



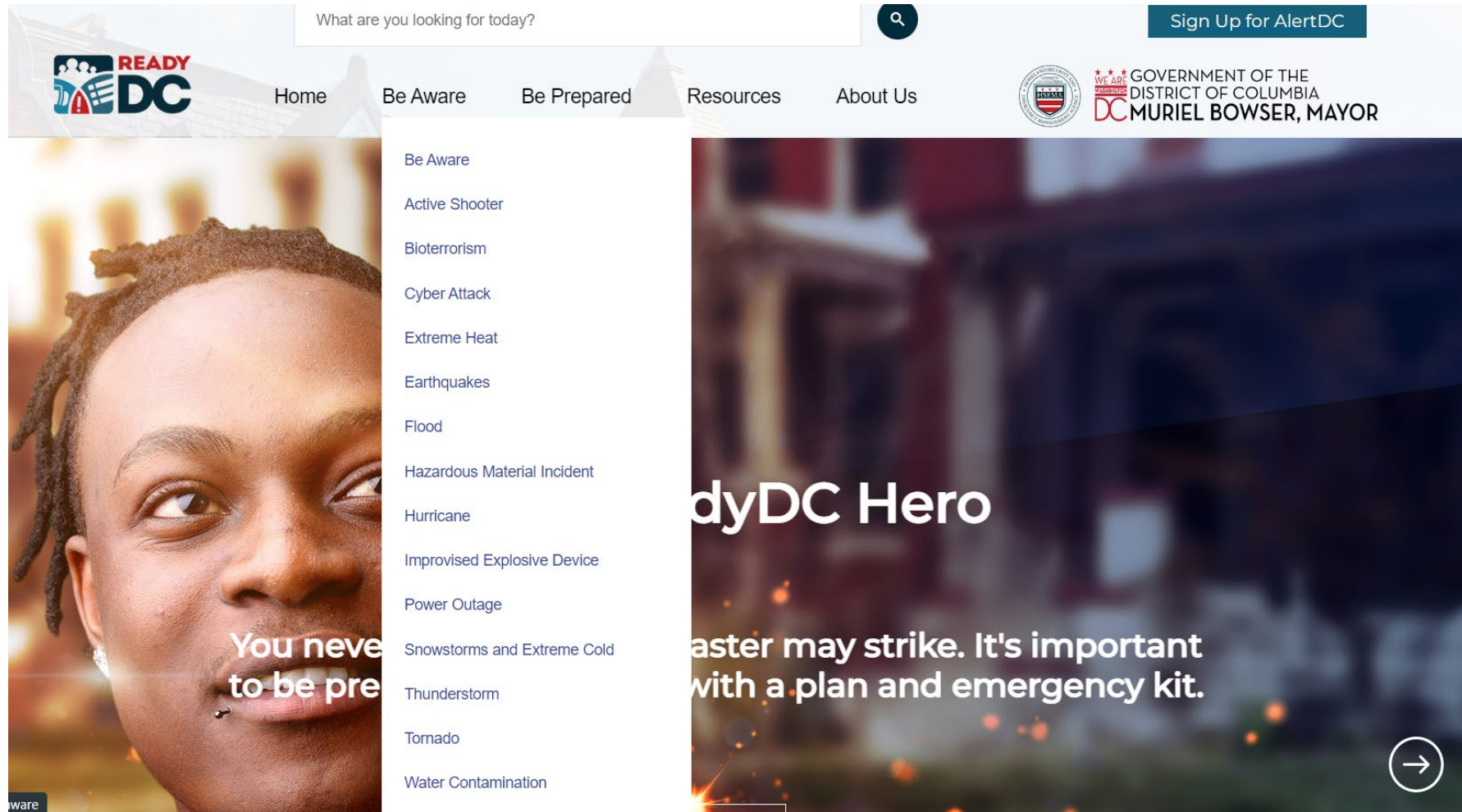
Principles of Climate Adaptation

ReadyDC Refresh Case Study

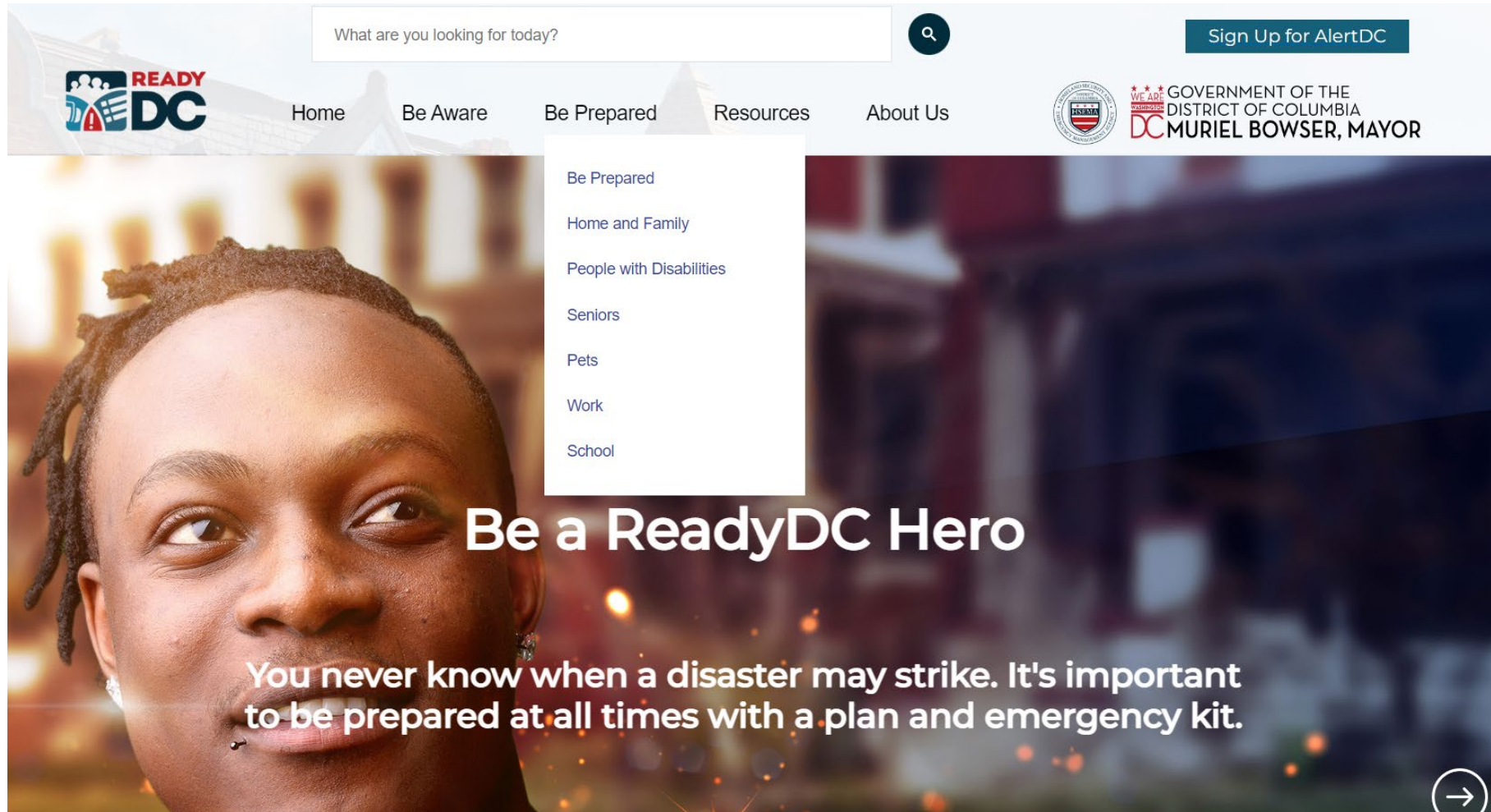
Ensure fairness in decision making

- ...Decision makers hold power. That power is sometimes used to limit people's access to decision-making structures, particularly people and communities on the frontlines of climate change...Use what power you hold to help ensure that all decisions and the processes by which they are made include representatives from all affected groups. Whenever possible, those in power should use the principle of “decide with, not for.”...

Current ReadyDC Website






Current ReadyDC Website



Current ReadyDC Website

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[Home](#)[Be Aware](#)[Be Prepared](#)[Resources](#)[About Us](#)GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

[Active Shooter](#)[Bioterrorism](#)[Cyber Attack](#)[Extreme Heat](#)[Earthquakes](#)[Flood](#)[Hazardous Material Incident](#)[Hurricane](#)[Improvised Explosive Device](#)[Power Outage](#)[Snowstorms and Extreme Cold](#)[Thunderstorm](#)[Tornado](#)[Water Contamination](#)

Extreme Heat

Extreme heat, often referred to as a "heat wave", is an extended period of high temperature usually accompanied by high humidity. Extreme heat kills by pushing the human body beyond its limits. In extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature. Older adults, young children, and those who are sick or overweight are more likely to be severely affected by extreme heat.

When authorities monitor extreme heat conditions the term "heat index" is used. This index measures the effects of heat and humidity. When heat and humidity combine to reduce the amount of evaporation of sweat from the body, outdoor exercise becomes dangerous even for those in good shape. In the District, the Heat Emergency Plan is activated when the heat index reaches 95 degrees.

To learn more, visit heat.dc.gov

For a list of the District's cooling centers, [click here](#).

Before

Use the following tips to prepare your home, family and pets before extreme heat

- [Stay Informed](#) through local radio, television or official social media accounts. Download the [free HSEMA app](#) or [AlertDC](#) to receive updates wherever you are.

Homeland Security and Emergency Management Agency

[Find a COVID Center Near You](#)

[Home](#)

[Who We Are](#) ▾

[What We Do](#) ▾

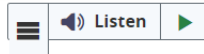
[District Preparedness System](#) ▾

[Media](#) ▾

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[ReadyDC](#)

Homeland Security and
Emergency Management
Agency



Office Hours

Monday to Friday, 8:30 a.m. to 5:00 p.m.

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TTY: (202) 730-0488



[Ask the Director](#)

[Agency Performance](#)

Heat Emergency Plan Information

When the temperature or heat index in the District reaches 95 degrees, District Government, through the Department of Human Services (DHS) and the Homeland Security and Emergency Management Agency (HSEMA), will implement the Heat Emergency Plan and activate cooling centers for residents to seek relief. Residents and visitors should take extra steps to beat the heat by staying in the shade or air-conditioning, drinking plenty of water and visiting a cooling center. Periods of high heat and humidity can cause medical problems such as heat exhaustion and stroke.

Interactive map*: [Click here for the cooling center map](#)

*Residents can type in an address to identify cooling center locations closest to them, site addresses and hours of location.

Select DC facilities are open to the public and places you can go to beat the heat. For more information on where to go, call 311 or text 311 to 32311.

Transportation to Shelters: For transportation to a shelter, please call 311 or the Shelter Hotline (202) 399-7093.

Note the following limitations:

- Accessible transportation for persons with disabilities is provided upon request; and
- Unscheduled (on-demand) transportation is limited and subject to traffic and other conditions.

Field Safety: The Department of General Services (DGS) advises caution when using recreational services throughout the District during heat emergency. For more information on our field safety guidelines, [click here](#).

Thoughtful Website Design

When we write plans, community engagement is an assumption

Advertisements (bus ads, social media posts, radio spots) are even more public

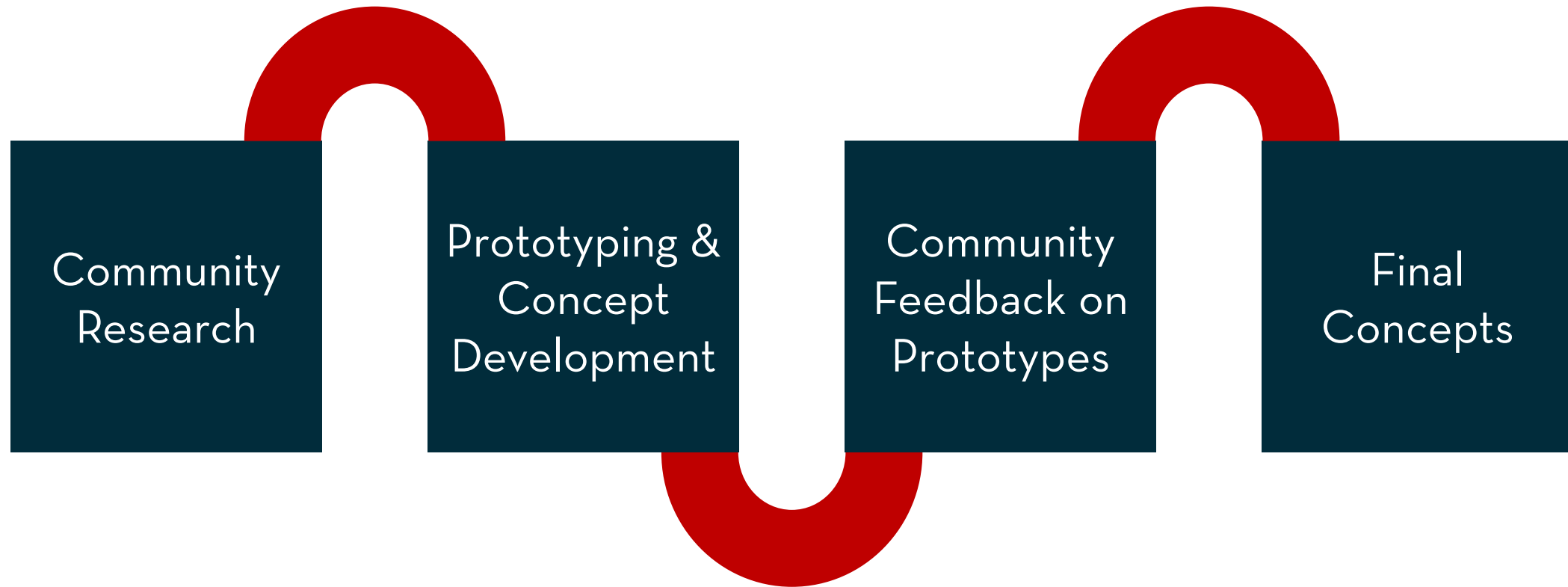
Residents access our web content more than they read our plans (hopefully!)

Should these not go through community engagement too?

RESEARCH GOAL

Understand the **perceptions, needs, awareness, and behaviors** of DC residents around emergency preparedness and response to three specific hazards: **winter weather, extreme heat, and flooding**; and how residents seek, find, and utilize information.

Methodology





Round 1

Community Research

Methodology

Community Research

What are resident's awareness levels, attitudes, and concerns about natural hazards?

What are residents already doing to be prepared?
What stands in the way of action?

How are residents getting information today?

Recruiting criteria (14 participants total)

Primary criteria	Breakdown	Interviewees
Residents of Wards 7 & 8	<ul style="list-style-type: none"> Ward 7 Ward 8 	5 4
Spanish speakers	Native speakers of Spanish as a primary language; not comfortable with English	2
Seniors	Age 67+, living at home relatively independently (not in an assisted living facility)	2
Business owners	Small to medium independently-owned businesses	3
Transient residents	Living in DC for 5 years or less, without intention to stay long-term, due to temporary appointments, contracts, or other reasons	2
Secondary criteria	Breakdown	Interviewees
Preexisting health condition	Chronic conditions, e.g. obesity & respiratory conditions	3
Primary transportation	Rely on public transport	5
Homeownership	<ul style="list-style-type: none"> Homeowner Renter 	5 9
Ability	Physical disability	2



Safeguard people

- Safeguard the health, well-being, safety and existence of all people affected by an adaptation action. Focus on more vulnerable populations, engage those who have traditionally been disenfranchised, and consider multiple, intersecting vulnerabilities, systemic injustice, and oppression when identifying problems and solutions.
- Assess all strategies to ensure that they do not have disproportionate negative impacts on these populations. If possible, adaptation strategies should actively strengthen these populations.

When it comes to weather risk, DC residents are guessing.

When it comes to the risk of extreme weather types occurring in DC, or affecting them personally, residents make their own judgments. They may factor in past experiences in locations that were more extreme or well known for specific hazards.

More extreme experiences elsewhere	Notions that DC weather is moderate	Personal judgments on geographic or structural risk	
<i>"I'm from Boston, and went to Syracuse, and snow is not a big deal to me. Here in the Mid-Atlantic, a few flurries are such a big deal."</i>	<i>"Hurricanes and tropical storms, I'm not concerned; DC isn't a place that has these issues."</i>	<i>"I'm not that concerned about floods. It depends on where you live and if your house is low. It floods really bad like at Hains Point-the water level is really bad-or at Rock Creek Park."</i>	<i>"The street gets backed up: floods. I don't worry about heavy rains affecting my first floor apartment though. I wouldn't consider flood insurance, flood-proofing. If I was in the basement apartment, which flooded real bad, I'd be concerned."</i>

Current awareness of risks and existing resources



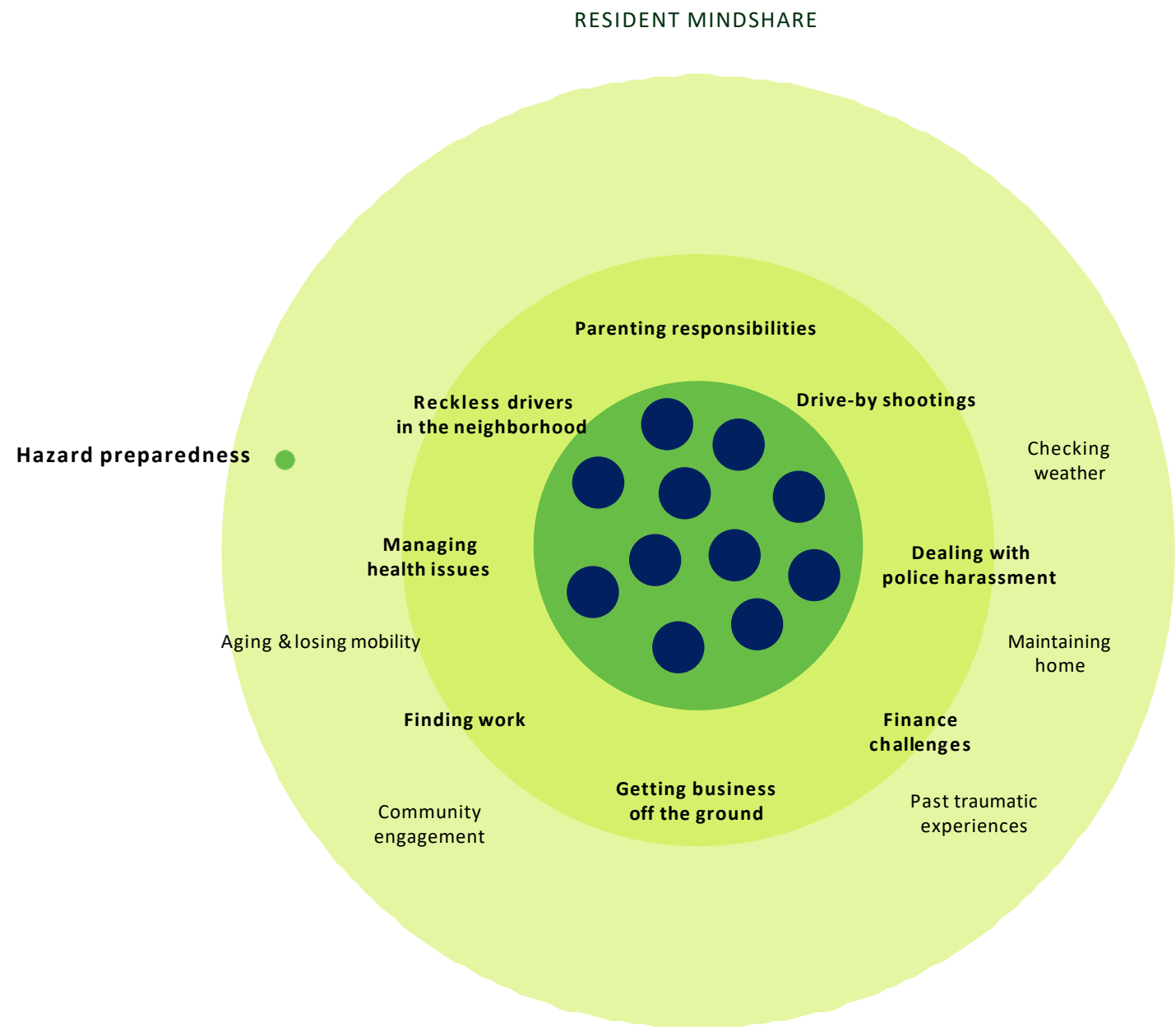
Number of residents aware



INSIGHT 02

Residents prioritize life's known threats.

It's not that residents don't care or aren't concerned about the weather. It's that they're focused on handling the immediate essentials of today. For many, extreme weather feels like an activity they don't have time or resources to worry about separately.



Recognize context

- Contextualize adaptation research, policies, practices, communication, and actions to the appropriate issues, location, and scale. Understand existing, underlying conditions and vulnerabilities that climate change may exacerbate before deciding what adaptation action to take. Design strategies to adjust over spatial and temporal scales, and account for variability and extremes. Assess localized outcomes of adaptation actions

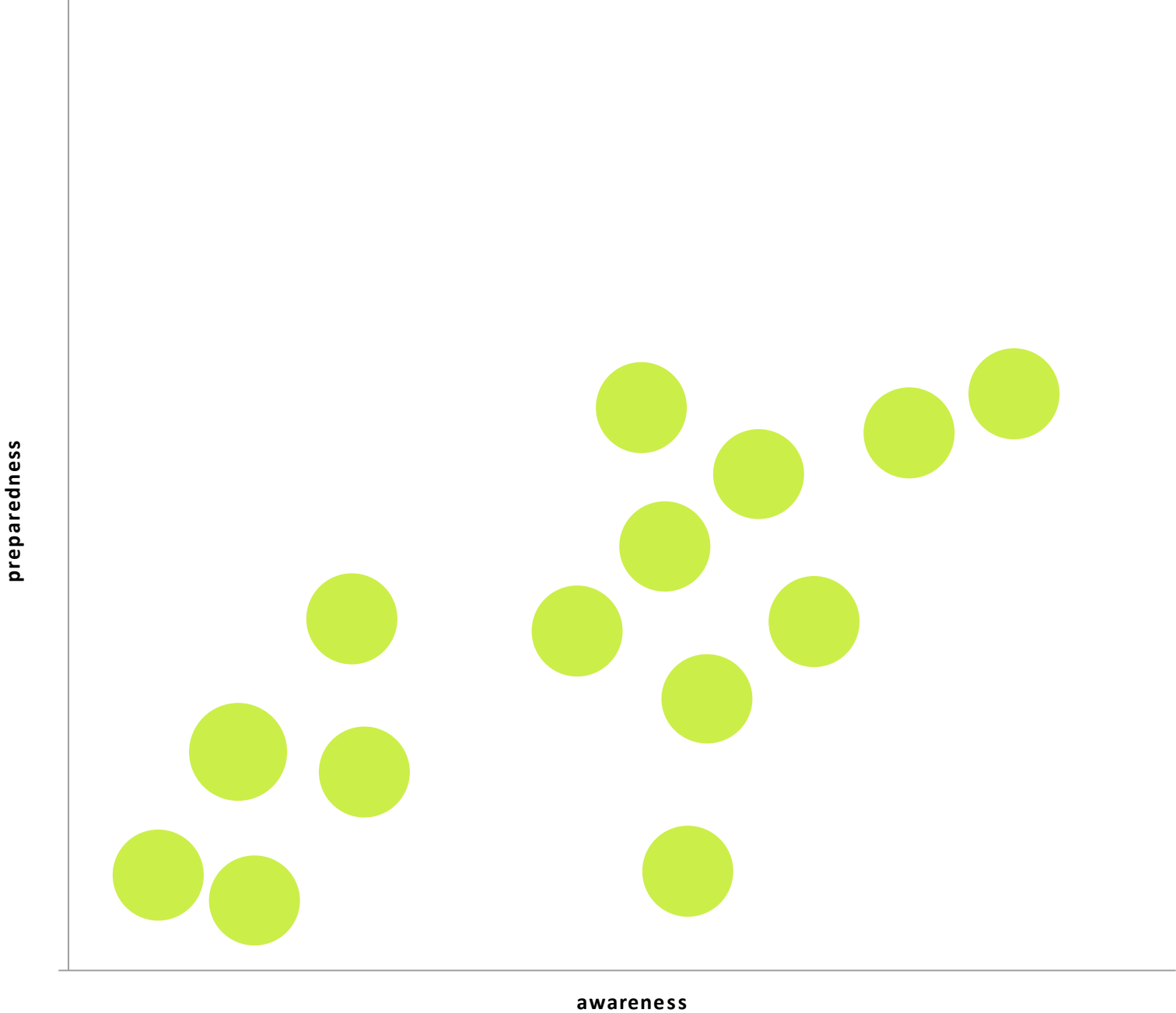
INSIGHT 03

Without a catalyst to act, aware doesn't mean prepared.

Plenty of work lies ahead in raising the awareness across DC residents, but awareness alone is not enough. Even our most aware residents are not necessarily highly prepared, if they haven't experienced a personal reason to do so.

Awareness: Approximated based on knowledge of risk, resources, and actions to take relative to ReadyDC recommendations.
Preparedness: Approximated based on self-reported actions taken relative to ReadyDC recommendations.

This is behaviorally-driven and qualitative in nature, meant only as a representation. Residents are plotted relative to each other and not on an absolute scale.



PREPAREDNESS, ACTIONS, BARRIERS

Willing responders say that they're a step away from being able to actualize this role, e.g.:

- Not knowing a hypothermia hotline exists
- Not knowing the location of nearby cooling/warming centers

"Cooling centers? I can't see myself going, but I could see myself trying to help someone outside when it's hot by telling them. Warming centers, I didn't know about - I would want to know, so I can tell people to go there."

"The hypothermia hotline, I haven't heard of this - I would definitely consider calling it for someone else."

"I didn't know that a hypothermia hotline exists. If I saw this, I wouldn't just consider it - I would do it."



Ward 7

INSIGHT 06

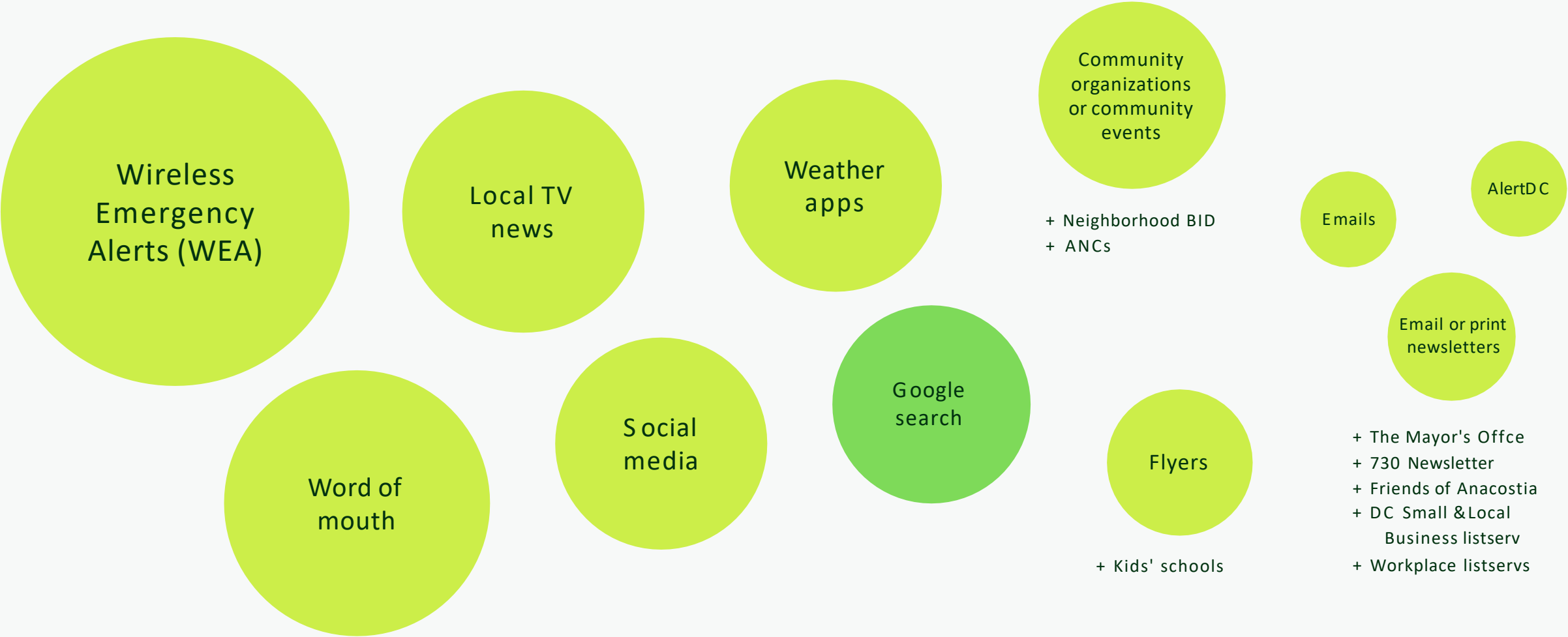
Despite wanting to be more prepared, residents default to waiting for information to come to them.

Residents have a whole host of sources for information. Notably, almost all are alerts or news that they receive, rather than searches that they initiate.

Current sources of information mentioned by residents

Encountering information

Actively seeking information



"I do have a notification system for emergency notifications, but I have it silenced. It's a little bit overwhelming. I don't think it's actually that feasible to be used by me. It goes off probably hundreds of times."

Other low-lying and flood-prone locations is imminent or occurring

Additional Details

At 4:41 PM EDT, Doppler radar indicated heavy rain due to thunderstorms. Flooding is ongoing or expected to begin shortly in the warned area.

Between 0.5 and 1 inch of rain has fallen.

- Additional rainfall amounts of 0.5 to 1 inch are possible in the warned area.

- <http://www.weather.gov/safety/flood>

Precautionary / Preparedness Actions: Turn around, don't drown when encountering flooded roads. Most flood deaths occur in vehicles.

Severbridge® © 2009 Esri/Mapbox, Inc.

INSIGHT 08

Residents want answers that help them navigate in-the-moment decisions during an event.

When asked what information residents need, our participants focused on timely updates that would help inform the many immediate choices they would need to make that affect their days in the short-term.

Highest concerns during an extreme weather event



Effects on my loved ones' health or safety

- + Whether I should go outside
- + Whether I can safely get around in the snow/ice
- + Whether we will be cool or warm enough at home



Driving safely

- + Whether it's safe to drive and get to work
- + Where it's salted/plowed
- + Traffic patterns



Damage to my property

- + Managing ongoing issues during an event
- + Responding to damages in the aftermath
- + Financial implications



Effects on my business

- + Whether my team can safely come in
- + Whether customers will come
- + Whether to open or close
- + Actions to avoid liabilities



Homeowner



Renter



Business owner (owns)



Business owner (rents)

Questions residents have, when prompted: **Floods**

"Have questions about flooding, as it pertains to where we're located. How does the Anacostia River-or does it-have an impact on flooding? Is that something that we should be concerned about? Is there anything that we should do to prepare for that?"

Jay



Before

- + Are our storm drains being serviced/cleaned?
- + Why can't we get flood insurance?
- + Health concerns from mold, poor ventilation?
- + Are we geographically specifically at risk due to proximity to Anacostia?

Homeowners

- + What actions should take to protect my home (e.g. gutters)?
- + Could there be potential damage to my basement/lower level?

During

- + Is it safe to drive?
- + Are there road closures that will affect me?
- + What are the traffic patterns like?

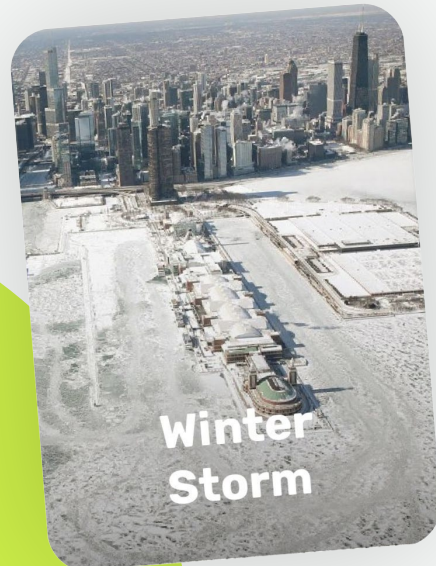
After

- + Is DC going to repair street damage, like cracks in street from water damage?

Questions residents have, when prompted: **winter storm**

"For winter storm, the [meaning of] signs outside my business that say 'this is the evacuation route for some sort of snow removal.' What does it mean to be on the snow evacuation route?"

Jay



Before

- + Do I need to stock up in groceries/supplies in advance?
- + What do I do if I lose power?
- + How do seniors get their necessities?
- + *New immigrants, new to hemisphere, new to seasons, new drivers, delivery drivers:* how do I drive safely in winter snow?

Business owners

- + Do I need to salt/take other preventative actions?
- + Other liability protections?

During

- + Is it safe to drive (snow, ice)?
- + Will I still be able to work? Should I go outside at all?
- + Will I be able to get groceries?
- + Will they be plow? When?
- + What do I need to do to park if a street is marked as an evacuation route?

Business owners

- + Is it safe for my team to drive in today? Will customers even come? Should I make the call to not open?
- + What do I communicate to my team if we're already in operating hours? How do I decide if we should close early?

After

Homeowners

- + What to do about snow on the roof? Will it create leaks?

Questions residents have, when prompted: **extreme heat**

"With extreme heat, knowing what's the threshold-today's an extreme heat day, or what it is compared to being outrageously hot? Knowing like, am I in trouble if I go outside for too long or not hydrating?"

Devin



"With extreme heat, I'd love to know if there are services or resources that are provided to businesses to prepare. Based on the population of our community, if we could support in some way by being a cooling center, or if the city will provide water stations."

Jay

Before

- + Can I get access to a place with AC?
- + Is my AC reliable enough?
- + Should I stay inside?
- + Health effects (e.g. sickle cell)?
- + Power outages: Do I need to arrange for backup power supply?

During

- + At what point is there risk of heat stroke if I go outside?
- + What are low-cost options to keep my house cool

Business owners

- + What can I as a business owner do to help with cooling community members?

Opportunities

OPPORTUNITY

How might we establish a clear connection between residents' immediate priorities and hazard preparedness?

OPPORTUNITY

How might we help residents understand their personal risk and protect themselves- without needing to experience a crisis?

OPPORTUNITY

How might we empower residents to take actions that are feasible and realistic for them?

OPPORTUNITY

How might we activate everyday responders to their full potential during a weather emergency?

OPPORTUNITY

How might we deliver residents with the information they need in the right moment, in the right context?

OPPORTUNITY

How might we equip community leaders with accurate information to amplify?

FINDINGS

Round 2 prototyping findings



Ward 8



Messages we tested

SUMMER'S HERE
AND IT'S A HOT ONE.

**DON'T GET
OVERHEATED!**

Know the signs of
overexposure and
how to prepare for
extreme temperatures.

Point your camera here and
click the link to learn more.



When it comes to
money and preparing
for extreme weather,
we're all looking for
ways to save.

Spend less than \$100 today to
clean your gutters, weather-strip
doors and windows, and store your
documents in weather-proof
containers. Avoid spending
thousands fixing weather
damage tomorrow.

Get prepared.
Save money. Stay safe.

Point your camera here and
click the link to learn more.



Drainage and dewatering	\$500
Mold removal	\$10,000
Plumbing and drain replacement	\$2,000
Wall repairs and waterproofing	\$1,000
Wallpapering	\$500
New Carpets	\$3,000
Door and window replacement	\$900
Pump pump installation	\$2,000
Total:	\$11,250

IS YOUR EMERGENCY KIT READY?

Water & food
for 3 days

Prescription
medications &
Eyeglasses

Hand-crank
radio

Rechargeable
extra batteries

Emergency
contact list

Important
documents

Whistle

First aid kit

Pet food

GET STARTED ON YOUR CHECKLIST NOW.
IT MAY END UP BEING MORE HELPFUL
THAN YOU THINK.


Point your camera here and
click the link to learn more.



Whether you are planning a
move in DC or looking to
protect your home, knowing
the weather risk near you
could make all the difference.

Get informed:

Point your camera here and
click the link to learn more.



Too shallow

SUMMER'S HERE
AND IT'S A HOT ONE.

**DON'T GET
OVERHEATED!**



Point your camera here and
click the link to learn more.



Know the signs of
overexposure and
how to prepare for
extreme temperatures.

Too detailed

CLIMATE
READY
DC

EXTREME HEAT OVEREXPOSURE

HEAT EXHAUSTION

Heat exhaustion occurs when the body overheats, often accompanied by dehydration. Can progress to heat stroke without proper treatment.

KNOW THE SIGNS

- Heavy Sweating
- Weakness & Fatigue
- Fast, Weak Pulse
- Muscle Cramps
- Cold Chills
- Nausea
- Dizziness

TREATMENT

- Rest in Shade or Air Conditioned Space
- Drink Water
- Remove Extra Clothing
- Wade in Shallow Water

HEAT STROKE


Heat stroke can be fatal and requires immediate medical attention.

KNOW THE SIGNS

- No Sweating
- High Body Temperature
- Fast, Strong Pulse
- Altered Mental State
- Throbbing Headache
- May Lose Consciousness
- Confusion

TREATMENT

- CALL 911 IMMEDIATELY
- Take to the Hospital
- Apply Cold Compress
- Do Not Give Fluids



TIPS FOR STAYING COOL

STAY HYDRATED

Drink plenty of water and avoid caffeinated or alcoholic beverages.

REST IN COOL SPACES

Take breaks in shaded or air conditioned spaces. Avoid strenuous outdoor activity.

CHECK ON NEIGHBORS

Check in on elderly neighbors, children, and pets regularly during periods of extreme heat.

USE FANS PROPERLY

Do NOT use fans when indoor temperature is >95°F as this can inhibit sweating (i.e. temperature regulation).

CALL THE SHELTER HOTLINE AT 202-399-7095 IF YOU SEE SOMEONE OUTSIDE EXPERIENCING HOMELESSNESS IN NEED OF SHELTER OR COOLING RELIEF FROM THE HEAT, OR CALL 911 IF THREAT TO SAFETY AND HEALTH IS IMMINENT.


Visit ready.dc.gov/extremehat and heat.dc.gov to learn more about extreme heat, DC's Heat Emergency Plan, and cooling resources available near you!

DEPARTMENT OF ENERGY & ENVIRONMENT

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

Just right

KNOW THE SIGNS



HEAT EXHAUSTION

LEADS TO HEAT STROKE

- Heavy sweating
- Weakness & fatigue
- Fast, weak pulse
- Muscle cramps
- Cold chills
- Nausea
- Dizziness

COOL DOWN

- Rest in shade or Air conditioned space
- Drink water
- Remove extra clothing

HEAT STROKE

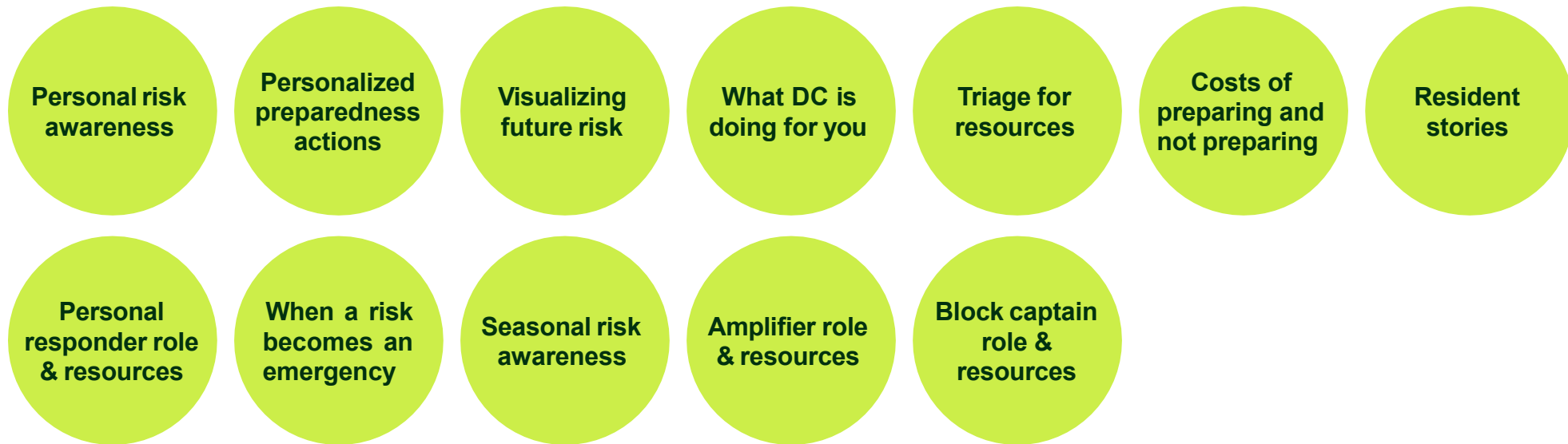
CAN BE FATAL

- No sweating
- High body temperature
- Fast, strong pulse
- Altered mental state
- Throbbing headache
- May lose consciousness
- Confusion

GET HELP

- Call 911
- Take to the hospital
- Apply cold compress
- Do not give fluids

Concept elements we tested



READY

DC

General

Assess Your Risk

Hazards

A heat emergency is in effect for the District of Columbia. [Find out more >](#)

READY

DC

Be ready for any emergency

Our mission is to increase DC residents and visitors' capacity to prevent, protect against, respond to, and recover from major emergencies. Whether it's a natural hazard like a flood, an act of terrorism, or a technological hazard such as a chemical explosion, there are four things every person can do to be prepared.

Jump to section:

Make an emergency kit

Design a family communications plan

Check in on your neighbors

Sign up for text alerts

Make an emergency kit

Make an emergency kit for yourself and each member of your family that will last for at least three days. While you should personalize your kit to suit your specific needs, here's a list of key items that will help you get started.

Download PDF

Emergency kit essentials

Seniors

Individuals with a chronic illness and/or disabilities

Parents and guardians

Comfort items:

Add toys and books to your emergency kit to help your children be more comfortable.

Baby food:

Pet dishes:

Include a three-day supply of baby formula, bottles, and nipples.

Favorite snacks:

Add in a three-day supply of your children's favorite non-perishable snacks

Documents and photos:

A three-day supply of any medicine your pet requires

Pet waste:

Include copies of your pet's ID, medical/vaccine records, and recent photos in a waterproof/fireproof container

Transportation items:

Include collars, leashes, harnesses, muzzles, carriers, and any other items that will help you safely transport your pet

Personal items:

Include your pet's bed and toys, if you can easily take them with you

Create an emergency plan

Having an emergency plan is one of the most important ways you can protect yourself and your family in an emergency.

Your plan should include:

- Contact information:**
Make and regularly update a list of phone numbers for family members to use to call each other during an emergency.
- List of health-related items:**
Make and regularly update a list of medications, allergies, and existing medical conditions for each person to share in an emergency.
- Place to meet:**
Decide on a place in your neighborhood to meet if you have to evacuate your home
- Support network:**
Develop a support network of family members and friends that can help you if you are not at home, like having an extra key to enter your house and turn off your utilities, when an emergency or disaster strikes.

Check in on neighbors

Check on your neighbors, especially seniors, children, those experiencing homelessness, and others who are chronically ill, have disabilities, or take certain medications. These

Tell us about you

Where in DC do you live?

Ward Address

Ward 8 | Anacostia

Do you rent or own your home?

Rent

Do you live with others?

I live alone

Do you live with others?

I live alone

Do you have disabilities or chronic health conditions?

Yes

No

Reset

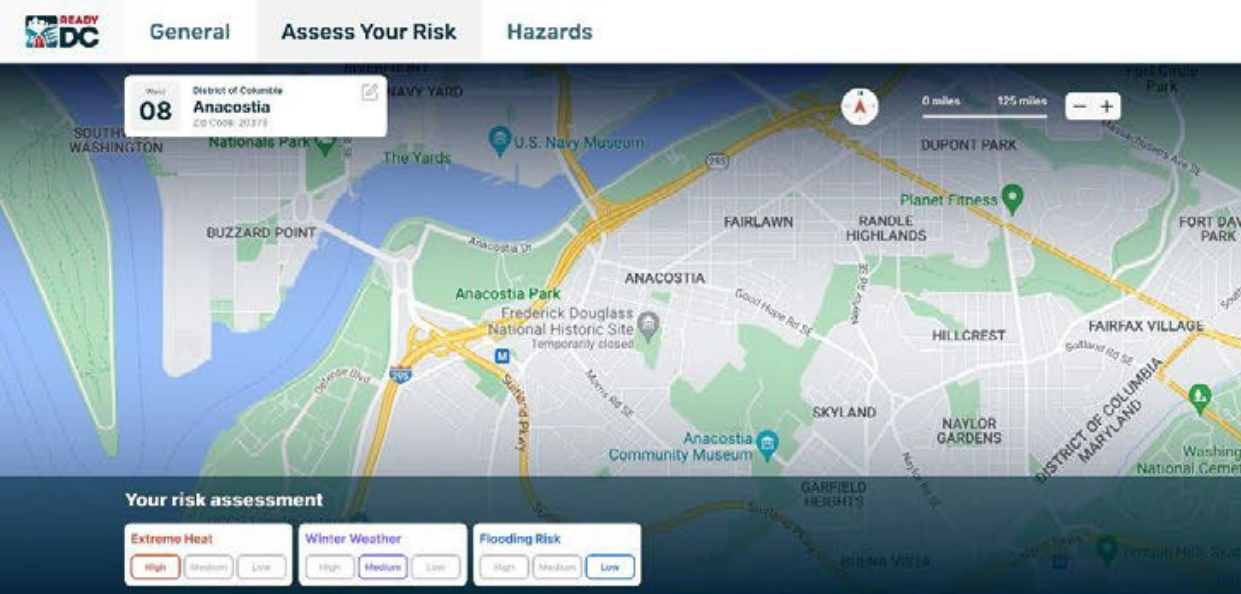
Submit

Assess your risk

Find out your risk level of experiencing extreme weather like extreme heat, floods, or snow storms and what you can do about it.

To get started, tell us a little about yourself like which DC ward you live in, your age group, if you have children, and whether you're a homeowner.

Click Submit to find out your results.



Personalized guidance

Pet owners Seniors Single Renter Label Label Label Label Label

Extreme Heat

Wards

What to know:

If you are a resident or visitor in **Wards 1, 4, and 5-8**, you are at greater risk for extreme heat conditions. These areas in DC are hotter due to elevation, limited shade cover, and heat-retaining structures such as buildings and highways.

[Learn more >](#)

What you can do about it:

- Go to a cooling center:**
Use [this map](#) to locate a free and air conditioned cooling center near you.
- Spend time at a free pool:**
Use these maps to locate an [outdoor](#) or [indoor pool](#) near you to cool down in the cold water.
- Plant trees:**
Work with a community organization, [DC's Department of Energy & Environment](#) or [DC's District Department of Transportation](#) to plant trees in your neighborhood to help bring shade cover and cool down temperatures.

Seniors

What to know:

Generally, elderly adults may have more difficulty adjusting to sudden changes in temperature than younger people. Specifically, if you have a chronic medical condition or are taking certain medications, your body may not be able to regulate its temperature and sweat properly.

[Learn more >](#)

What you can do about it:

- Talk to your doctor:**
Allow pets indoors during periods of especially high temperatures.
- Drink lots of water:**
Drink plenty of fluids, like water or gatorade, that help replace electrolytes that might have been lost while in the heat.

[Learn more >](#)

3

Plant trees:

Work with a community organization, [DC's Department of Energy & Environment](#) or [DC's District Department of Transportation](#) to plant trees in your neighborhood to help bring shade cover and cool down temperatures.

Seniors

What to know:

Generally, elderly adults may have more difficulty adjusting to sudden changes in temperature than younger people. Specifically, if you have a chronic medical condition or are taking certain medications, your body may not be able to regulate its temperature and sweat properly.

[Learn more >](#)

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- Talk to your doctor:**
Allow pets indoors during periods of especially high temperatures.
- Drink lots of water:**
Drink plenty of fluids, like water or gatorade, that help replace electrolytes that might have been lost while in the heat.
- Go to a cooling center:**
Use [this map](#) to locate a free and air conditioned cooling center near you.
- Find a buddy:**
Make a plan with a friend, family member, or neighbor who can check in on you (and you on them) during weather emergencies.

Pet Owners

What to know:

Your pets are just as much at risk of extreme heat as you. They can overheat outside, in cars, or while on a walk. Be aware that your pet could develop heat stroke, which includes heavy panting, glazed eyes, a rapid heartbeat, difficulty breathing, excessive thirst, fever, and dizziness. If your animal is experiencing these symptoms, take them to the vet immediately.

Note that for most animals, DC law requires that an owner or caretaker may not leave an animal outdoors alone without a person or adequate shelter for more than 15 minutes during periods of extreme weather.

[Learn more >](#)

What you can do about it:

- Let your pet inside:**
Allow pets indoors during periods of especially high temperatures.
- Drink lots of water:**
Have your pet drink plenty of water that helps replace the fluid that might have been lost while out in the heat.
- Keep your pet out of the car:**
Work with a community organization to plant trees.
- Go to a pet-friendly cooling center:**
Call the [DC Health's Animal Services Program](#) at 202-535-2323 to find a center near you that allows pets.
- Use the buddy system:**
Make a plan with a friend, family member, or neighbor to check in on each other's pets if you are not at home when a disaster strikes.

Flooding

+

Winter Weather

+

Choose a hazard to learn about:

Extreme Heat Winter Weather Flooding Wind Thunderstorms Pandemics

Beat the Heat

Also known as a "heat wave," extreme heat is an extended period of time when the temperature is above 95 degrees Fahrenheit and humidity is high. This kind of heat can be dangerous to your health, sometimes even fatal.

In the last 5 years, DC has had a 5 percent increase in humidity coupled with many more days of extreme heat. And, we're expected to continue experiencing these very hot days and increasing humidity more often in the years to come.

Learn what you can do and what we are doing to help you keep cool in these extreme temperatures.

Be ready for any emergency

Make an emergency kit



Design a family communications plan



Check in on your neighbors



Sign up for text alerts



Learn more

Extreme heat guide

Before

During

After

Know when you're dangerously hot

Learn the signs of overexposure and ways to stay cool during the hottest months of the year.

Heat exhaustion

- Heavy sweating
- Weakness and fatigue
- Fast, weak pulse
- Muscle cramps
- Cold chills
- Nausea
- Dizziness

Heat stroke

- No sweating
- High body temperature
- Fast, strong pulse
- Altered mental state
- Throbbing headache
- May lose consciousness
- Confusion

Cool down

- Rest in the shade or in an air-conditioned space
- Drink water
- Remove extra clothing

Get help

- Call 9-1-1
- Take to the Hospital
- Apply cold compress
- Do not give fluids

KNOW THE SIGNS



HEAT EXHAUSTION
LEADS TO HEAT STROKE

Heavy Sweating
Weakness & Fatigue
Fast, Weak Pulse
Muscle Cramps
Cold Chills
Nausea
Dizziness

COOL DOWN

Rest in Shade or
Air Conditioned Space
Drink Water
Remove Extra Clothing

HEAT STROKE
CAN BE FATAL

No Sweating
High Body Temperature
Fast, Strong Pulse
Altered Mental State
Throbbing Headache
May Lose Consciousness
Confusion

GET HELP

Call 911
Take to the Hospital
Apply Cold Compress
Do Not Give Fluids

Keep yourself and your family safe

Take a look at the actions you can take below to keep yourself and your family safe from the heat during the summer months.

1

Drink lots of water:

Drink more water regardless of how active you are, and avoid caffeinated and alcoholic beverages, because your body will sweat more on hot days.

2

Keep kids and pets cool:

Don't leave kids or pets alone in cars, ever, because the temperature inside a car can rise very quickly .

3

Wear loose clothing and sunscreen:

Wear protective, loose-fitting clothing and SPF-15 or higher sunscreen.

4

Take cold showers:

Use cold water when showering to lower your body temperature.

5

Use fans properly:

Do not use fans if the temperature inside is greater than 95 degrees Fahrenheit because this can inhibit sweating and body temperature regulation.

Save money by preparing your house

When it comes to money and preparing for extreme heat, we're all looking for ways to save. Take a look below at the actions you can take around your house today that will save you money on utility bills tomorrow.

"I'm so glad I spent the money to seal the cracks around my windows and doors before the summer season. I can see a huge difference on my electricity bill this year. It's really impressive how much a small investment now will save you later!"



Miles, Ward 7 Resident

1

Check your air conditioning:

Check your AC ducts for proper installation and working condition to make sure that it uses electricity efficiently.

2

Check your fans:

Make sure your fan turns counterclockwise to help create a downdraft, which allows a direct cooling breeze.

3

Add weather-stripping:

Seal the cracks around your windows and doors, and cover them with shades throughout the day to keep cool air inside.

4

Install heat deflectors:

Install some kind of barrier such as aluminum foil-covered cardboard between your windows and curtains to reflect the heat away from your home.

5

Disconnect power sources:

Unplug or turn off lights and other devices that are not being used to prevent a power outage.

6

Keep air ducts clear:

Unplug or turn off lights and other devices that are not being used to prevent a power outage.

7

Create a makeshift air conditioning:

Put a bowl of ice or cold water in front of your fan so the air that blows cools down.

What we're doing for you

Check out the resources we have available to keep you safe from extreme heat.

For everyone

Visit a free and air conditioned cooling center

At 95 degrees Fahrenheit, we activate cooling centers around the city. These centers are open with extended hours and are free to you, and include libraries, rec centers, pools, splash zones, and more.

If you or someone you know needs transportation to a cooling center, **call our hotline at 202-399-7093.**

[Use this map](#) to locate a cooling center near you.

Visit a free pool or spray park

When it's hot out, one of the best ways to cool down quickly is to go swimming or splash around in cold water. We offer free access to indoor and outdoor pools, as well as spray parks to District residents.

[Use this map](#) to locate an outdoor pool near you.

[Use this map](#) locate an indoor pool near you.

[Use this map](#) to locate an outdoor park equipped with kid-friendly fountains near you.

For homeowners

Weatherize your home

The DOEE provides low-income residents with the technical and financial assistance needed to make their homes more energy-efficient, safe, and better protected against extreme heat.

Visit the [DOEE Weatherization Assistance Program website](#) or **call 202-236-2657** to learn more.

Our DC Sustainable Energy Utility (DCSEU) Department provides financial incentives, technical assistance, and information to help you save money on your energy costs.

[Visit the DCSEU website](#) for more information.

Plant trees to increase shade cover

Trees are not only a great investment that increase property value and improve public health and safety. They also help to reduce the urban heat island effect through shading and releasing moisture into the air. To encourage you to plant trees on your property, we offer a rebate program to offset the cost by up to \$100 for each tree you plant.

Visit the [Tree Rebate Program website](#) to learn more and to submit your request form.

Install cool or permeable pavement

Plant trees to increase shade cover

Trees are not only a great investment that increase property value and improve public health and safety. They also help to reduce the urban heat island effect through shading and releasing moisture into the air. To encourage you to plant trees on your property, we offer a rebate program to offset the cost by up to \$100 for each tree you plant.

Visit the [Tree Rebate Program website](#) to learn more and to [submit your request form](#).

Install a green roof or a cool roof

Planting a layer of vegetation, like grass, over a specially designed waterproofing system on top of a roof, known as a green roof, can help

Report a power outage

Call your local utility company or visit their website to report any outages or downed wires.

Pepco

Call: 1-877-737-2662

[Report an issue online](#)

Washington Gas

Call: 844-972-4427

[Report an issue online](#)

DC Water

Call: 202-354-3600

[Report an issue online](#)

Use our hotline to get help with a non-emergency

Dial 3-1-1 to reach our hotline for non-emergency issues, like when the garbage doesn't get picked up on a hot day and it's starting to smell.

Get help with your utilities

Our Department of Energy & Environment (DOEE) provides financial assistance, discounts, and energy efficiency programs to help you with your utility bills.

[Visit the DOEE website](#) or **call 202-236-2657** to learn more.

Install a green roof or a cool roof

Planting a layer of vegetation, like grass, over a specially designed waterproofing system on top of a roof, known as a green roof, can help lower surrounding surface temperatures. Check out our [green infrastructure programs](#) to incentivize other plant and landscape-based installations on your property, such as financial assistance for installations such as replacement of pavement for planting areas, installing rain gardens, and incentives to reduce water bills.

The DOEE also offers a rebate program of \$10-\$15 per square foot for voluntary installations of green roofs.

Visit the [DOEE Green Roof Rebate Program](#) website to learn more.

Cool, or reflective, roofs reduce heat exposure by better reflecting, instead of absorbing, heat from the sun. Cool roofs can be white-coated or made up of sunlight-reflecting roof material. If you are planning to install a roof, be sure to [follow our construction code](#) that includes important information about residential cool roofs.

"I have sickle cell anemia, so sometimes my hands and feet swell or I will get body aches. It's very painful and when it's really hot outside, it gets worse. I don't have AC, so knowing where DC's cooling centers are has been a life saver for me! I get up in the morning, pack my things for work, and head over for the day."



Miles, Ward 7 Resident

For business owners

Become a BEMOC member

Join our Business Emergency Operations Center (BEMOC), an alliance of public-private partners committed to improving the District's ability to prepare for, respond to, and recover from disasters. It's free to join and as a member, you will receive:

- Real-time information exchange with the public sector
- Trainings, exercises, and best practice programs
- Technical assistance for business continuity
- Key information for long-term recovery

[Visit the BEMOC website](#) to learn more and become a member today.

Next steps



Ward 8



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