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)

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