease, and certain medications</p> <p>On feeling unwell, cease activity and go to a cool shaded place</p> <p>Drink plenty of fluids (avoid caffeine and alcohol)</p> <p>Try to keep cool by:</p> <ul style="list-style-type: none"> turning on a fan or air-conditioner using a spray bottle of water on the face and body to cool down, or use a wet towel having a cool shower or bath <p>Put cool packs under the armpits, in the groin or on the back of the neck (or all three places) to reduce body heat</p> <p>Lie in a cool place with legs supported and slightly elevated</p> <p>If heat cramps present, massage limbs gently to ease the spasms, or firmly if cramped, then apply ice packs</p> <p>If conscious – try to keep the person calm and stay with them until ambulance arrives</p> <p>If unconscious – check airway for breathing and monitor pulse rate until ambulance arrives</p> <p>Do not give aspirin or paracetamol to a person affected by the heat</p>

Mental Health Clinician Heatwave Checklist

Please use this checklist to assess your mental health consumer group's readiness to manage in a heatwave.

- I am aware of mental health consumers who are most at risk during a heatwave.
- I have completed the Heat Vulnerability Assessment Tool (HVAT) on CBIS/CCCME for all mental health consumers.
- I have completed a CBIS/CCCME heat vulnerability alert for all mental health consumers requiring one.
- All mental health consumers have a heatwave safety plan in place and documented in their CBIS/CCCME consumer care plan and in the medical record.
- I have the contact details of carers or relatives who will be checking on mental health consumers during a heatwave.
- I am aware of the medications that mental health consumers I case manage are taking, and have given them appropriate advice regarding medication management throughout the heatwave.
- I have educated mental health consumers regarding keeping safe and cool in the heat and provided them with the 'Top Tips to Staying Cool' information sheet and the 'SA Health Extreme Heat Guide'.