

# Arizona Heat Safety Resource Guide



Resources and contacts for local health officials and public information officers during the extreme heat season

# Table of Contents

<b>Summary</b> .....	2
<b>Acknowledgments</b> .....	3
<b>1. Objectives</b> .....	4
1.1 Extreme heat event: preparedness and response .....	4
1.2 Available resources .....	4
<b>2. Heat Safety Resources</b> .....	5
2.1 Meteorological forecast .....	5
2.2 Excessive heat warnings .....	6
2.3 Cooling centers .....	6
2.4 Public health education .....	6
2.5 Energy bill assistance .....	7
2.6 HeatRisk Map .....	7
2.7 Heat-related illness .....	8
<b>3. Contacts and Resources</b> .....	10
3.1 National Weather Service contacts and resources .....	10
3.2 Public contacts and resources .....	11
Statewide public resources .....	11
City and town public resources .....	16
County public resources .....	21
3.3 Energy bill assistance contacts and resources .....	25
<b>4. Appendix</b> .....	27
4.1 National Weather Service HeatRisk .....	27

# Summary

Between May and October, Arizonans may experience Extreme Heat Events (EHEs), which are periods of prolonged high temperatures. This poses a significant public health concern, leading to heat-related illnesses (HRIs) such as heat exhaustion, heat stroke, and fatalities.

Most heat illnesses occur due to overexposure to heat or overexertion, regardless of age or physical condition. Anyone in Arizona can suffer from heat illness or death without proper precautions. Groups with a higher risk include older adults, outdoor workers, infants, young children, the unhoused, and individuals with chronic conditions. Arizona sees about 3,000 emergency department visits yearly due to heat-related illnesses.

Heat-related illnesses often coincide with stagnant atmospheric conditions and poor air quality. Urban areas are at greater risk due to the “urban heat island effect,” where materials like asphalt and concrete retain heat longer and release it more gradually than vegetated areas. This leads to higher nighttime temperatures and prolonged exposure to heat.

The Arizona Heat Safety Resource Guide was created in collaboration with federal, state, and local agencies, nonprofits, and universities. It aims to provide decision-support tools, resources, and expertise to prevent heat-related illnesses. Additionally, this guide supports the comprehensive [All-Hazard Emergency Response Plan](#), the [Heat Emergency Response Plan](#), and [Governor Hobbs’ Extreme Heat Preparedness Plan](#).

# Acknowledgments

We would like to extend our heartfelt gratitude to all the partners who contributed to the creation of the Arizona Heat Safety Resource Guide. Your willingness to share your contact information and provide invaluable resources has been instrumental in our effort to prepare local health officials and public information officers for extreme heat events.

Our sincere thanks go to the National Weather Service, state and local agencies, community-based organizations, universities, and utility companies who volunteered their time and expertise. Your collaboration and dedication to heat safety prevention, education, and response are deeply appreciated.

Without your support, this guide would not have been possible. Together, we are making an impact in ensuring the safety and well-being of our communities during extreme heat events.

# Disclaimer

This document uses tables to display contact information and resources. If tables are not accessible to you, a [plain text version of the information](#) is available. We are committed to ensuring that everyone has access to these important heat safety resources. If you need further assistance, please contact [azheat@azdhs.gov](mailto:azheat@azdhs.gov), and we will provide additional support.

## Objectives

### 1.1 Extreme heat event: preparedness and response

Extreme heat events (EHE) are a threat to public health, and the associated heat risks are not equally distributed among the population. Public health agencies play a part in developing and managing an EHE response plan.

Ideas to enhance program response include:

- Conduct direct health and environmental assessments of those at greatest risk during EHE.
- Develop plans, resources, and distribution strategies to prepare the community.
- Encourage people to check on their neighbors.
- Collaborate with local agencies – local emergency management organizations may have preparedness and response plans you could use to inform your program.

Defining the structure, relationships, and responsibilities of those supporting an EHE notification and response program is essential. Exceptional communication

and coordination are necessary for a unified response, effective resource allocation, and synchronized messages. Additionally, key players often have direct communication channels with the public which could be helpful when distributing information.

## 1.2 Available resources

Preparedness and Response Agencies and organizations involved with heat safety preparedness, heat emergency response planning, and training for first responders and hospitals are listed in **Section 3.2 Public Contacts and Resources**.

# Heat Safety Resources

## 2.1 Meteorological forecast

Reliable meteorological forecasts are essential when establishing effective EHE preparedness and response programs. We encourage local agencies to utilize the real-time forecast data from the National Weather Service (NWS) to access EHE forecasting, communication, and response.

The NWS offices in Phoenix, Tucson, Flagstaff, and Las Vegas issue excessive heat watches<sup>1</sup> and excessive heat warnings<sup>2</sup> to alert people about extreme heat situations. To receive these watches and warnings, you can sign up through [\*\*iNWS MDSS\*\*](#) (Interactive National Weather Service Mobile Decision Support Services). Section **3.1 National Weather Service Contacts and Resources** offers contact information for each NWS office.

<sup>1</sup> **Excessive Heat Watches:** Issued two to seven days ahead of impactful heat, often with “Major” or “Extreme” HeatRisk, when confidence is at least 50%. May be upgraded to an Excessive Heat Warning if confidence increases.

<sup>2</sup> **Excessive Heat Warnings:** Issued up to five days in advance of (and through the end of) impactful heat, often with “Major” or “Extreme” HeatRisk, when confidence is at least 80%. May precede an Excessive Heat Watch.

## 2.2 Excessive heat warnings

Effective EHE notification strategies help increase public awareness and reduce adverse health impacts. ADHS issues Excessive Heat Warnings to coordinate and broadcast information about the timing, severity, and duration of EHEs. The messages also include important heat health safety tips and the availability of public cooling centers. Sign up to receive [ADHS Excessive Heat Warnings](#).

## 2.3 Cooling centers

Cooling centers, hydration stations, respite centers, and collection centers are located throughout Arizona. These locations offer residents a free place to cool off and hydrate.

- **Hydration station:** Location that offers drinking water.
- **Cooling center:** Indoor, air-conditioned location that offers hydration.
- **Respite center:** Indoor, air-conditioned location that offers hydration and allows for rest.
- **Collection center:** Location where you can donate clothes, food, and water to the public.

Visit the [Statewide Cooling Center Map](#) to find the nearest hydration, cooling, respite, and collection stations.

## 2.4 Public health education

Public health education raises awareness about EHE health impacts. Education empowers people to protect their health and make use of heat preparedness and relief resources.

Section **3.2 Public Contacts and Resources** lists agencies and organizations that offer a variety of promotional materials and educational opportunities (guides, presentations, volunteer registration, etc.).

## 2.5 Energy bill assistance

Energy bill assistance programs provide financial support to households to improve electricity affordability and maintain a safe environment. However, eligibility requirements and available programs vary. It is recommended to contact federal, state, and local government agencies; or utility companies to inquire about energy bill assistance programs.

Find different organizations and utility companies that offer energy bill assistance programs in section **3.3 Energy Bill Assistance Contacts and Resources**.

## 2.6 National Weather Service (NWS) HeatRisk

The NWS HeatRisk provides a snapshot of potentially impactful heat conditions over the upcoming seven days based on how above normal the forecast high and low temperatures are, the duration of unusual heat, and humidity (as represented by overnight low temperatures).

Similar to the Air Quality Index (AQI) or the UV Index, HeatRisk is portrayed in a numeric (0-4), color (green, yellow, orange, red, magenta), and categorical (none, minor, moderate, major, extreme) scale. It provides a daily value that



approximates the level of heat risk for any location and identifies the groups that are most at risk.

HeatRisk is complementary to the official NWS Watch/Warning/Advisory program. It's meant to prompt decision-makers and heat-sensitive populations to take action for **Major (tier 3)** and **Extreme (tier 4)** heat events.

Check out the HeatRisk table in section **4.1 National Weather Service HeatRisk**. Visit the [HeatRisk Map website](#) to learn more.

## 2.7 Heat-related illnesses

Heat-related illness (HRI) occurs when the body can't cool down properly or loses the ability to regulate its temperature (heat balance). The average human body temperature is 98.6 degrees Fahrenheit. If body temperature continues to increase, the person becomes dehydrated, weak, and confused.

The infographic is split into two columns: Heat Exhaustion (orange background) and Heat Stroke (red background). In the center is a stylized human figure with a head, torso, and legs, colored in a gradient from orange to red. Above the head is a question mark icon, and a water bottle icon is next to it. To the left of the figure are symptoms of Heat Exhaustion: Dizziness, Thirst, Heavy Sweating, Nausea, and Weakness. To the right are symptoms of Heat Stroke: Confusion, Dizziness, and Becomes Unconscious. Below the figure, a note states: "Heat exhaustion can lead to heat stroke." On the far left, under "ACT FAST", are four bullet points: "Move to a cooler area", "Loosen clothing", "Sip cool water", and "Seek medical help if symptoms don't improve". On the far right, under "ACT FAST", is "CALL 911" in large red letters, followed by three bullet points: "Move person to a cooler area", "Loosen clothing and remove extra layers", and "Cool with water or ice". At the bottom, there are logos for NWS, CDC, and NIOSH on the left, the text "Stay Cool, Stay Hydrated, Stay Informed!" in the center, and the NHTS logo on the right.

Heat Exhaustion	Heat Stroke
<b>ACT FAST</b> <ul style="list-style-type: none"><li>• Move to a cooler area</li><li>• Loosen clothing</li><li>• Sip cool water</li><li>• Seek medical help if symptoms don't improve</li></ul>	<b>ACT FAST</b> <b>CALL 911</b> <ul style="list-style-type: none"><li>• Move person to a cooler area</li><li>• Loosen clothing and remove extra layers</li><li>• Cool with water or ice</li></ul>
<i>Dizziness</i> <i>Thirst</i> <i>Heavy Sweating</i> <i>Nausea</i> <i>Weakness</i>	<i>Confusion</i> <i>Dizziness</i> <i>Becomes Unconscious</i>
<i>Heat exhaustion can lead to heat stroke.</i>	<i>Heat stroke can cause death or permanent disability if emergency treatment is not given.</i>

Fortunately, there are several ways to treat HRI when we act quickly, such as moving to the shade, drinking more water, and removing extra clothing. Staff should be properly trained to prevent, recognize, and respond to HRIs.

## Heat Exhaustion



Go inside or to an area with shade



Sip cool water



Remove extra clothing



Cool down with water, wet towels, and a fan

## Heat Stroke



Call 911



Move inside or to an area with shade



Cool down the body quickly through any means



Improve air circulation

# Contacts and Resources

## 3.1 National Weather Service contacts and resources

Program	Contact information	Websites
Interactive NWS (iNWS)	E: <a href="mailto:wr.mobile.alerts@noaa.gov">wr.mobile.alerts@noaa.gov</a> P: <a href="tel:888-285-0650">888-285-0650</a>	<ul style="list-style-type: none"> <li>• <a href="#">iNWS Alerts</a></li> <li>• <a href="#">NOAA Contacts</a></li> <li>• <a href="#">HeatRisk Map</a></li> </ul>
NWS Flagstaff	E: <a href="mailto:nws.flagstaff@noaa.gov">nws.flagstaff@noaa.gov</a> P: <a href="tel:928-556-9161">928-556-9161</a>	<ul style="list-style-type: none"> <li>• <a href="#">NWS - Flagstaff</a></li> </ul>
NWS Phoenix	E: <a href="mailto:w-psr.webmaster@noaa.gov">w-psr.webmaster@noaa.gov</a> P: <a href="tel:602-275-0073">602-275-0073</a>	<ul style="list-style-type: none"> <li>• <a href="#">NWS - Phoenix</a></li> <li>• <a href="#">Heat Watches and Warnings</a></li> </ul>
NWS Tucson	E: <a href="mailto:w-twc.webmaster@noaa.gov">w-twc.webmaster@noaa.gov</a> P: <a href="tel:520-670-6526">520-670-6526</a>	<ul style="list-style-type: none"> <li>• <a href="#">NWS - Tucson</a></li> <li>• <a href="#">Heat Safety Tips and Resources</a></li> </ul>
NWS Las Vegas	E: <a href="mailto:w-vef.webmaster@noaa.gov">w-vef.webmaster@noaa.gov</a> P: <a href="tel:702-263-9744">702-263-9744</a>	<ul style="list-style-type: none"> <li>• <a href="#">NWS - Las Vegas</a></li> </ul>

## 3.2 Public contacts and resources

### Statewide public resources

Program	Contact information	Websites
<b>Arizona State Agencies</b>		
ADHS - Bureau of Emergency Medical Services and Trauma System (BEMSTS)	David Harden <b>E: <a href="mailto:hardend@azdhs.gov">hardend@azdhs.gov</a></b> <b>P: <a href="tel:602-370-5428">602-370-5428</a></b>	<ul style="list-style-type: none"> <li>• <a href="#">Bureau of EMS &amp; Trauma System Homepage</a></li> <li>• <a href="#">EMCT Continuing Education Courses</a></li> <li>• <a href="#">News, Publications, Conferences</a></li> </ul>
ADHS - Bureau of Public Health Emergency Preparedness	<b>P: <a href="tel:602-364-3289">602-364-3289</a></b>	<ul style="list-style-type: none"> <li>• <a href="#">Emergency Response Plans</a></li> </ul>
ADHS - Extreme Weather and Public Health Program	<b>E: <a href="mailto:extremeweather@azdhs.gov">extremeweather@azdhs.gov</a></b> <b>P: <a href="tel:602-364-3118">602-364-3118</a></b>	<ul style="list-style-type: none"> <li>• <a href="#">Arizona Climate and Health</a></li> </ul>

		<ul style="list-style-type: none"> <li><a href="#"><u>Adaptation Plan</u></a></li> <li>• <a href="#"><u>Cooling Center Map</u></a></li> <li>• <a href="#"><u>Heat-Related Illness (HRI) Dashboard</u></a></li> <li>• <b>Heat Toolkits</b> <ul style="list-style-type: none"> <li>○ <a href="#"><u>For Older Adults</u></a></li> <li>○ <a href="#"><u>For Outdoor Workers</u></a></li> <li>○ <a href="#"><u>For Schools</u></a></li> </ul> </li> <li>• <a href="#"><u>Excessive Heat Warning Registration</u></a></li> </ul>
ADHS - SunWise Skin Cancer Prevention Program	<p><b>E: <a href="mailto:SunWise@azdhs.gov"><u>SunWise@azdhs.gov</u></a></b></p> <p><b>P: <a href="tel:602-364-3851"><u>602-364-3851</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Sun Safety Website</u></a></li> <li>• <a href="#"><u>Tip Sheet</u></a></li> </ul>
ADHS - Syndromic Surveillance Program	<p><b>E: <a href="mailto:SyndromicSurveillance@azdhs.gov"><u>SyndromicSurveillance@azdhs.gov</u></a></b></p> <p><b>P: <a href="tel:602-364-3851"><u>602-364-3851</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Syndromic Surveillance</u></a></li> </ul>

<p>Arizona Department of Emergency Management (DEMA) - Human Services Branch</p>	<p>Adriana Akinwande - Human Services Coordinator  <b>E: <a href="mailto:adriana.gama@azdema.gov">adriana.gama@azdema.gov</a></b>  <b>P: <a href="tel:602-680-9775">602-680-9775</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Emergency Management Preparedness</a></li> </ul>
<p>Arizona Division of Occupational Safety and Health (ADOSH) - Heat Stress Awareness</p>	<p>Philip Murphy - Assistant Director  <b>E: <a href="mailto:phil.murphy@azdosh.gov">phil.murphy@azdosh.gov</a></b>  <b>P: <a href="tel:602-542-1661">602-542-1661</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">ADOSH Training Request Form</a></li> <li>• <a href="#">File a Safety Complaint</a></li> <li>• <b>Prevent Heat Illness</b> <a href="#">(English)/(Español)</a></li> </ul>
<p><b>Community organizations</b></p>		
<p>American Red Cross - Grand Canyon Chapter</p>	<p>Client Relation Service  <b>E: <a href="tel:602-336-6660">602-336-6660</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Wave Safety</a></li> </ul>
<p>Arizona Faith Network</p>	<p>Rev. Katie Sexton - Executive Director  <b>E: <a href="mailto:katie.sexton@azfaithnetwork.org">katie.sexton@azfaithnetwork.org</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Relief Program</a></li> </ul>

	<p><b>P: <u>602-468-3818</u></b> (Office)</p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Heat Relief Flier (Phoenix area)</u></a></li> </ul>
<p>Salvation Army - Project HOPE</p>	<p>Brent Babb - Project HOPE Program Supervisor</p> <p><b>E: <u>brent.babb@usw.salvationarmy.org</u></b></p> <p><b>P: <u>602-302-8861</u></b></p> <p>Shelby Dalzotto - Events Manager</p> <p><b>E: <u>shelby.dalzotto@usw.salvationarmy.org</u></b></p> <p><b>P: <u>602-267-4193</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Emergency Disaster Services</u></a></li> <li>• <a href="#"><u>Project HOPE</u></a></li> </ul>

**Parks and recreation**

<p>Arizona State Parks Public Information Office</p>	<p>Michelle Thompson - Chief Public Information Officer</p> <p><b>E: <u>mthompson@azstateparks.gov</u></b></p> <p><b>P: <u>602-542-1996</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Hiking Safety</u></a></li> <li>• <a href="#"><u>Recreating Safely in Arizona's Summer</u></a></li> <li>• <a href="#"><u>Summer Heat Safety Tips</u></a></li> </ul>
<p>National Parks Service (NPS) Southern Arizona Office</p>	<p>Client Relation Services</p> <p><b>P: <u>602-794-3804</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Precautions Against the Heat</u></a></li> </ul>

		<ul style="list-style-type: none"> <li>• <a href="#"><u>Plan Ahead - Safety</u></a></li> </ul>
<b>Universities</b>		
<p>Arizona State University (ASU) - Global Institute of Sustainability</p>	<p>Dr. Erinanne Saffell - State Climatologist</p> <p><b>E: <a href="mailto:erinanne.saffell@asu.edu"><u>erinanne.saffell@asu.edu</u></a></b></p> <p><b>P: <a href="tel:602-543-3636"><u>602-543-3636</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>ASU Global Institute of Sustainability</u></a></li> <li>• <a href="#"><u>Chain Reaction Magazine</u></a></li> <li>• <a href="#"><u>Map of Maricopa County Cooling Centers</u></a></li> <li>• <a href="#"><u>State Climate Office</u></a></li> </ul>
<p>University of Arizona (U of A)</p>	<p>Ladd Keith - Associate Professor of Planning</p> <p><b>E: <a href="mailto:ladd@arizona.edu"><u>ladd@arizona.edu</u></a></b></p> <p><b>P: <a href="tel:520-621-0804"><u>520-621-0804</u></a></b></p> <p>Heidi Brown - Associate Professor of Epidemiology</p> <p><b>E: <a href="mailto:heidibrown@arizona.edu"><u>heidibrown@arizona.edu</u></a></b></p> <p><b>P: <a href="tel:520-626-2262"><u>520-626-2262</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Southwest Center on Resilience for Climate Change and Health (SCORCH)</u></a></li> </ul>



	<p>Erika Austhof</p> <p><b>E: <a href="mailto:barrette@arizona.edu">barrette@arizona.edu</a></b></p> <p><b>P: <a href="tel:520-626-3507">520-626-3507</a></b></p>	
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## City and town public resources

Program	Contact information	Websites
City of Bullhead - Emergency Management Coordinator	<p>Lt. Andrew Sevillano - Emergency Management Coordinator</p> <p><b>E: <a href="mailto:Asevillano@bullheadcityaz.gov">Asevillano@bullheadcityaz.gov</a></b></p> <p><b>P: <a href="tel:928-728-0046">928-728-0046</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">CodeRED Alerts</a></li> <li>• <a href="#">Social Media Posts</a></li> </ul>
City of Chandler - Community Resources Senior Manager	<p>Riann Balch - Community Resources Senior Manager</p> <p><b>E: <a href="mailto:riann.balch@chandleraz.gov">riann.balch@chandleraz.gov</a></b></p> <p><b>P: <a href="tel:480-782-4352">480-782-4352</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Relief</a></li> </ul>
City of Glendale - Department of Communications	<p>Joanna Brace - Heat Relief Logistics Coordinator</p> <p><b>E: <a href="mailto:jbrace@glendaleaz.com">jbrace@glendaleaz.com</a></b></p> <p><b>P: <a href="tel:623-930-2042">623-930-2042</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Relief Network</a></li> </ul>

<p>City of Lake Havasu - Fire and Emergency Department</p>	<p>Peter Pilafas - Fire Chief  <b>E: <a href="mailto:PilafasP@lhcaz.gov">PilafasP@lhcaz.gov</a></b>  <b>P: <a href="tel:928-855-1141">928-855-1141</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Prevention and Education</a></li> </ul>
<p>City of Peoria - Neighborhood &amp; Human Services Department</p>	<p>Lisa Mattox - Community Engagement Supervisor  <b>E: <a href="mailto:Lisa.Mattox@peoriaaz.gov">Lisa.Mattox@peoriaaz.gov</a></b>  <b>P: <a href="tel:623-773-7207">623-773-7207</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Community Resource Guide</a></li> </ul>
<p>City of Phoenix -Cooling Ordinance</p>	<p>City of Phoenix - Landlord and Tenant Program  <b>P: <a href="tel:602-262-7210">602-262-7210</a></b></p>	<ul style="list-style-type: none"> <li>• Safe cooling for all rooms in rental housing units  <a href="#">(English)/(Español)</a></li> </ul>
<p>City of Phoenix - Heat Relief Grants Program</p>	<p>Michelle Litwin - Heat Response Program Manager  <b>E: <a href="mailto:michelle.litwin@phoenix.gov">michelle.litwin@phoenix.gov</a></b>  <b>P: <a href="tel:602-261-8323">602-261-8323</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Financial support</a> for heat relief and response effort organizations</li> </ul>
<p>City of Phoenix - Human Services Department</p>	<p>City of Phoenix - Emergency Assistance  <b>P: <a href="tel:602-534-2433">602-534-2433</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Cooling Centers and Summer Safety</a></li> </ul>

		<ul style="list-style-type: none"> <li>• <a href="#"><u>HeatReadyPHX Home Mitigation and Response</u></a></li> <li>• <a href="#"><u>Heat Resources and Plans</u></a></li> <li>• <a href="#"><u>Phoenix Weekly Heat Reports</u></a></li> </ul>
<p>City of Phoenix - Office of Heat Response and Mitigation</p>	<p>David Hondula - Director of Heat Response and Mitigation  <b>E: <a href="mailto:david.hondula@phoenix.gov"><u>david.hondula@phoenix.gov</u></a></b>  <b>P: <a href="tel:602-262-1800"><u>602-262-1800</u></a></b></p> <p>Michelle Litwin - Heat Response Program Manager  <b>E: <a href="mailto:michelle.litwin@phoenix.gov"><u>michelle.litwin@phoenix.gov</u></a></b>  <b>P: <a href="tel:602-262-1800"><u>602-262-1800</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Volunteer Page for Heat Response and Mitigation</u></a></li> </ul>
<p>City of Phoenix - Pools and Splash Pads</p>	<p>City of Phoenix - Parks and Recreation Department - Aquatics Program  <b>P: <a href="tel:602-534-6587"><u>602-534-6587</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Operation of pools and splash pads</u></a></li> </ul>

<p>City of Phoenix - Public Messaging and Media Engagement</p>	<p>Keyera Williams - Public Information Officer <b>E: <a href="mailto:keyere.williams@phoenix.gov">keyere.williams@phoenix.gov</a></b> <b>P: <a href="tel:602-261-8323">602-261-8323</a></b></p>	<ul style="list-style-type: none"> <li>• <b><a href="#">Public Information Office</a></b> for The Phoenix Heat Response and Mitigation Programs</li> </ul>
<p>City of Phoenix -Public Transit</p>	<p>Valley Metro Customer Service <b>E: <a href="mailto:csr@valleymetro.org">csr@valleymetro.org</a></b> <b>P: <a href="tel:602-253-5000">602-253-5000</a></b></p>	<ul style="list-style-type: none"> <li>• <b><a href="#">Heat Safety Tips</a></b></li> </ul>
<p>City of Phoenix - Take a Hike, Do it Right</p>	<p>City of Phoenix - Parks and Recreation Department - Natural Resources Division <b>P: <a href="tel:602-495-5458">602-495-5458</a></b></p>	<ul style="list-style-type: none"> <li>• <b><a href="#">Public education outreach to ensure hiker safety and the management of trail closure policies</a></b></li> </ul>
<p>City of Phoenix - Weatherization Assistance Program</p>	<p>City of Phoenix - Neighborhood Services Department <b>P: <a href="tel:602-534-4444">602-534-4444</a></b></p>	<ul style="list-style-type: none"> <li>• <b><a href="#">Improving energy efficiency and comfort</a></b></li> </ul>

<p>City of Phoenix - We're Cool Heat Relief Outreach Program</p>	<p>Michelle Litwin - Heat Response Program Manager  <b>E: <a href="mailto:michelle.litwin@phoenix.gov">michelle.litwin@phoenix.gov</a></b>  <b>P: <a href="tel:602-261-8323">602-261-8323</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">We're Cool Volunteer Opportunity Page</a></li> </ul>
<p>City of Surprise - Emergency Management Department</p>	<p>Kimberly Campbell - Emergency Manager  <b>E: <a href="mailto:kimberly.campbell@surpriseaz.gov">kimberly.campbell@surpriseaz.gov</a></b>  <b>P: <a href="tel:623-222-1340">623-222-1340</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Emergency Management</a></li> <li>• <a href="#">Heat Relief Network Cooling Center Map</a></li> </ul>
<p>City of Tucson - Cooling Centers</p>	<p>Aaron Sanchez - Recreation Superintendent  <b>E: <a href="mailto:aaron.sanchez@tucsonaz.gov">aaron.sanchez@tucsonaz.gov</a></b></p>	<ul style="list-style-type: none"> <li>• The <a href="#">cooling center locations</a> will be available June 1 through August 31, Monday through Sunday (except holidays) from 12pm-4pm.</li> </ul>
<p>Town of Gilbert - Manager's Office</p>	<p>Traci Templeton - Emergency Management Analyst  <b>E: <a href="mailto:Traci.templeton@gilbertaz.gov">Traci.templeton@gilbertaz.gov</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Relief Network</a></li> </ul>

	<p><b>P: <u>480-869-2151</u></b></p> <p>Melanie Dykstra - Volunteer and Community Resources Manager</p> <p><b>E: <u>melanie.dykstra@gilbertaz.gov</u></b></p> <p><b>P: <u>480-503-6000</u></b></p>	
<p>Town of Oro Valley - Emergency Management Department</p>	<p>Louie Valenzuela - Emergency Management and Safety Coordinator</p> <p><b>E: <u>LValenzuela@orovalleyaz.gov</u></b></p> <p><b>P: <u>520-229-4796</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>CodeRED</u></a> <a href="#"><u>Emergency Alerts</u></a></li> </ul>

## County public resources

Program	Contact Information	Links
<p>Coconino County Health and Human Services</p>	<p>Rick Conway - Communications Specialist</p> <p><b>E: <u>hhscommunications@coconino.az.gov</u></b></p> <p><b>P: <u>928-679-8627</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Announcements</u></a></li> <li>• <a href="#"><u>Facebook</u></a></li> <li>• <a href="#"><u>Instagram</u></a></li> <li>• <a href="#"><u>X (Twitter)</u></a></li> </ul>
<p>Gila County Health and Emergency</p>	<p>Carl Melford - Emergency Manager</p> <p><b>E: <u>cmelford@gilacountyaz.gov</u></b></p> <p><b>P: <u>928-402-8789</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Ready Gila Alerts</u></a></li> </ul>

Management Services		
La Paz County Public Health Emergency Responses and Preparedness	<p>Troy Mead - Emergency Management Director</p> <p><b>E: <a href="mailto:tmead@lapazcountyyaz.org">tmead@lapazcountyyaz.org</a></b></p> <p><b>P: <a href="tel:928-669-8753">928-669-8753</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Emergency Preparedness</a></li> </ul>
Maricopa Association of Governments (MAG)	<p>Kelli Donley Williams - Deputy Director</p> <p><b>E: <a href="mailto:kwilliams@azmag.gov">kwilliams@azmag.gov</a></b></p> <p><b>P: <a href="tel:602-452-5060">602-452-5060</a></b></p> <p>Cleo Warner - Human Services Planner</p> <p><b>E: <a href="mailto:cwarner@azmag.gov">cwarner@azmag.gov</a></b></p> <p><b>P: <a href="tel:602-900-4811">602-900-4811</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat Relief Locations</a></li> <li>• <a href="#">Heat Relief Network</a></li> <li>• <a href="#">Heat Relief Network FAQs</a></li> </ul>
Maricopa County Department of Public Health	<p>Jessica Bell - Climate and Health Manager</p> <p><b>E: <a href="mailto:jessica.bell@maricopa.gov">jessica.bell@maricopa.gov</a></b></p> <p><b>P: <a href="tel:602-771-2732">602-771-2732</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Cooling and Collection Center Map</a></li> </ul>

<p>Maricopa County Department of Public Health - Climate and Health Program</p>	<p>Jessica Bell - Climate and Health Manager  <b>E: <a href="mailto:jessica.bell@maricopa.gov">jessica.bell@maricopa.gov</a></b>  <b>P: <a href="tel:602-469-4669">602-469-4669</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Resources on heat-related illness, heat tips, statistics, water and shelter, water donation and collection map</a></li> </ul>
<p>Maricopa County Department of Public Health - Office of Epidemiology &amp; Data Services</p>	<p>Aaron Gettel - Senior Epidemiologist  <b>E: <a href="mailto:aaron.gettel@maricopa.gov">aaron.gettel@maricopa.gov</a></b>  <b>P: <a href="tel:602-372-2612">602-372-2612</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Heat tips and statistics</a></li> </ul>
<p>Maricopa County Resident 2-1-1 Services</p>	<p>Solari  <b>P: <a href="tel:2-1-1">2-1-1</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">2-1-1 Arizona</a></li> </ul>
<p>Mohave County Department of Public Health</p>	<p>Scott Wright - PHEP Program Coordinator  <b>E: <a href="mailto:wrights@mohave.gov">wrights@mohave.gov</a></b>  <b>P: <a href="tel:928-718-4949">928-718-4949</a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Mohave County Emergency Heat Response and Recovery Plan</a></li> </ul>



		<ul style="list-style-type: none"> <li>• <a href="#"><u>Heat Safety Tips</u></a></li> </ul>
Navajo County Public Health Services District	<p>Catrina Jenkins - Emergency Manager</p> <p><b>E: <a href="mailto:Catrina.Jenkins@navajocountyaz.gov"><u>Catrina.Jenkins@navajocountyaz.gov</u></a></b></p> <p><b>P: <a href="tel:928-524-4163"><u>928-524-4163</u></a></b></p> <p>Kymberle O'Farrell - Emergency Preparedness Program Manager</p> <p><b>E: <a href="mailto:Kymberle.O'farrell@navajocountyaz.gov"><u>Kymberle.O'farrell@navajocountyaz.gov</u></a></b></p> <p><b>P: <a href="tel:928-524-4163"><u>928-524-4163</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Navajo County public information systems</u></a></li> </ul>
Pima County Health Department	<p>Kat Davis - Division Manager of Emergency Mitigation and Preparedness</p> <p><b>E: <a href="mailto:kat.davis@pima.gov"><u>kat.davis@pima.gov</u></a></b></p> <p><b>P: <a href="tel:520-724-4200"><u>520-724-4200</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Heat tips and weather alerts</u></a></li> </ul>
Santa Cruz County Office of Emergency Management	<p>Sobeira Castro - Emergency Management Director</p> <p><b>E: <a href="mailto:Scastro@santacruzcountyaz.gov"><u>Scastro@santacruzcountyaz.gov</u></a></b></p> <p><b>P: <a href="tel:520-375-8000"><u>520-375-8000</u></a></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Santa Cruz County Heat Alert Notification</u></a></li> </ul>

Yavapai County Office of Emergency Management	Ashley Ahlquist - Emergency Manager  <b>E: <a href="mailto:web.EM@yavapaiaz.gov">web.EM@yavapaiaz.gov</a></b>  <b>P: <a href="tel:928-771-3321">928-771-3321</a></b> (extension 9)	<ul style="list-style-type: none"> <li>• <a href="#">Preparing for Extreme Heat (FEMA Factsheet)</a></li> </ul>
Yuma County Public Health Services District	Lynn Harlow-Smith - Emergency Preparedness and Response Manager  <b>E: <a href="mailto:lynn.harlow-smith@yumacountyaz.gov">lynn.harlow-smith@yumacountyaz.gov</a></b>  <b>P: <a href="tel:928-317-4626">928-317-4626</a></b>	<ul style="list-style-type: none"> <li>• <a href="#">Preparing for the heat and heat alerts</a></li> <li>• <a href="#">Cooling Center Map</a></li> </ul>

### 3.3 Energy bill assistance contacts and resources

Program	Contact information	Websites
Arizona Department of Economic Security (ADES) - Low Income Home Energy Assistance Program (LIHEAP)	Customer Service  <b>P: <a href="tel:866-494-1981">866-494-1981</a></b>	<ul style="list-style-type: none"> <li>• <a href="#">ADES Low Income Home Energy Assistance Program</a></li> </ul>

<p>Arizona Public Service (APS) - Energy Support Program</p>	<p>Customer Service <b>P: <u>602-371-7171</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>APS Energy Support Program</u></a></li> </ul>
<p>Salt River Project (SRP) - Limited Income Assistance Program</p>	<p>Customer Service <b>P: <u>602-236-8888</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>SRP Limited Income Assistance Program</u></a></li> <li>• <a href="#"><u>SRP Financial Assistance</u></a></li> </ul>
<p>Tucson Electric Power - Public Information Office</p>	<p>Customer Service <b>P: <u>520-623-7711</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Tucson Electric Power Payment Assistance</u></a></li> </ul>
<p>Wildfire Arizona - Home Energy Assistance Fund</p>	<p>Customer Service <b>E: <u>info@wildfireaz.org</u></b> <b>P: <u>602-604-0640</u></b></p>	<ul style="list-style-type: none"> <li>• <a href="#"><u>Wildfire Arizona Home Energy Assistance Fund (HEAF)</u></a></li> </ul>

# Appendix

## 4.1 National Weather Service HeatRisk

Category	Risk of heat-related impacts
<b>Green</b> 0	Little to no risk from expected heat.
<b>Yellow</b> 1	<b>Minor</b> - This level of heat affects primarily those individuals extremely sensitive to heat, especially when outdoors without effective cooling and/or adequate hydration.
<b>Orange</b> 2	<b>Moderate</b> - This level of heat affects most individuals sensitive to heat, especially those without effective cooling and/or adequate hydration. Impacts possible in some health systems and in heat-sensitive industries.
<b>Red</b> 3	<b>Major</b> - This level of heat affects anyone without effective cooling and/or adequate hydration. Impacts likely in some health systems, heat-sensitive industries and infrastructure.
<b>Magenta</b> 4	<b>Extreme</b> - This level of rare and/or long-duration extreme heat with little to no overnight relief affects anyone without effective cooling and/or adequate hydration. Impacts likely in most health systems, heat-sensitive industries and infrastructure.