

Municipal departments hold the primary responsibility for reducing heat risk. Cross-departmental collaboration between **lead departments** and **other key stakeholders** is required to manage heat risks in an urban setting.



CITY PLANNING DEPARTMENT

ROLE: Integrate heat risk reduction measures into city planning and urban spaces (e.g. green spaces, zoning measures, cooling centers)



SOCIAL SERVICES DEPARTMENT, COMMUNITY-BASED ORGANIZATIONS, AND FAITH-BASED ORGANIZATIONS

ROLE: Provide social care to vulnerable populations including the elderly, disabled, poor, and slum residents through leveraging existing networks.



METEOROLOGICAL FORECASTING SERVICES DEPARTMENT

ROLE: Prepare forecasts for extreme heat; translate climate projections for city planning

COMMUNICATIONS DEPARTMENT AND MEDIA OUTLETS

ROLE: Develop and deliver public messaging, early warnings and information during heatwaves via traditional and social media; conduct public awareness campaigns

EDUCATION DEPARTMENT, SCHOOLS, AND CHILDCARE PROVIDERS

ROLE: Ensure safety of children in schools, nurseries, and day cares



HEALTH DEPARTMENT

ROLE: Monitor and strengthen health systems to prevent health impacts (e.g. upgrade facilities, capacity building for healthcare professionals, public health analyses)



HEALTHCARE PROFESSIONALS

ROLE: Identify, prevent, and treat heat-related illness

LABOR DEPARTMENT AND PRIVATE SECTOR

ROLE: Ensure worker safety

CITY RESIDENTS

ROLE: Help neighbors and maintain contact



EMERGENCY MANAGEMENT DEPARTMENT

ROLE: Assist in heatwave preparedness and response (liaise with city residents, operate cooling and evacuation centers)