

# Heat Check-In Practice Scenarios

## -Facilitation Guide-

### Scenario Instructions:

- For each practice round or online breakout session, both partners will take a turn being the caller and the check-in recipient. Once they are done, everyone comes back to the main group to discuss. What went well? Where there any challenges? Any creative solutions? Anything to flag to answer later or add to the procedures?
- Encourage the participants to act out the scenarios as if they are calling a real check-in recipient and to practice working through the check-in steps.

### Scenario Facilitation Tips:

- Encourage participants to work through the scenario as best as they can. Then the group will talk it through after.
- Practice using your team's paperwork and procedures (if you have them). If your team is still developing procedures, you can practice with the example heat check-in script. You may also find heat check-in training is an opportunity to get feedback from your team and identify additional things to add to procedures.
- If you don't know the answer to a question, try to work together as a team to find a solution, check the *VCH Heat Check-In Framework* or plan to follow up to find an answer later (consider consulting check-in recipients or health services).
- All the scenarios are below and each has suggested outcomes, discussion points and resources in blue. Your organization's procedures may be different depending on your specific roles, responsibilities, training and the populations you serve.

### Resources to practice with:

- [Example Heat Check-In Script](#): Heat check-in questions and documentation template.
- [VCH Heat Check-In Support Framework for NGOs](#): Heat-vulnerable people/ spaces, answers to common questions, additional resources and contact information.
- [NCCEH/ BCCDC Health Checks During Extreme Heat Events](#): Provides general information about in-person and phone check-ins but not specific questions to ask.

# Scenario 1

## Instructions:

1. **Round 1:** Partner 1 completes the check-in, Partner 2 is the check-in recipient.
2. **Round 2:** Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once both partners have practiced, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the first heat check-in and contact with the recipient. Practice going through the full check-in script.

## Answers check-in recipient can provide if they ask:

- **Check the Person:** 75 year old person. No signs of heat-related illness. You have asthma and high blood pressure.
- **Check the Space:** Say yes to all the environmental risk factors. The indoor temperature is 28 C.
- **Extra details:** You will not go to a cooler space and your emergency contact is your sister who lives in Kelowna. Get creative, add some details about why you won't leave. Give your partner an opportunity to problem solve solutions.

**Outcome:** Recipient still won't leave. What would you do?

## Allow 15-20 minutes total for both partners to practice

### Group discussion after:

- How did it go? What did they end up doing?
- First check-ins may be longer to gather information and provide education. Later check-ins may focus on checking the person and whether they have moved to a different location, if anything else has changed and if they understand actions to cool their space/ body.
- If a check-in recipient will not go to a cooler space try to find out any barriers or concerns and help to brainstorm options. Check out the *VCH Heat Check-In Support Framework: Quick Facts section* for answers to common concerns.
- Ideally, check-in callers/ visitors can provide education so the check-in recipient can make an informed decision but it is their choice whether they want to leave.
- The exception is if they have emergency symptoms (possible heat stroke). Call 911. Explain the ambulance is coming to check on them but it is their choice whether they go with paramedics.
- Ideally procedures are explained to check-in recipients when they sign up for check-ins so they are aware of what will happen for situations like not answering a check-in or if it's an emergency. This also a chance to ask their preferences and what they consent to.

## Scenario 2

### Instructions:

1. **Round 1:** Partner 1 completes the check-in, Partner 2 is the check-in recipient.
2. **Round 2:** Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once both partners have practiced, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the third check-in with an 82 year old person. All previous check-ins went well and no concerns were flagged. The indoor temperature was 26C on the last check-in.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are slurring your words, sweaty, dark urine, having trouble walking because you are so dizzy, you think you may have fallen. Don't tell them right away, let your partner go through the questions. Make up an interesting situation about how you fell. For example: I stood up to go feed the cat and just remember being on the floor.
- **Check the Space:** If they ask, the indoor temperature was 32C last night but you are not sure what it is right now. You are still dizzy and do not want to get up to check the temperature.

**Outcome:** They have signs of heat related illness. What would you do for this check-in recipient?

### Allow 10-15 minutes total for both partners to practice

#### Group discussion after:

- How did it go? What did they end up doing?
- Confusion, fainting and lack of coordination are signs of possible heat stroke. It is a medical emergency. Once the check-in caller or visitor recognizes emergency symptoms, they should stop moving through the check-in steps to **immediately help the check-in recipient seek medical attention** at an emergency room or urgent care centre. Call 911 or emergency services if necessary. People may not want to go to the hospital or may be in denial. Let the check-in recipient know it is better to be safe and get checked out by someone with higher training.
- While waiting for an ambulance cool the check-in recipient right away by moving them to a cool place if possible and apply cool water to large areas of the skin. If checking in over the phone, see if there is a nearby emergency contact, like a neighbor or building manager, who can go help cool off the check-in recipient.
- Did the groups practice calling emergency services? What information will need to be provided to emergency services? Is there additional considerations needed to activate emergency services in your community or additional procedures your organization has for emergency situations (e.g. additional reporting, documentation or debriefs).

## Scenario 3A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient.
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice.

**Read this to the check-in caller/ visitor:** This is the first check-in. Try calling the recipient. They also have a friend listed as an emergency contact.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You do not speak English. You just keep saying “Sam” and a phone number. If the caller decides to contact the emergency contact, pretend to be “Sam” and answer as if you were the emergency contact. You are their friend who speaks English and they often put you down for paperwork so you can help interpret.

**Outcome:** What would you discuss with the friend? How will this check-in recipient be supported? Is there education you can share?

**Allow 5-10 minutes for Partner 1 to finish. These discussion points are for when the group comes back together at the end to discuss both scenario 3A and 3B.**

### Group discussion after:

- How did it go? What did they end up doing?
- How will your organization manage check-ins with people who do not speak the same language? Are you able to confirm their preferred language when they sign up for check-ins? Is there staff or volunteers who can interpret? Can your organization compile a list of staff or volunteers who speak additional languages and are willing to assist with check-ins? Is there organizations you can refer the person to for translated check-in calls or an interpreter service your organization could use during check-ins?

## Scenario 3B

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the first check-in. You have tried calling three times in 15 minutes but there is no answer. Their daughter is listed as the emergency contact and you have their number on file.

### Answers check-in recipient can provide if they ask:

- Pretend to be the emergency contact. You signed your 85 year old mom up for check-in calls because your mom lives alone and you live in a different city. All of your mom's friends are frail seniors so you are concerned about your mom having support in the city during heat waves.

**Outcome:** What would you discuss with the daughter? How will this check-in recipient be supported? Is there education you can share?

**Allow 5-10 minutes for Partner 2 to finish. These discussion points are for when the group comes back together at the end to discussion both scenario 3A and 3B.**

### Group discussion after:

- How did it go? What did they end up doing?
- What is your organization's procedure for contacting emergency contacts? Is this just an emergency contact on file from another program? Ensure the check-in recipient has consented to the emergency contact being contacted for the purpose of check-ins.
- Will your organizations hand off check-ins to a reliable emergency contact? If so, what is your procedure for hand-offs? What information will be provided to emergency contacts so they understand what to do during a heat emergency? How will this be documented?

## Scenario 4A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient.
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice.

**Read this to the check-in caller/ visitor:** This is the second check-in. All previous checks went well. The previous callers flagged that the recipient is worried about their dog in the heat.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are 79 years old. You are very sweaty but have no other symptoms of heat-related illness. It is sooooo hot in your space. You have found it exhausting just taking your dog out briefly to pee. You're worried it is too hot and you don't have a fan. You don't know what to do and you're worried about your dog.
- **Check the Space:** You don't have a thermometer or know the indoor temperature.

**Outcome:** What information would you provide this person?

**Allow 5-10 minutes for Partner 1 to finish. These discussion points are for when the group comes back together at the end to discuss both scenario 4A and 4B.**

### Group discussion after:

- How did it go? What did they end up doing?
- Is there indoor or outdoor cool spaces nearby that allow pets? Is there anywhere cooler in their home or building they could spend time with their pet during the hottest hours of the day, like a laundry room, basement or lobby?
- Check out the VCH Heat Check-In Support Framework: Resources section for links to heat preparedness and safety for pets. This may be a helpful resource for people concerned about their pet in the heat.

## Scenario 4B:

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the third check-in. All previous checks went well, no concerns were flagged and their indoor temperature was 26C on the last check.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are 92 years old. You say no to all the symptoms of heat related illness but you have no more food at home and need your prescription re-filled. You don't have a car and are worried it is too hot to go outside to get transit. Normally your friend helps with groceries but they are also a senior and worried about going out in the heat. You do not have a computer or a one of those fancy phones.
- **Check the Space:** Indoor temperature is 26C

**Outcome:** What information would you provide this person?

**Allow 5-10 minutes for Partner 2 to finish. These discussion points are for when the group comes back together at the end to discussion both scenario 4A and 4B.**

### Group discussion after:

- How did it go? What did they end up doing?
- What services or resources may be available for this person? Is there local grocery stores or pharmacies that deliver?
- Could your organization plan to drop off frozen meals for seniors to microwave during heat events (so they don't need to turn on the oven)?
- Some community organizations run preparedness events in the spring that provide heat/ smoke education and encourage community members to make a plan for heat season. This may include packing a go-bag in case they need to go to a cooler space during a heat event, finding a heat buddy and making a plan for thing like food/ medication. The [PreparedBC Extreme Heat Preparedness guide](#) is a helpful tool and translations are available.

## Scenario 5A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice

**Read this to the check-in caller/ visitor:** This is the third check-in. All previous check-ins went well. The check-in recipient disclosed that they are 69 years old, had a stroke 5 years ago, sometimes forget things and have challenges walking more than 5 minutes. Their doctor suggested they sign up for check-ins because they live alone. The indoor temperature was 26C on the last check.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are sweaty but no other signs of heat related illness.
- **Check the Space:** Indoor temperature is 25C
- **Extra details:** Last night you noticed that the label on your medication says to limit water intake but you can't remember if your doctor said to do anything different for the summer time. You can never get through to your doctor. Read out your medication names. Ask the caller if your medication is a problem in this heat.

**Outcome:** What information would you provide this person?

**Allow 5-10 minutes for Partner 1 to finish. These discussion points are for when the group comes back together at the end to discussion both scenario 5A and 5B.**

### Group discussion after:

- How did it go? What did they end up doing?
- Community staff and volunteers conducting heat check-ins are not expected to know about medications or medical conditions and should direct people to their healthcare providers to answer health questions.
- What health services could you recommend in your area? In British Columbia there is 8-1-1, HealthLink BC that is available 24/ 7 for non-emergency health questions. Is there a similar resource in your community or could the person speak with their doctor, nurse or pharmacist? Is the contact information for local health services provided for people conducting heat check-ins with your organization?

## Scenario 5B

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the second check-in. The previous caller flagged that the check-in recipient is worried about the heat. The indoor temperature was 26C on the last check. The check-in recipient is 93 years old.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** Sweaty and “banana” yellow urine but no to all other symptoms.
- **Check the Space:** Temperature is 25C
- **Extra details:** Start telling the caller all these extra details even before they ask you- Last summer you had to go to the hospital because you fainted during a heat wave. That is why you signed up for check-in calls. You are REALLY worried about the heat warning and living alone. You don’t use a computer but you read all the information in the local paper and talked to all your neighbors to find out what to do. You live in a ground floor apartment, your windows are covered and you supplies saved up so you don’t need to go outside. Your urine is really yellow! Does that mean it is getting worse? Should you see a doctor or go somewhere else?

**Outcome:** What information would you provide this person? Should they see their doctor?

**Allow 5-10 minutes for Partner 2 to finish. These discussion points are for when the group comes back together at the end to discussion both scenario 5A and 5B.**

### Group discussion after:

- How did it go? What did they end up doing?
- Can you ask about their concerns and help them brainstorm steps they can take to prepare for the heat? What education and resources can you share? Is there a phone number your organization can provide for them to call back if they have any concerns?
- Can you help them identify a heat buddy who they can talk to throughout the heat event, like a neighbor or friend? The [NCEH Health Checks during Heat Events](#) is a helpful guide to give to people in community checking on family, friends and neighbors. The [Hey Neighbour Collective Prepare Together for Extreme Heat](#) is a helpful guide on how to start conversations and plan for emergencies with groups of friends or neighbours.