



Coping With Extreme Heat

AGENCY TOOLKIT (PETERBOROUGH REGION)

MAY 4, 2026



Lakelands
Public Health

Coping with Extreme Heat

Agency Toolkit (Peterborough Region¹)

*~A resource for community agencies/organizations in the
Peterborough Region that support/serve people who are
most at risk to the health impacts of extreme heat~*

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¹ In this resource, Peterborough Region refers to the region served by the former public health unit “Peterborough Public Health”: The City and County of Peterborough, as well as Curve Lake and Hiawatha First Nations

While this toolkit was originally developed for the Peterborough Region and some information is specific to this region, much of the contents may be relevant and of use to agencies operating in other regions served by Lakelands Public Health as well.

Background Information

- Extreme heat can have serious health impacts. While everyone can experience heat-related illness, some population groups are more vulnerable to adverse health impacts from extreme heat. Vulnerability to extreme heat connects with stage of life, chronic health conditions, and many of the “[social determinants of health](#)” factors that your agency likely considers in your work (See Appendix A).
- Heat warnings are issued by Environment and Climate Change Canada (ECCC). ECCC issues weather warnings based on the predicted impact level of anticipated weather. There are three impact levels:
 - Moderate impact / yellow warning
 - These warnings will be most common and will be issued for heat warning triggers are forecasted for two consecutive days.
 - High impact / orange warning
 - Extreme impact / red warning
 - Orange and Red warnings may be issued when high or extreme impacts are anticipated. These decisions are made by ECCC and may reflect factors such as extended periods of extreme heat, temperatures that are rarely experienced locally, or additional risks.
- Note - A Heat Emergency could also be declared locally if a community was facing extreme heat, combined with other risk factors like a power outage.
- This resource was created to assist agencies in the Peterborough Region to support their clientele and community members to cope with extreme heat. Part 1 summarizes proactive steps an agency can take in advance of a heatwave, and Part 2 summarizes useful information and suggested actions for agencies during a heatwave.

Our region of Ontario has two heat warning triggers:

1. Maximum daytime temperature is 31°C or higher and the minimum nighttime temperature is over 20°C

OR

2. Humidex is 40 or higher

This resource is intended to be:

- Localized to the Peterborough Region
- Flexible (user can use whatever parts seem most useful for their unique setting, clientele or service delivery model)
- Green / Living (updates will be made as needed). The most recent version will be posted to the [Lakelands Public Health Community Partners webpage](#).

This resource is **not** intended to:

- Be procedural
- Provide a summary of messaging or guidance relating to extreme heat and health and how to prepare and protect oneself.
 - Please consider visiting the Lakelands Public Health extreme heat webpage [LakelandsPH.ca/Heat](#), or reviewing other information/resources that have been shared, which provide this information.
- Give medical or legal advice
- Answer every question related to extreme heat situations

Part 1 - Before A Heatwave

Consider These 6 Steps Your Agency Could Take:

1. **Foster social connection** amongst your clients/community
2. **Promote resources or programs showing ways to keep a home or apartment cooler without A/C**
3. **Train staff and/or volunteers** that may receive questions or are involved in your heat response activities
4. Create a **Heat Response Plan** for your agency and/or specific sites, and review annually
5. **Encourage people to have an emergency preparedness plan** that includes extreme heat as a factor
6. **Request donations or support other agencies who request donations** to support clients or community members cope with extreme heat

The 6 Steps In-Depth

1. **Foster social connection** amongst your clients/community
 - Social isolation is a major risk factor for poor health outcomes during extreme heat events
 - If you are able, create opportunities for social connection within your agency/setting
 - A few resources that may be relevant:
 - Multi-unit housing:
 - Hey Neighbour Collective (BC): Practice Guides heyneighbourcollective.ca/practice-guides, and Building Social Connections Toolkit heyneighbourcollective.ca/wp-content/uploads/2024/08/Building-social-connections-toolkit.pdf
 - Neighbourhood or community approach:
 - Building Resilient Neighbourhoods (BC) resilientneighbourhoods.ca ; various resources including the Resilient Streets Toolkit resilientneighbourhoods.ca/2017/03/resilient-streets-toolkit-pdf
 - Foundation for Social Connection social-connection.org
 - Promising Practices: action4connection.org/promising-strategies
 - Age-Friendly Peterborough's Naturally Occurring Retirement Community (NORC) Ambassador program supports seniors to build community in their apartment buildings, norcambassadors.ca
2. **Promote resources or programs showing ways to keep a home or apartment cooler without A/C**
 - Three Steps to Cost-Effective Home Heat Protection intactcentreclimateadaptation.ca/climate-ready-infographics/#Extreme-heat (version for Cost-Effective Apartment and Condo Heat Protection also available)
 - Pre-summer heat risk assessment: A Guide for Preparing Your Home img1.wsimg.com/blobby/go/3d0144b8-c28f-40b5-943a-9bb052005cdd/Pre-Event%20Checklist.pdf
 - Pages 2 and 3 of Preparing for Extreme Heat Events – Low Cost Solutions for Renters (BC) communitycouncil.ca/wp-content/uploads/2022/07/UPDATED-Preparing-for-Extreme-Heat-Events-1.pdf

Programs or guidance on financial support:

- [Manage energy costs for your home](#) - Ontario Government

- [Energy Affordability Program](#) - Save on Energy
- [Canada Greener Homes Initiative](#) - Natural Resources Canada
- [Eligible medical expenses you can claim on your tax return](#) - Canada.ca
- [Housing Support](#) - Benefits Wayfinder

3. **Train staff and/or volunteers** that may receive relevant questions or are involved in your heat response activities.
 - Share this Toolkit with staff ahead of time
 - Consider whether specific staff training would support heat response activities. E.g., Conducting health checks during extreme heat events
 - nccelh.ca/resources/evidence-reviews/extreme-heat-health-check-tool
 - LakelandsPH.ca/HeatCheckTools
 - Formalize your process with an organizational procedure to support consistent ongoing implementation of these practices

4. Create a **Heat Response Plan** for your agency and/or specific sites, and review annually:
 - A Heat Response Plan can be implemented to support the health and safety of both your staff team and clients/community.
 - Find resources and tools relating to workplace heat stress at ohcow.on.ca/heat-stress-toolkit
 - Establish procedures that enable workers and volunteers to take actions to keep well if their work or volunteer duties expose them to hot ambient temperatures. It may be important for people at higher risk of heat health impacts to modify their work duties or schedule so that they can stay safe.
 - For clients/community, you could consider including these actions in your agency's Heat Response Plan:
 - Offering a cool space for clients/community to spend time (look at this resource for more information on best and promising practices for offering cooling spaces vch.ca/en/media/19776)
 - Distributing drinking water
 - Loaning out fans or air conditioners
 - Rescheduling outdoor activities/events
 - Waiving cancellation fees (for in-person appointments/programming) during extreme heat events
 - Helping clients with transportation costs so that they can access a cool public space
 - Conducting health checks with clients/community members who are most vulnerable to extreme heat (LakelandsPH.ca/HeatCheckTools)
 - See point 3 above and Appendix A for a list of risk factors
 - Extreme heat can be felt differently across various buildings and floors due to a variety of factors. The person who manages the property needs to be aware of this as they support the users of the building.
 - Consider how you would continue to support your clients/community if there are power outages or telecommunication disruptions. This should be considered as part of an agency's broader emergency preparedness and business continuity plans, but it may be worth considering if extreme heat circumstances could have an impact on your agency's plan.

Heat Wave protocol for high rise buildings in St. James Town, Toronto

- This protocol was co-created with volunteers from the community and has ideas that could be considered in similar settings: crewresilience.ca/wp-content/uploads/2023/06/draft-tea-crew-heat-wave-protocol-short-version-1.pdf
- More information about the Neighbourhood Heatwave Response Project (Toronto): crewresilience.ca/our-projects/neighbourhood-heatwaves-response-project/

5. **Encourage people to have an emergency preparedness plan** that includes extreme heat as a factor
 - City of Peterborough
 - peterborough.ca/living-in-peterborough/emergency-planning-and-preparedness/preparing-for-an-emergency/
 - Note – Age-Friendly Peterborough offers a “Be Prepared” workshop and workbook, which you could promote: peterborough.ca/recreation-culture-social-services/seniors-services/learning-and-contributing/
 - Be aware of local resources such as the Cooling Spaces app: experience.arcgis.com/experience/aff3d1f382ff4acca8274f50384e19c4/
 - Ontario
 - ontario.ca/beprepared
 - Emergency Preparedness Starts With You brochure publications.gov.on.ca/301748 (available in multiple languages)
 - Canada
 - getprepared.ca
 - Monitor weather and sign up for alerts:
 - Weather alerts
 - Download the “WeatherCAN” app on your smartphone canada.ca/weatherCAN
 - Power outage alerts
 - Hydro One sends power outage alerts via text if the customer has signed up hydroone.com/request-a-service/outage-alerts
 - Community Notifications (weather, emergencies, etc.)
 - Alertable
 - Receive notifications from trusted sources on weather-related or other community emergency information alerts by signing up at alertable.ca/signup/
 - Those who live or spend time within the City of Peterborough may want to sign up for their specific alerts. Learn more here: peterborough.ca/living-in-peterborough/emergency-planning-and-preparedness/alertable/
6. **Request donations or support other agencies who request donations** to support clients or community members cope with extreme heat. These could include cooling devices, icepacks, reusable water bottles, bottled water, sun safety items (sunscreen, hats, lip balm, sunglasses).

Part 2 - During A Heatwave (I.E., Heat Warning, Extended Heat Warning, Heat Emergency)

Where Can People Go?

What Can People Do?

During heatwaves, it is important that people do what they can to **stay cool** and **stay hydrated**.

- This may be a challenge for some people due to factors such as housing circumstances, access to electricity, etc.
- People may wonder where they can go to cool off or find drinking water.
- In the city of Peterborough, many of the public spaces to cool off or access drinking water are shown in their Cooling Spaces app (map):
experience.arcgis.com/experience/aff3d1f382ff4acca8274f50384e19c4/
- Here are some considerations if it seems that people you support need to go somewhere to escape the heat:

OUTDOOR PLACES TO COOL OFF

- Going outside may be cooler than staying inside.
- Look for cooling features such as shade (from trees, shade structures/pavilions or building(s)), a good breeze, grass/greenspace, and/or water features (e.g. near water, or having a beach or splashpad).
- City of Peterborough Parks and Pavilions: peterborough.ca/recreation-culture-social-services/parks-and-trails/parks-and-pavilions/
- City of Peterborough Beaches, Wading Pools and Splash Pads: peterborough.ca/splash
- Beach Testing page (lists public beaches across the Lakelands region)
LakelandsPH.ca/BeachCheck

INDOOR PLACES TO COOL OFF

- PRIVATE
 - Does the person have friends or family whose home is air-conditioned or has a cool space (i.e., basement), where they could visit?
 - Some residential buildings may have a specific room or area that serves as a “cooling space” with air conditioning; residents should ask their landlords.

Did You Know?!

Extreme heat can make indoor spaces reach dangerous and life-threatening temperatures

Health risks increase at indoor temperatures over 26°C (79°F)

Indoor temperatures above 31°C (88°F) are dangerous for heat-vulnerable people

TIP: If someone is leaving their home during the day to spend some time in a cooler space, they should **close their windows and close their window blinds/curtains**. This will help make their space a safer place to be once they return home.

- **PUBLIC**

- There are public facilities that are air-conditioned, such as shopping malls, public libraries, community centres, etc.
 - Stores and quick-service restaurants may also be options.
 - Consider spaces that may be geared towards the person's particular circumstances.
 - Peterborough Child and Family Centres have drop-in programs for families with young children (aged 0-6) with locations throughout the region. Visit ptbocfc.ca.
 - The Nogojiwanong Friendship Centre invites their clients to their space during times of extreme heat.
 - Some places of worship are air conditioned and may be open during extreme heat.
 - Trinity Community Centre has a daily drop-in program for people who are marginalized or unsheltered. Hours in 2026 are currently 9am-7pm, 365 days/year onecityptbo.ca/trinitycommunitycentre
 - There are 4 washrooms with showers, a water refill station, and a free daily meal at 2pm.
 - The drop-in program can also help with accessing resources, community connection, and systems navigation support.
 - Information about emergency shelters for people who are unhoused in Peterborough: peterborough.ca/recreation-culture-social-services/social-services/housing-and-shelter/emergency-shelter/
 - Residents wanting to access cool spaces should check the hours of operation ahead of time, especially during power outages.
- **EXPANDED OPTIONS DURING SEVERE HEAT EVENTS AND HEAT EMERGENCIES**
 - During a prolonged or particularly severe heat event, municipalities may use community facilities to offer “cooling centres” and may offer extended hours or additional services, depending on the nature of the event.
 - This would be communicated by the community/municipality through media release and via Alertable, and may be promoted by Lakelands.

DRINKING WATER

- Staying hydrated and drinking water throughout the day is critical during extreme heat, regardless of activity level.
- Outdoor water bottle filling stations are available at:
 - Quaker Foods City Square, 215 Charlotte St.
 - Eastgate Park, 2150 Ashburnham Dr.
 - Peterborough Marina, 92 George St. N.
 - Beavermead Park washroom facilities, 2011 Ashburnham Dr.
 - Rogers Cove washroom facilities, 131 Maria St.
 - PTBO H2O mobile water station is available to rent and will be at various events throughout the summer peterborough.ca/living-in-peterborough/water-services/mobile-drinking-water-station/
- Water bottles can also be refilled inside the following City facilities during hours of operation:
 - Peterborough Public Library, 345 Aylmer St.
 - Peterborough Sport and Wellness Centre, 775 Brealey Dr.
 - Healthy Planet Arena, 911 Monaghan Rd.
 - Kinsmen Civic Centre, 1 Kinsmen Way
 - Miskin Law Community Complex, 271 Lansdowne St. W.

- bluew.org lists many places where people may fill their water bottle within and outside the City of Peterborough. However, this may not be updated regularly; users should refer to the website's Terms of Use.
- Many quick-service restaurants are also willing to offer free water
- Outside of the City of Peterborough, water bottle filling stations are often available at public locations. Reach out to your municipality or community for more information.
- If extreme heat coincides with power outages, many people living outside of the City of Peterborough may be particularly impacted due to the reliance on private wells for drinking water. It is always recommended to have a stock of bottled water in cases of emergency.

How to get around?

- City of Peterborough transit information (e.g. routes and schedules, fares, etc.) can be found here peterborough.ca/living-in-peterborough/transit/
 - The regular route map has several community landmarks noted. Some spaces are not marked such as the Peterborough Public Library, Peterborough Social Services, or other agency sites. You may want to mark additional locations on the map if you are printing it to support clients.
 - Transit buses have air conditioning.
- Information about "The Link" which connects to communities in Curve Lake First Nation, Lakefield, Ennismore and Bridgenorth, can be found here: selwyntownship.ca/living-here/the-link-bus-service/
- Community Care Peterborough has several "Caremobile" accessible vehicles. The service is for seniors and individuals with physical challenges who cannot access conventional transportation. The vehicles could also be mobilized during community emergencies.
- Other transportation services can be found using Ontario 211: peterborough.search211.ca

For additional suggestions on what people can do to cope with extreme heat, visit: LakelandsPH.ca/Heat

What could your agency do?

I. Implement your agency's Heat Response Plan

- The plan could include any of the components listed in this section.
- See more information about developing a plan in the "Part 1 - Before A Heatwave" section of this toolkit.

II. Increase staff's understanding of the health risks of extreme heat

- Share information and resources with staff to enhance their understanding of:
 - The heat warning that is in effect (i.e., temperature forecast and dates)
 - Risks of health impacts from extreme heat:
 - Vulnerability / Risk factors (may apply to clients or to staff themselves)
 - See Appendix A
 - Signs and Symptoms of Heat-Related Illnesses and when to seek medical attention
 - See Appendix B
 - Key messages for clients/community members

- Review information at LakelandsPH.ca/Heat, and in the resources listed in Appendix C. Determine key messages for your setting/clientele.
- Consider resources in multiple languages, if relevant (e.g., clients and staff)

III. Help keep people cooler, safer and hydrated

- Can you help clients access a cool public space, such as helping them with transportation costs?
- Can you offer a cool space for people to spend some time?
 - Offering outlets and/or charging cords so that people can charge their mobile phones, as well as giving access to your Wi-Fi, could help them stay connected.
 - A back-up generator may be important if there are power outages.
 - This resource summarizes the guidance for community organizations to offer cooling spaces: vch.ca/en/media/19776
- Can you help people stay hydrated by offering water, and/or offering reusable water bottles?
- If you offer appointment-based services that usually have cancellation fees, can fees be waived during extreme heat events if the person feels it is not safe to travel in the extreme heat?

IV. Check-in on clients/community members that are most vulnerable

- Guidance document for Health Checks during extreme heat events
ncceh.ca/resources/evidence-reviews/extreme-heat-health-check-tool
 - Available in 5 languages
 - Includes steps for conducting in-person and remote health checks
 - PPH has supplemental materials available at LakelandsPH.ca/HeatCheckTools
- Consider risk factors in Appendix A.
- If human resources for conducting check ins are limited, consider ways to use resources efficiently (including telephone or virtual check-ins). If the individual shares that they are being checked in by other service providers or family, it may be possible to coordinate. Follow your agency's procedures relating to consent and sharing of personal information.

V. Share information to clients or the public

- Sharing information is part of all the suggested actions above. However, for some agencies, this may be the only action they can take due to capacity or scope.
- Agencies are often in a good position to share important information and key messages to the public during extreme heat.
- For instance:
 - a. Risks of extreme heat and tips/resources on how to stay well during a heat event**
 - b. Supports available to help people who face specific barriers to staying cool**
 - c. The importance of watching out for fellow community members, especially those who are more heat-vulnerable**
 - d. Agencies' requests for donations of items that will help community members stay hydrated and/or cool**
- Common ways of sharing information include:
 - social media
 - direct email* or text messages from your agency/staff
 - personal interactions with clients (e.g., 1:1 meetings/phone calls or existing group programming)
 - on-site posters

- If you are aware of other local “community hubs” that may be a good way to reach a heat-vulnerable population (e.g., post office, pharmacy, grocery store, community bulletin board), feel free to see if they could post a resource
- *NOTE - When a heat warning is issued, an email is sent to agencies on the Extreme Temperature and Poor Air Quality Distribution List which includes a PUBLIC NOTICE that can be forwarded to clients/the public and includes basic information on health risks, how to protect yourself, and community supports. Sign up at <https://ca.mar.medallia.com/?e=90009828&d=l&h=9EF07886C562B7B&l=en>.
- Supplemental information is noted below:
 - a. **Risks of extreme heat and tips/resources on how to stay well during a heat event**
 - Many people in the community may not be aware they are at risk of illness due to extreme heat. Examples could include:
 - A new mom may not realize that extreme heat can be a serious risk to her infant
 - People may not be aware that some medications or drugs can increase a person’s risk for heat related illness
 - For resources to help communicate, see Appendix C.
 - Relevant content will be posted on Lakelands social media and emailed to recipients of the extreme temperature email distribution list when heat warnings are issued.
 - b. **Supports available to help people who face specific barriers to staying cool**
 - There are a variety of factors that can be challenges or barriers to staying cool:

lack of social support
 access to phone or internet
health or mobility challenges
 being a newcomer and not knowing community resources
 caregiving demands
transportation
finances
 language barriers
 accessible transportation
stigma

- Reflect on what the main challenges/barriers to cope with heat are for your clients/community.
- One objective of this Toolkit is to document and raise awareness of the supports available for community members during times of extreme heat. As such, you may find information about supports throughout the Toolkit. However, additional supports and considerations are noted below:
 - **Financial challenges**
 - Note - The challenge can include the costs of purchasing items such as air conditioners, fans or home improvement items, as well as one’s ability (or the cost) to transport or install larger items like an air conditioner.
 - Financial supports:

- The following supports for purchasing air conditioners are limited to those with medical need:
 - **“Personal income tax” webpage** - Government of Canada [Lines 33099 and 33199 - eligible-medical-expenses-you-claim-on-your-tax-return](#)
 - **Peterborough Social Services** – Discretionary benefits may support purchase of an air conditioner, based on specific medical diagnosis and available budget. This benefit is only available for recipients of Ontario Works and Ontario Disability Support Program. The applicant must provide documentation that verifies medical need from a qualified medical doctor as well as a cost estimate for the device.
- There may be other options for accessing these items within the constraints they are experiencing:
 - Asking their neighbours/friends/family (or other connections like their faith community) if they have any of these items they are giving away.
 - Renters could ask their landlord if they are able to support in any way (e.g., provision of a fan, helping with picking up an item from the store, or installation of an air conditioner).
 - Checking local online marketplaces or local thrift stores to see if items are available at a low cost.
 - A lending program for fans or air conditioners may be an option for some (the availability of these programs is not known at this time, other than a loan program for residents of Curve Lake First Nation).
- The costs of running an air conditioning unit may also be a barrier. Bill assistance programs may be helpful: [oeb.ca/consumer-information-and-protection/bill-assistance-programs](#)
- **Transportation challenges**
 - Transportation may be a barrier to accessing cool public spaces:
 - Transit may not be an option, especially outside the City of Peterborough.
 - Taxi or transit fare may not be within someone’s budget.
 - Accessible transportation options exist, but options are more limited and they may have their own challenges.
 - **Supports** to overcome these barriers are limited. Stay connected with local media in case expanded transportation supports are made available.
 - Alternatively, if the person lives in an apartment building, is it possible for the landlord/owner to create a cooling space in the building? Is there a tenant’s group/board that could advocate for this?
- **Language barriers**
 - Most local traditional media is English only
 - For community members who don’t speak English, they may be less likely to receive information about the heat warning from traditional media sources (e.g., radio, local television). As such, your agency may be in a unique position to help increase awareness. You can refer to resources available in multiple languages, and/or utilize translation tools (e.g., websites, apps or professional services).
- **Accessibility considerations**

- Select resources or ways to share information that match the literacy level, accessibility needs, and language needs of your clients/community.
- Consider accessibility needs for those who are deaf or blind. If you are aware that a client or community member is blind or has poor vision, you might ask them how they wish to be communicated with about hazards or emergencies.
- **Rural considerations**
 - Access to drinking water can be disrupted in rural communities when power outages occur. This can be a significant threat if this occurs during hot weather.
 - **Supports** are not formally documented. Broader offering and provision of water may be supported by community leaders if deemed necessary. For example, Curve Lake First Nation makes a stock of water available to residents if needed.
- If the supports listed are not adequate, consider these options:
 - Are there actions your agency could take to help?
 - Could you reach out to another community agency or network to see if they are aware of other supports?
 - Lakelands currently supports an "Extreme Temperature and Health Vulnerability Network" in the Peterborough Region. If you would like to learn more, reach out to alerts@lakelandsph.ca
- c. **The importance of watching out for fellow community members, especially those who are more heat-vulnerable**
 - Normalize arranging check-ins with neighbours, family and friends during heatwaves. This could be especially important for people who are more isolated/not connected to programs.
 - Suggest in conversations with clients/community, emails, and posted resources (some of the resources listed in Appendix C promote checking in on others).
 - Health Check tools are available: ncceh.ca/resources/evidence-reviews/extreme-heat-health-check-tool and supplemental materials by Lakelands: LakelandsPH.ca/HeatCheckTools.
- d. **Agencies' requests for donations of items that will help community members stay hydrated and/or cool**
 - Watch social media or emails for requests for donations of cooling devices, icepacks, reusable water bottles, bottled water, sun safety items (sunscreen, hats, lip balm, sunglasses). Share posts or emails if possible.

VI. Be aware of other community supports

- Your agency and others in the community will naturally have limitations to what you can offer. Try to document these limitations in case this information could be useful for future planning.
- Other community supports:
 - Social Supports:
 - Peterborough Social Services peterborough.ca/recreation-culture-social-services/social-services/
 - Symptom concerns
 - See Appendix B: "Signs of Heat Related Illness and Seeking Medical Attention"
 - General inquiries (not for symptom concerns)
 - Lakelands Public Health – 1-844-575-4567

- Community Emergency Inquiries
 - During emergency situations, residents are advised to access updates from municipal sources and/or local media outlets.
 - The City and County of Peterborough provide regular updates during states of emergency. Visit peterborough.ca and/or ptbocounty.ca for information.
- There are directories of resources that may help specific population groups:
 - Families:
 - Lakelands Pregnancy and Parenting Supports LakelandsPH.ca/HealthyFamilies
 - Older adults
 - Seniors Information Guide and Directory (Peterborough) peterborough.ca/media/d40lvzqv/seniors-information-guide-and-directory.pdf
 - Peterborough Seniors' Services Directory peterboroughseniors.search211.ca
 - Community Care Peterborough commcareptbo.org
 - The Nogojiwanong Friendship Centre is a culture and community-based organization that serves the needs of all urban Indigenous people, regardless of status, in the Peterborough area. They offer various services/programs and may be aware of other programs to support their members: nogofc.ca (705) 775-0387
 - The New Canadians Centre (NCC) is a community-based charitable organization that offers programs and supports for individuals and families who are new to Canada, in the Peterborough and Kawarthas region: nccpeterborough.ca | 705-743-0882
 - The Community Directory of Community, Government and Social Services for Peterborough region: peterborough.search211.ca

APPENDIX A:

Risk Factors for Vulnerability During Extreme Heat Events

Certain individuals may be at greater risk of illness during extreme heat events, including:

- Health risks from extreme heat are greatest for:
 - Older adults
 - Infants and young children
 - Pregnant people
- And people who:
 - have chronic illnesses (e.g., breathing/heart conditions; mental health illnesses)
 - take certain medications (e.g., antipsychotics, beta-blockers, anti-Parkinson agents, antidepressants and diuretics [not an exhaustive list])
 - work, exercise, or spend time outdoors
 - are experiencing homelessness
 - are living with low-income
 - are socially isolated or living alone
 - have cognitive impairment, or physical disability(/ies)
 - are recovering from illness or accident
 - use substances (e.g., stimulants, opioids, alcohol)
 - can impair ability to sense & respond to heat
 - can impair ability to stay hydrated
- Exposure to extreme heat in one's home can vary and these factors can also increase one's risk:
 - Lack of air conditioning or other mechanical cooling
 - Lack of neighbourhood trees and other green features
 - Living in higher floors of buildings, or having south and/or west facing windows

The **more risk factors a person experiences, the higher their risk** for health impacts!

APPENDIX B:

Signs of Heat Related Illness and Seeking Medical Attention

Mild to Moderate Heat-Related Illness

Signs and Symptoms:

- Generally feeling unwell
- Warm, sweaty skin
- Nausea or vomiting
- Light-headedness, dizziness or weakness
- Headache
- Heat rash or unusual swelling or cramps
- Unusual thirst, dry mouth or difficulty swallowing
- Body temperature higher than 38°C (100°F)
- Feeling unusually tired or irritable
- Increasing or rapid heart rate
- Dark or reduced urine production

Cooling Actions (may be taken by the symptomatic person or another person checking on them):

- Move the person to a cooler area, remove extra clothing, sit them up, & encourage drinking water
- Turn on air conditioning or open windows in different areas to create a cross-breeze
- If the indoor temperature is below 35°C, turn on a fan.
- Place cool, wet towels or ice packs around the body, especially to the neck, armpits and groin (note: avoid applying ice packs or ice directly on exposed skin)

Seeking medical attention

- The person may wish to consult their Primary Care Provider or community health nurse (or other options listed under the “Primary Care” topic at poht.search211.ca).
- Ontario Health811 is available 24/7 by dialing “811” or visiting health811.ontario.ca. An individual can call or visit the website for health advice and be connected with a registered nurse as needed. Service is available in English and French, and translation support is available. An individual can also visit the website to run a “symptom check”.
- 911 should be called if symptoms continue or get worse

Severe Heat-Related Illness

Signs and Symptoms:

- | | |
|---|---|
| • Fainting or loss of consciousness | • Difficulty speaking |
| • Hot flushed skin or very pale skin | • Body temperature higher than 39°C (102°F) |
| • Unusual confusion or disorientation | • Unusual coordination issues |
| • Not sweating | • Very low output of dark urine |
| • Severe nausea and vomiting | |
| • Rapid breathing and faint, rapid heart rate | |

If you or someone else has any symptoms of severe heat-related illness, call 911.

EMERGENCY MEASURES (severe)

- CALL 911 immediately
- Stay with the person until medical assistance arrives
- If possible, move to a cooler area
- Remove excess clothing
- Have the person lie on their back or in a semi-upright position
- Apply cool, wet towels or ice packs around the body, especially to the neck, armpits and groin (note: avoid applying ice packs or ice directly on exposed skin)

If you are unsure if the person is experiencing severe heat-related illness, the safest approach is to treat it like a life-threatening emergency, call 911, and begin emergency measures.

Reference: National Collaborating Centre for Environmental Health. Health checks during extreme heat events [guidance document]. Vancouver, BC: National Collaborating Centre for Environmental Health; 2022 Jun 22. Available from: nccelh.ca/resources/evidence-reviews/extreme-heat-health-check-tool.

APPENDIX C:

Resources for Extreme Heat and Cooling Measures

- Staying Healthy in the Heat (3 pages) - Health Canada canada.ca/en/health-canada/services/publications/healthy-living/fact-sheet-staying-healthy-heat.html
 - ✓ Who is vulnerable
 - ✓ Heat-related illness
 - ✓ Tips to stay cool
- 3 ways to protect you and your loved ones (1 page) - Health Canada canada.ca/en/health-canada/services/publications/healthy-living/three-ways-protect-extreme-heat-event.html
 - ✓ 3 basic tips during an extreme heat event
- Stay safe: Heat related illnesses (1 page) - Government of Ontario publications.gov.on.ca/301763
 - ✓ Heat-related illness
 - ✓ Tips to stay cool
 - ✓ Available in 14 languages
- Be Prepared: Extreme Heat (2 page) - Government of Ontario publications.gov.on.ca/301808
 - ✓ Tips to stay cool (more detailed)
 - ✓ Available in 23 languages
- “Heat Warning in Effect” poster (emailed from Lakelands with heat warning notifications)
 - ✓ Local – includes information about the heat warning and links to Lakelands.

The following resources are from other jurisdictions:

- Watch for signs of heat illness - Alberta Health open.alberta.ca/publications/watch-for-signs-of-heat-illness
 - ✓ Highlights heat exhaustion and heat stroke in a more visual way
- Tips For Beating the Heat - City of Hamilton hamilton.ca/people-programs/public-health/environmental-health-hazards/heat-warnings-heat-related-illness#reducing-your-risk
 - ✓ Available in 13 languages
- Symptoms of Heat-Related Illnesses – CDC cdc.gov/disasters/extremeheat/pdf/Heat_Related_Illness.pdf
 - ✓ “What to look for” and “What to do” for 5 types of HRI
- Heat-related illness and prevention (2 page fact sheet)- HealthLinkBC healthlinkbc.ca/healthlinkbc-files/heat-related-illness
 - ✓ Available in 15 languages
- Extreme heat and using fans - Fraser Health BC fraserhealth.patienteduc.ca/permalink/747097
 - ✓ Available in 11 languages
 - ✓ Written at low literacy level and includes visuals