

CITY OF CHARLOTTE

CITYWIDE RECORDS PROGRAM

PUBLIC RECORDS REQUEST #2774

The following materials have been gathered in response to public records request #2774. These materials include:

Charlotte-Mecklenburg Warming and Cooling Station Protocols - December 2016 to January 2018

For further information about this request or the Citywide Records Program, please contact:

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CHARLOTTE MECKLENBURG EMERGENCY MANAGEMENT WARMING AND COOLING STATIONS PROTOCOLS ADDENDUM



SEPTEMBER 27, 2019,

- The accompanying document titled *Attachment 1 – Charlotte-Mecklenburg Emergency Management Warming and Cooling Station Protocols* was updated on December 12, 2016 and terminated as an active document in January 2018.
- This document is historical in nature only and no longer reflects the protocols of the Shelter Task Force, managed by Charlotte-Mecklenburg Emergency Management.
- Guidelines for all hazards sheltering will be reflected in the Emergency Support Function (ESF) 6 Annex of the Charlotte-Mecklenburg Emergency Operations Plan (EOP). This document is expected to be completed in 2020.

Attachment 1 - Charlotte-Mecklenburg Warming and Cooling Station Protocols

(Updated December 12, 2016)

Primary Agencies: Mecklenburg County Manager’s Office (CMO), Mecklenburg County Community Support Services (CSS) & Charlotte-Mecklenburg Emergency Management Office (CMEMO)

Primary Agencies	Mecklenburg County Community Support Services (CSS)
	Mecklenburg County Manager’s Office (CMO)
	Charlotte-Mecklenburg Emergency Management Office (CMEMO)
Support Agencies	Charlotte Area Transit System (CATS)
	Charlotte Fire Department (CFD)
	Charlotte-Mecklenburg Police Department (CMPD)
	Charlotte-Mecklenburg School System (CMS)
	City of Charlotte Communications and Marketing
	City Manager’s Office
	Mecklenburg County EMS Agency (MEDIC)
	Mecklenburg County Public Health
	Mecklenburg County Parks and Recreation
	Mecklenburg County Public Information
	Mecklenburg County Security
	Mecklenburg County Sheriff’s Office (MCSO)
Partner Agencies	American Red Cross – Charlotte Metro Chapter
	Carolina’s Healthcare System
	Men’s Shelter of Charlotte
	Novant Health
	The Salvation Army Center of Hope
	Urban Ministry Center

This attachment is an addendum to the Severe Weather Plan. The guidelines identified below address weather related (heat or cold) issues that have a negative impact on the community, including but not limited to, the vulnerable populations. The guidelines are for guidance only; each event may require deviation from protocols and may require new response agencies and resources to resolve.

A. DEFINITIONS

As a first step, it is imperative to define what constitutes severe heat-related or extreme cold-related weather conditions.

1. Severe Heat Definitions

A combination of the heat index and the ozone level should be incorporated into this definition. Heat index is defined as how hot it really feels when relative humidity is factored in with the actual air temperature.

Activating guidelines for extreme heat-related conditions are as follows:

- A sustained heat index of 100 degrees for greater than 8 consecutive hours; or
- Environmental conditions that contribute to prolonged health risks; or
- An ozone level of orange or higher; or
- No adequate space or public building is available for cooling efforts
- An increase in call volume by 20 percent to 9-1-1 centers, or an increase in calls for assistance to service agencies. Unless the calls to 9-1-1 centers are specific to heat issues, the 20 percent increase guideline may not provide the data required for activation. To counter this possibility, an increase in the volume of calls or gathering of people needing weather-related assistance at social service agencies, can be used as a trigger point for activation.

If these criteria are projected, initial communication may be initiated to agencies/departments that are listed under primary and support agencies of this document to determine the health status of our community. At the same time, an incident may be created in WebEOC to facilitate monitoring.

The proposed hours of operation for the cooling station are noon to 6:00 p.m. and as late as 8:00 p.m. The cooling station should provide, at minimum, a cool facility, restroom, water, snacks, security and volunteer staffing. Comfort items such as water and snacks will be provided by the American Red Cross.

If operations are required or recommended to extend the hours beyond the proposed hours, the shelter plan will be activated. If a request is made for a shelter to be opened from an agency other than Emergency Management, the protocols listed in the Emergency Operations Plan (EOP) should be followed. The City Manager's Office and/or the County Manager's Office have the right to open the Warming/Cooling Center based solely on their recommendation as they see fit.

2. Extreme Cold Definitions

The guidelines below can be followed for conditions where cold or freezing weather exists for a sustained period of time, taking into account environmental factors (such as precipitation) should be incorporated into this definition.

Activating guidelines for extreme cold-related conditions are as follows:

- A sustained wind chill factor of 10 degrees for one full-day (24 hours); or
- No adequate bed space is available within existing sheltering programs (Men's Shelter of Charlotte, Salvation Army Center of Hope, Room in the Inn, etc...)
- Existing overnight sheltering is unable to accommodate influx of persons requiring overnight sheltering.
- Environmental conditions that contribute to prolonged health risks; or
- An increase in call volume by 20 percent to 9-1-1 centers, or an increase in calls for assistance to service agencies. Unless the calls to 9-1-1 centers are specific to cold weather issues, the 20 percent increase guideline may not provide the data required

for activation. To counter this possibility, an increase in the volume of calls or gathering of people needing weather-related assistance at social service agencies, can be used as a trigger point for activation.

If these criteria are met, a meeting may be scheduled or an email initiated to agencies/department listed are listed under primary and support agencies of this document to determine the health status of our community.

The proposed hours of operation for the warming station are noon to 6:00 p.m. and as late as 8:00 p.m. The warming station should provide, at minimum, a warm facility, restroom, warm beverages, comfort foods, security and volunteer staffing. Comfort items will be provided by the American Red Cross.

If operations are required or recommended to extend the hours beyond the proposed hours, the shelter plan will be activated. If a request is made for a shelter to be opened from an agency other than Emergency Management, the protocols listed in the All-Hazards Plan should be followed. The City Manager's Office and/or the County Manager's Office have the authority to open the Warming/Cooling Center based solely on their recommendation as they see fit based upon environmental conditions.

B. CONCEPT OF OPERATIONS

The concept under which this plan will take effect will be based on several component parts listed below:

- 1) Do the current weather conditions meet the definitions as defined above?
- 2) Has the call volume to the 9-1-1 communication centers increased to the point that normal service delivery is impacted?
- 3) Has a general increase in calls for assistance from service agencies been received?
- 4) Existing shelter bed capacity is unable to accommodate the immediate need.

If any one of the above component parts is recognized by any agency listed are listed under primary and support agencies of this document, the agency shall request that a meeting (in person or by conference call) be called to determine the status and short-term plan of action for plan implementation.

Every effort shall be made to incorporate elements of the social service agencies and the faith community into the implementation, coordination and support of this plan.

C. FUNCTIONAL AREAS NECESSARY FOR PLAN IMPLEMENTATION

The facilities listed below are defined as possible locations to cover both adverse heat and adverse cold weather conditions. The exact location(s) will be defined at the initial meeting that

will determine facility activation. When considering a facility for use as a warming station, locations along CATS Snow Routes will receive preference.

1) Potential Facility Listing

- Grady Cole Center
- Other Mecklenburg County Park and Recreation facilities
- The Salvation Army - Belmont Corps
- The Salvation Army - Marsh Road Corps
- Other City and County facilities as deemed appropriate

2) Transportation Resources

- Charlotte Area Transit System (CATS)
- Mass Transit System (MTS)
- Park and Recreation buses
- Charlotte-Mecklenburg School System buses

CATS will be the primary mode of transportation between the warming/cooling station and the Urban Ministry Center, Men’s Shelter of Charlotte and the Salvation Army Center of Hope, if necessary and based upon current weather conditions. A minimum of a four-hour window of time is required when closing the warming/cooling station in order to allow CATS to prepare for transportation.

CATS is limited by the Federal Transportation Authority (FTA) in what they can do until an emergency declaration has occurred. Therefore, CATS is to notify the Charlotte-Mecklenburg Emergency Management Office if they are having issues prior to the declaration of a disaster.

The City’s vanpool services, Mecklenburg Transit System (MTS), Park and Recreation vehicles, and Charlotte-Mecklenburg Schools (CMS) buses are also resources to assist this function.

3) Command and Control

Command and control will be determined at the initial meeting once it has been established which facility will be open, who is the facility owner, the staffing, and what agency or department is to assume the lead for facility operations.

4) Public Information

Mecklenburg County Public Information will assume the lead PIO position. The Charlotte Communications and Marketing Office will provide assistance with this function as well as the American Red Cross Public Information Officer.

Upon opening the warming/cooling station, a media release will be distributed to announce the following:

- Facility name, location, and hours of operation.
- Information on what is and is not allowed at the facility.
- Transportation information.
- Information on the types of services provided.

5) Security

The agencies listed below (or a combination of) can carry out this function.

- Charlotte-Mecklenburg Police Department (CMPD)
- Mecklenburg County Security
- Mecklenburg County Sheriff's Office (MCSO)
- Charlotte-Mecklenburg Schools Law Enforcement

Mecklenburg County Security will provide one person responsible for building security at any County facility. Mecklenburg County Security cannot provide security at a non-county facility. Upon decision to open a warming/cooling station the CMPD Duty Captain and Central Division Captain need to be notified in order to deploy a marked CMPD vehicle, with a uniformed officer to park outside the facility and monitor those entering and exiting the station. In addition, MCSO needs to be notified to provide a uniformed officer inside the facility to supplement Mecklenburg County Security. Lastly, security will be available to ensure the safety of volunteers entering and exiting the facility.

6) Additional Staffing

Staffing should consist of staff members from Mecklenburg County Community Support Services and/or trained community volunteers (specifically associated with the Urban Ministry Center) and supplemented by additional staff/volunteers from American Red Cross-Charlotte Metro Chapter. The agencies and departments listed on page one (1), should be the source of additional facility staffing, if needed and available, when a warming/cooling station has been opened for the affected population as needed. The exact source of facility staffing will be determined at the meeting initiated by weather conditions.

D. DEMOBILIZATION

This function is critical to ensure an accurate assessment and accounting of resources used, items expended, and the condition of the facility that was occupied. Areas for consideration:

- Post event conference call to discuss demobilization of the facility, any issues, etc...
- Condition of facility – was area cleaned?
- Was any equipment damaged or destroyed?

- Was the equipment returned to the right party/agency?
- Was anyone removed from the facility by security and/or law enforcement?
- Set date for agencies listed in the chart on page 1 to meet for critique of operation.

E. TRAINING

Training will be offered to all involved volunteers and will be hosted by the Charlotte-Mecklenburg Emergency Management Office (CMEMO) in partnership with the American Red Cross, Urban Ministry Center and Mecklenburg County Community Support Services (CSS).

F. VOLUNTEERS AND STAFFING

A list of volunteers who have been through the provided training through CMEMO will be maintained by CSS and the Urban Ministry Center. These volunteers will be the first to be contacted in the event of warming or cooling center activation.