



Heat-Health Alert summary action card for providers

This is a summary of the suggested actions for each Heat-Health Alert level. Check the [Heat-Health Alert action card for providers](#) for more detail, including the required actions for summer preparedness, and adapt actions to your service as appropriate.

Summary actions for Yellow Alert

- Confirm that staff are aware of contingency plans and received the Heat-Health Alert
- Use the Heat-Health Alert impact matrix to inform the local risk assessment for, and response to, hot weather
- Raise awareness of heat illnesses and their prevention among clients and carers
- Operationalise cool rooms or areas (able to be maintained below 26°C)
- Monitor temperatures inside buildings, especially where people spend most time and aim to keep as cool as possible (for example by closing windows during the day and opening windows when it is cooler outside, such as at night)
- Review, prioritise and monitor individuals most vulnerable to heat-related illnesses
- Share and emphasise the importance of [Beat the Heat](#) messages to clients and staff
- Assess staffing levels, recognising possible increased care needs of clients during hot weather
- Ensure adequate supply of food and cold water
- Ensure medication is stored according to instructions

Summary actions for Amber Alert

- Invoke local business continuity and/or hot weather plans
- Monitor the temperature of at-risk individuals and their environment
- Advise carers to escalate concerns promptly, as heat-illnesses can worsen rapidly
- Continue Yellow Alert actions

Summary actions for Red Alert

- Follow all local emergency response plans and continue to monitor the current situation by checking the weather alerts or local news
- Actively monitor all clients during hot weather episodes and monitor compliance with actions to keep living areas as cool as possible and cool rooms or areas below 26°C
- Continue Amber Alert actions