

# Heat Check-In Practice Scenarios

## Instructions:

- For each practice round or online breakout session, both partners will take a turn being the caller and the check-in recipient. Once you are done, come back to the main group to discuss.
- Be a helpful partner! When you are the check-in recipient, use the scenario description to answer their questions and provide additional details to make it seem realistic.

## Tips:

- Do your best. Don't worry if you are unsure on a step. The group will discuss it after.
- Practice using your team's paperwork and procedures (if you have them). If your team is still developing procedures, you can practice with the example heat check-in script.
- Remember that even during a real check-in call or visit, you can ask someone to wait while you check with your manager or co-worker. It is also okay to say you don't know the answer and they should check with a health care provider or 8-1-1 (in BC).

## Resources to practice with:

- [Example Heat Check-In Script](#): Heat check-in questions and documentation template.
- [VCH Heat Check-In Support Framework for NGOs](#): Heat-vulnerable people/ spaces, answers to common questions, additional resources and contact information.
- [NCCEH/ BCCDC Health Checks During Extreme Heat Events](#): Provides general information about in-person and phone check-ins but not specific questions to ask.

## Activate emergency services/ 911 Call

If you think the scenario is a medical emergency, practice making the 911 call or walking the check-in recipient through calling 911 themselves. If you live in a community that doesn't have 911, practice how you would activate the community emergency response or service.

- Police, Fire or Ambulance?
- Which city/ town are you calling from?
- What happened? (be specific)
- What is the address? Cross streets? Is a code needed to get inside? Etc.
- Will someone be meeting the paramedics?

# Scenario 1

## Instructions:

1. **Round 1:** Partner 1 completes the check-in, Partner 2 is the check-in recipient.
2. **Round 2:** Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once both partners have practiced, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the first heat check-in and contact with the recipient. Practice going through the full check-in script.

## Answers check-in recipient can provide if they ask:

- **Check the Person:** 75 year old person. No signs of heat-related illness. You have asthma and high blood pressure.
- **Check the Space:** Say yes to all the environmental risk factors. The indoor temperature is 28 C.
- **Extra details:** You will not go to a cooler space and your emergency contact is your sister who lives in Kelowna. Get creative, add some details about why you won't leave. Give your partner an opportunity to problem solve solutions.

**Outcome:** Recipient still won't leave. What would you do?

## Scenario 2

### Instructions:

1. **Round 1:** Partner 1 completes the check-in, Partner 2 is the check-in recipient.
2. **Round 2:** Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once both partners have practiced, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the third check-in with an 82 year old person. All previous check-ins went well and no concerns were flagged. The indoor temperature was 26C on the last check-in.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are slurring your words, sweaty, dark urine, having trouble walking because you are so dizzy, you think you may have fallen. Don't tell them right away, let your partner go through the questions. Make up an interesting situation about how you fell. For example: I stood up to go feed the cat and just remember being on the floor.
- **Check the Space:** If they ask, the indoor temperature was 32C last night but you are not sure what it is right now. You are still dizzy and do not want to get up to check the temperature.

**Outcome:** They have signs of heat related illness. What would you do for this check-in recipient?

## Scenario 3A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient.
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice.

**Read this to the check-in caller/ visitor:** This is the first check-in. Try calling the recipient. They also have a friend listed as an emergency contact.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You do not speak English. You just keep saying “Sam” and a phone number. If the caller decides to contact the emergency contact, pretend to be “Sam” and answer as if you were the emergency contact. You are their friend who speaks English and they often put you down for paperwork so you can help interpret.

**Outcome:** What would you discuss with the friend? How will this check-in recipient be supported? Is there education you can share?

## Scenario 3B

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient.
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the first check-in. You have tried calling three times in 15 minutes but there is no answer. Their daughter is listed as the emergency contact and you have their number on file.

### Answers check-in recipient can provide if they ask:

- Pretend to be the emergency contact. You signed your 85 year old mom up for check-in calls because your mom lives alone and you live in a different city. All of your mom’s friends are frail seniors so you are concerned about your mom having support in the city during heat waves.

**Outcome:** What would you discuss with the daughter? How will this check-in recipient be supported? Is there education you can share?

## Scenario 4A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient.
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice.

**Read this to the check-in caller/ visitor:** This is the second check-in. All previous checks went well. The previous callers flagged that the recipient is worried about their dog in the heat.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are 79 years old. You are very sweaty but have no other symptoms of heat-related illness. It is sooooo hot in your space. You have found it exhausting just taking your dog out briefly to pee. You're worried it is too hot and you don't have a fan. You don't know what to do and you're worried about your dog.
- **Check the Space:** You don't have a thermometer or know the indoor temperature.

**Outcome:** What information would you provide this person?

## Scenario 4B:

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the third check-in. All previous checks went well, no concerns were flagged and their indoor temperature was 26C on the last check.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are 92 years old. You say no to all the symptoms of heat related illness but you have no more food at home and need your prescription re-filled. You don't have a car and are worried it is too hot to go outside to get transit. Normally your friend helps with groceries but they are also a senior and worried about going out in the heat. You do not have a computer or a one of those fancy phones.
- **Check the Space:** Indoor temperature is 26C

**Outcome:** What information would you provide this person?

## Scenario 5A

### Instructions:

1. Only Partner 1 practices this scenario. Do not switch.
2. Partner 1 completes the check-in, Partner 2 is the check-in recipient
3. Once the scenario is finished, move onto scenario 3B so partner 2 can practice

**Read this to the check-in caller/ visitor:** This is the third check-in. All previous check-ins went well. The check-in recipient disclosed that they are 69 years old, had a stroke 5 years ago, sometimes forget things and have challenges walking more than 5 minutes. Their doctor suggested they sign up for check-ins because they live alone. The indoor temperature was 26C on the last check.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** You are sweaty but no other signs of heat related illness.
- **Check the Space:** Indoor temperature is 25C
- **Extra details:** Last night you noticed that the label on your medication says to limit water intake but you can't remember if your doctor said to do anything different for the summer time. You can never get through to your doctor. Read out your medication names. Ask the caller if your medication is a problem in this heat.

**Outcome:** What information would you provide this person?

## Scenario 5B

### Instructions:

1. Only Partner 2 practices this scenario. Do not switch.
2. Partner 2 completes the check-in, Partner 1 is the check-in recipient
3. Once Partner 2 is finished, come back to the big group.

**Read this to the check-in caller/ visitor:** This is the second check-in. The previous caller flagged that the check-in recipient is worried about the heat. The indoor temperature was 26C on the last check. The check-in recipient is 93 years old.

### Answers check-in recipient can provide if they ask:

- **Check the Person:** Sweaty and “banana” yellow urine but no to all other symptoms.
- **Check the Space:** Temperature is 25C
- **Extra details:** Start telling the caller all these extra details even before they ask you- Last summer you had to go to the hospital because you fainted during a heat wave. That is why you signed up for check-in calls. You are REALLY worried about the heat warning and living alone. You don’t use a computer but you read all the information in the local paper and talked to all your neighbors to find out what to do. You live in a ground floor apartment, your windows are covered and you supplies saved up so you don’t need to go outside. Your urine is really yellow! Does that mean it is getting worse? Should you see a doctor or go somewhere else?

**Outcome:** What information would you provide this person? Should they see their doctor?