Municipal governments play a crucial role in helping cities immediately before, during, and after an imminent heatwave. Communication, coordination, and collaboration are of utmost importance at each stage.

**BEFORE:**
*Deliver Targeted Warnings*

- Advance **Lead Time** is critical for cities and residents to prepare and take targeted actions before an imminent heatwave.
- Communicate **tailored warnings to internal departments** (e.g. Department of Health, Emergency Management) and the general public.
- Provide key information on timing, location, probability, scale, impact, and response.

**DURING:**
*Act, Coordinate and Communicate*

- Coordinate and collaborate with government departments, agencies, and NGOs.
- Intensify communications and provide targeted information to health care and social service providers as well as the most vulnerable.

**ACT!**

- **City-level Actions:**
  - Outreach (e.g., awareness campaigns, home visits, telephone hotline)
  - Increase water access (e.g., cooling centers, drinking water points)

- **Individual Actions:**
  - Keep cool, hydrated, and in contact with family and friends

**AFTER:**
*Pause and Reflect*

- **Pro-Tips: Effective Communication**
  - Tailor and test messages
  - Be clear, concise, and credible
  - Keep a positive tone
  - Pre-develop standard heatwave messages

- **To-Do:**
  - Inform public that heatwave is over
  - Engage city residents and create opportunities to provide feedback
  - Conduct an **After-Action Review**

- **After-Action Review** is a reflective and collaborative process that documents lessons learned from the city’s preparedness and response measures.

This document does not necessarily reflect the views of USAID or the US government. USAID Adaptation Thought Leadership and Assessments (ATLAS) project, January 2020.