



EXTREME HEAT POLICY AND PROCEDURE FOR UNSHELTERED PERSONS EXPERIENCING HOMELESSNESS

PURPOSE

The San Francisco Department of Homelessness and Supportive Housing (HSH) strives to be responsive in the cases of emergency for all its clients and residents. Given that San Francisco and the Bay Area generally have relatively mild weather compared to other parts of the country, high temperature weather and heat-related illness occurs at lower temperatures in the areas served by the San Francisco Department of Homelessness and Supportive Housing. Some unsheltered individuals are especially vulnerable to heat-related illnesses due to their physical or behavioral health conditions.

HSH, in coordination with the Department of Emergency Management (DEM) and the Department of Public Health (DPH), will be activated during periods of high weather temperatures. Since temperatures can vary throughout the day/night, the highest forecast temperature will be considered in relation to activation of the policy **and remain active for the period of days that include such temperatures for any part of the day.**

POLICY

HSH Activation Procedure:

1. The HSH DEM Liaison/DPC will contact the HSH Director or Acting Director with the information about how the forecast meets the activation threshold.
2. The HSH DPC will request approval to activate the Initial Response and Notification procedures.
3. With approval of the HSH Director or Acting Director, or if the HSH DPC does not hear back from the HSH Director or Acting Director within one hour and the forecasts still meet or exceed the activation thresholds, the HSH DPC will proceed with the Initial Response and Notification procedures.

Initial Notification and Response:

1. When HSH is notified by the HSH DEM Liaison, Manager on Duty or other official sources that temperatures are forecast to be at or above 85 degrees Fahrenheit, the following programs and groups will be notified:
 - SF Homeless Outreach Team (SFHOT) and HSH Outreach Programs
 - Shelters, Homeless Resource and Drop-in Centers, and Access Points
 - Navigation Centers
 - Supportive Housing Programs
 - HSH established email list of local programs, providers, advocates, and City officials will be informed of the conditions and asked to encourage people to remain indoors as much as possible.
 - 311



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- Healthy Streets Operations Center (HSOC)
- 2. **Program Responses:** All programs will be provided with City-wide information regarding cooling centers and programs/services that offer alternatives from exposure to the high temperatures. In addition to sharing this information, specific program groups will be informed to activate the following components:
 - a. **SF HOT and HSH Outreach Programs** will focus on wellness checks for unsheltered persons experiencing homelessness offering, and as available, shelter placements and water.
 - i. Wellness checks will also be used to identify individuals that need emergency response, other medical assistance or when 911 needs to be called.
 - ii. SF HOT will coordinate outreach to focus on neighborhoods known to have high concentrations of homeless individuals, respond to notice of unsheltered persons and repetitively check on people and offer services throughout the active protocol period.
 - iii. If individuals accept placement into available shelter or cooling centers, HSH Outreach Programs will offer voluntary transport as available.
 - b. **Navigation Centers, Shelters, Homeless Resource and Drop-In Centers, and Access Points** will stay open as many hours as possible, increase wellness checks of on-site clients, contact 911 regarding any clients in distress, and make all shelter placements that are available. Staff will inform clients of the conditions and encourage them to remain inside as much as possible.
 - c. **Supportive Housing Providers** will inform clients of the conditions and encourage them to remain inside as much as possible and will perform wellness checks with vulnerable on-site clients.
 - d. **HSH established email list** of local programs, providers, advocates, **311** and City officials will be informed of the conditions and asked to encourage people to remain indoors as much as possible.
 - e. **HSH** and all partners will be asked to track efforts, responses and client placements for after action assessment.
 - f. **HSH** will participate in calls and / or meetings called by DEM and / or DPH. These calls and meetings may result in additional City-wide efforts to augment available services.

For further information:

- DPH has a Frequently Asked Questions about Heat Waves and Heat Illness:
<https://www.sfdph.org/dph/alerts/files/FAQs%20on%20Heat%20Waves%20and%20Heat%20Illness.pdf>