

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.**

### Pro-Tips: Effective Communication

- Tailor and test messages
- Be clear, concise, and credible
- Keep a positive tone
- Pre-develop standard heatwave messages

## 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*

### 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.

