

Welcome to our session

*Mitigating Heat-related Health Risks in Arizona*

# Session Speakers

**Eugene Livar, MD**

Chief Heat Officer, Arizona Department of Health Services

**David M. Hondula, PhD**

Director of Heat Response & Mitigation, City of Phoenix

**Samantha Johnson**

Program Manager, Elaine AZ

## Financial Disclosure

All Planners and speakers/presenters of the training about to take place have no relevant financial relationship to disclose.

Arizona Alliance for Community Health Centers is accredited by the Arizona Medical Association to provide continuing medical education for physicians.

The Arizona Alliance for Community Health Centers Designates the Arizona Community Grand Rounds Mitigating Heat-Related Health Risks in Arizona educational activity for a maximum of 1 AMA PRA Category 1 Credits.

Physicians should only claim credit commensurate with the extent of their participation in the activity.



# ARIZONA

— DEPARTMENT OF —  
**HEALTH SERVICES**

## Mitigating Heat-related Health Risks in Arizona

Eugene Livar, MD

May 14, 2025

# Arizona weather wrapped: A broken record of broken records in Phoenix during 2024



**Hayleigh Evans**  
Arizona Republic

Dec. 21, 2024, 6:02 a.m. MT

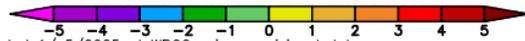
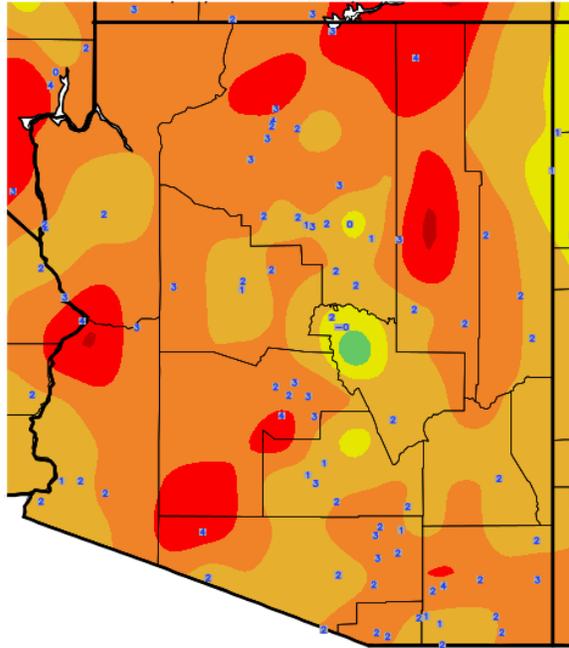
**HOTTEST SUMMER EVER PHOENIX** ARIZONA'S FAMILY FIRST ALERT WEATHER

	AVG TEMP
2024	98.9°
2023	97.0°
2020	96.7°
2013	95.4°
2016	95.3°

**TOP STORY**  
**HOTTEST SUMMER EVER IN PHOENIX**  
CITY HAS EXPERIENCED HOTTEST FIVE SUMMERS IN THE LAST 11 YEARS

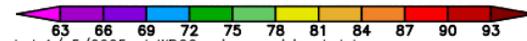
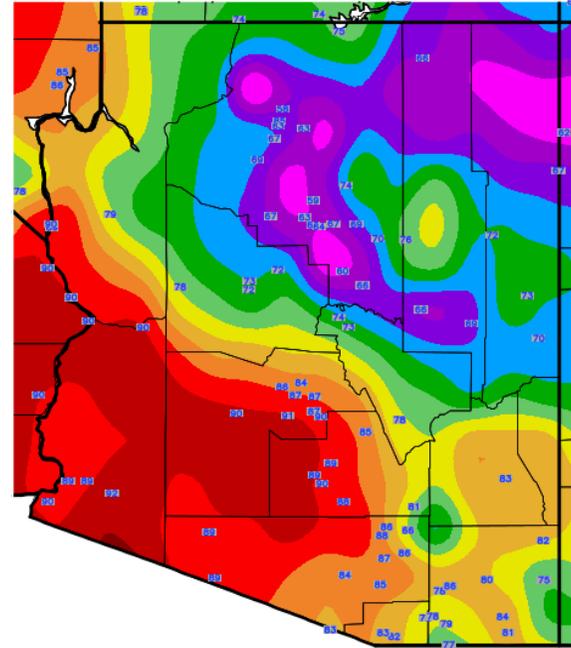
9:01 100°

Av. Max. Temperature dep from Ave (deg F)  
1/5/2024 – 1/4/2025

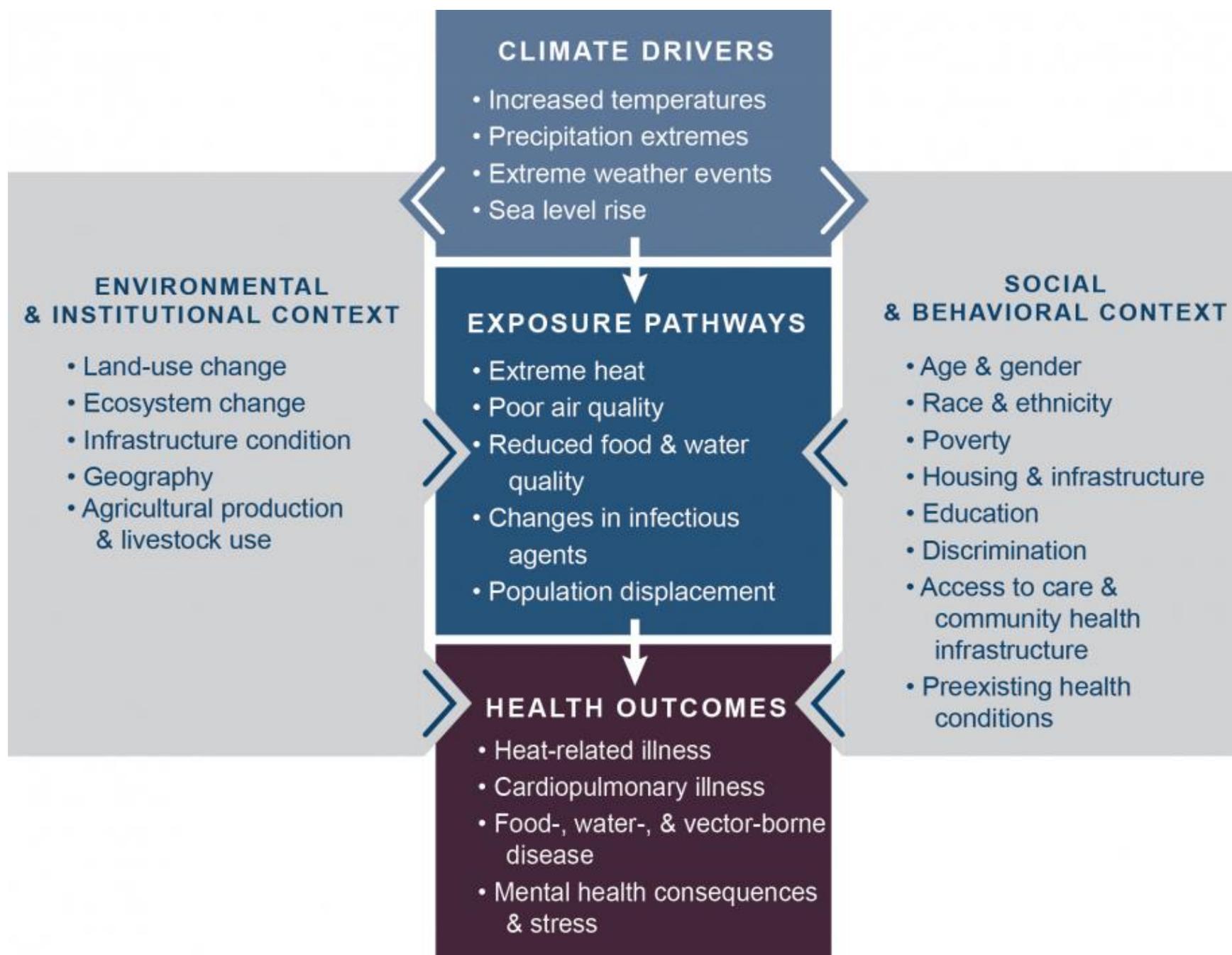


Generated 1/ 5/2025 at WRCC using provisional data.  
NOAA Regional Climate Centers

Av. Max. Temperature (deg. F)  
1/5/2024 – 1/4/2025



Generated 1/ 5/2025 at WRCC using provisional data.  
NOAA Regional Climate Centers



## PRELIMINARY REPORT OF HEAT-RELATED ILLNESS (HRI) CASES IN 2024

### Emergency Department Visits(syndromic surveillance data)\*

Total number of heat-related illness emergency department visits in Arizona during 2024 is **5912**



Approximately **68%** of the heat-related illness emergency department visits by males



Most of the heat-related emergency department visits occurred in Maricopa, Pima and Pinal counties



**55%** of heat-related cases occurred among Non-Hispanic Whites & **28%** among Hispanics



**46%** of the heat-related illness cases are seen in 18-44 years of age group



\*The data is from Heat surveillance dashboard that displays heat-related illness emergency department (ed) visit trends using syndromic surveillance data. The data is only updated during the heat season in Arizona each year. Data is provisional and will be updated every Sunday. A two week lag time is incorporated to allow for quality assurance.

## Preliminary Report of Heat-Related Death Cases in 2024



75% Male



34% middle-aged (45-64 years old)



58% Non-Hispanic White and 22% Hispanic



48% of the residents lived in Arizona for 20 years or more



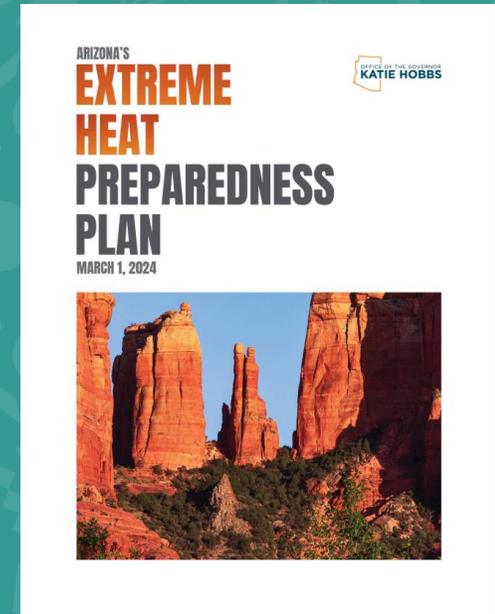
50% of heat deaths were listed with alcohol and/or drug use

Last Updated 5.13.2025

# 2024 Governor's Extreme Heat Preparedness Plan

## Short-term goals progress

- Funding & Resources
- Shelter
- Energy
- Health
- Disaster Response



# 2025 heat plan and approaches

## Updated ADHS recommendations, findings, and strategies

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- Streamline efforts by leveraging existing frameworks and efficient resource allocation
- Continue collaboration with federal partners and statewide coordination
- Transition to online platform for communication & workgroups; task forces for specific projects for state partners and agencies
- Centralized state heat website
- Update ADHS heat strategies
- Focus on community and partner engagement
  - Prepare for Extreme Heat
  - Drive Heat Relief Activities
  - Foster Innovative Solutions
  - Reduce HRI and Deaths

# Continue The Work

- Release updated ADHS heat strategies
- Connect through online application Roundtable
- Focus goals and objectives of workgroups/task forces
- [Heat.az.gov](https://heat.az.gov)
- Connect with community partners and hold listening sessions
- Coordinate with partners to finalize toolkits
- Work towards recognition of heat as a natural disaster
- Bridge connections to potential diverse funding and in-kind support
- 3rd annual heat summit

[Heat.az.gov](https://heat.az.gov)



# Welcome to Arizona's Central Heat Resource Hub

Extreme heat is a serious and growing threat in Arizona—and we're here to help you stay safe, informed, and connected.

Phoenix 

5/13/2025 12:09:31 PM

# 84°F

Clear

Wind	13 mph
Hum	17%

# HeatRisk

## Home

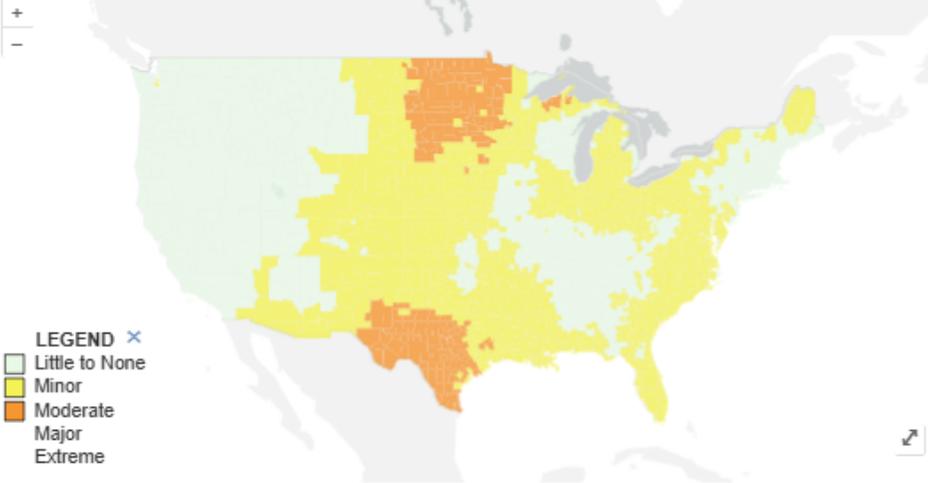
This website is no longer being maintained, and no new data will be added.

Hot days can affect anyone. If you are pregnant, are a child or teen with asthma, or have a heart condition or other chronic health conditions, heat can make your health worse.

Enter your zip code below to get the *HeatRisk* for this week and actions you can take to keep you and your family safe.



### Get Your Local HeatRisk



#### Daily HeatRisk

Tuesday, May 13

#### HeatRisk Map

This map shows *HeatRisk* across the United States for Tuesday, May 13, 2025. Select a date from the dropdown menu to view daily *HeatRisk* across the United States for the week ahead.

You can view more local *HeatRisk* data on the Environmental Public Health Tracking Program's [Data Explorer](#).

*HeatRisk* is an experimental product and is not supported 24/7. Changes may occur without advance notice.

Source: [NOAA/NWS](#)

## Health Info

Heat and health guidelines, recommendations, and resources

Healthcare Professionals

Heat and Your Health

# HeatRisk

## Home

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Hot days can affect anyone. If you are pregnant, are a child or teen with asthma, or have a heart condition or other chronic health conditions, heat can make your health worse.

Enter your zip code below to get the *HeatRisk* for this week and actions you can take to keep you and your family safe.



### Get Your Local HeatRisk



#### Today's HeatRisk

Maricopa County, AZ



Minor

Tuesday, May 13, 2025  
Source: [NOAA/NWS](#)

Today's *HeatRisk* is **Minor**.

Today is a good day to be outside for most people. People who are very [sensitive to heat](#) may have health impacts, especially if the air quality is poor.

Check the [air quality](#) in your area before heading out.



#### Actions you can take to protect your health

- Stay hydrated.
- Stay cool.

If you are very sensitive to heat, consider additional ways to stay cool. Work with your doctor to see if you need to take additional health actions.

Check the [air quality](#) in your area before heading out.

[Heat and Your Health](#)

#### HeatRisk Forecast

Maricopa County, AZ

Wednesday May 14	Thursday May 15	Friday May 16	Saturday May 17	Sunday May 18	Monday May 19
Minor	Minor	Minor	Minor	Minor	Minor



Select year to filter for all visualizations in the dashboard: 2025

## 10.5

Rate per 10,000 ED Visits

## 76

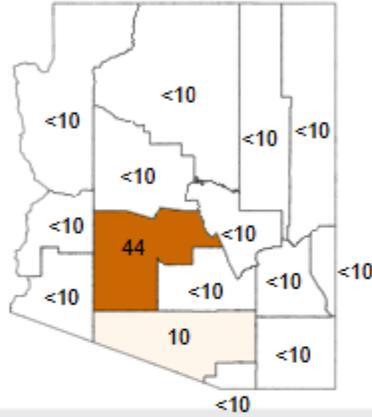
Heat-Related Illness ED Visits

Select visit counts or rates (for the county map below):

Visit counts

Select to view Epi Curve by: Month

Select a county to filter



Rate per 10,000



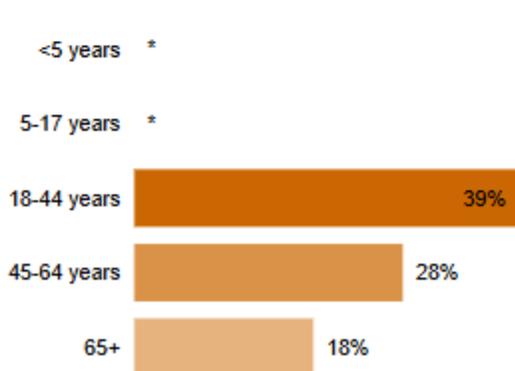
May 2025

\*To prevent the public disclosure of information, data points based on fewer than 10 counts are displayed as "<10" while percentages and rates are displayed as "\*\*". Demographics charts are not shown for counties with fewer than 20 counts.

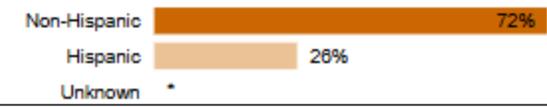
By Age Group for Arizona

By Gender for Arizona

By Race for Arizona



By Ethnicity for Arizona





Heat Tiers:

1: Heat Season



Apache Heat Season

Cochise Heat Season

Coconino Heat Season

Gila Heat Season

Graham Heat Season

Greenlee Heat Season

La Paz Heat Season

Maricopa Heat Season

Mohave Heat Season

Navajo Heat Season

Pima Heat Season

Pinal Heat Season

Santa Cruz Heat Season

Yavapai Heat Season

Yuma Heat Season

# ARIZONA HEAT PREPAREDNESS NETWORK

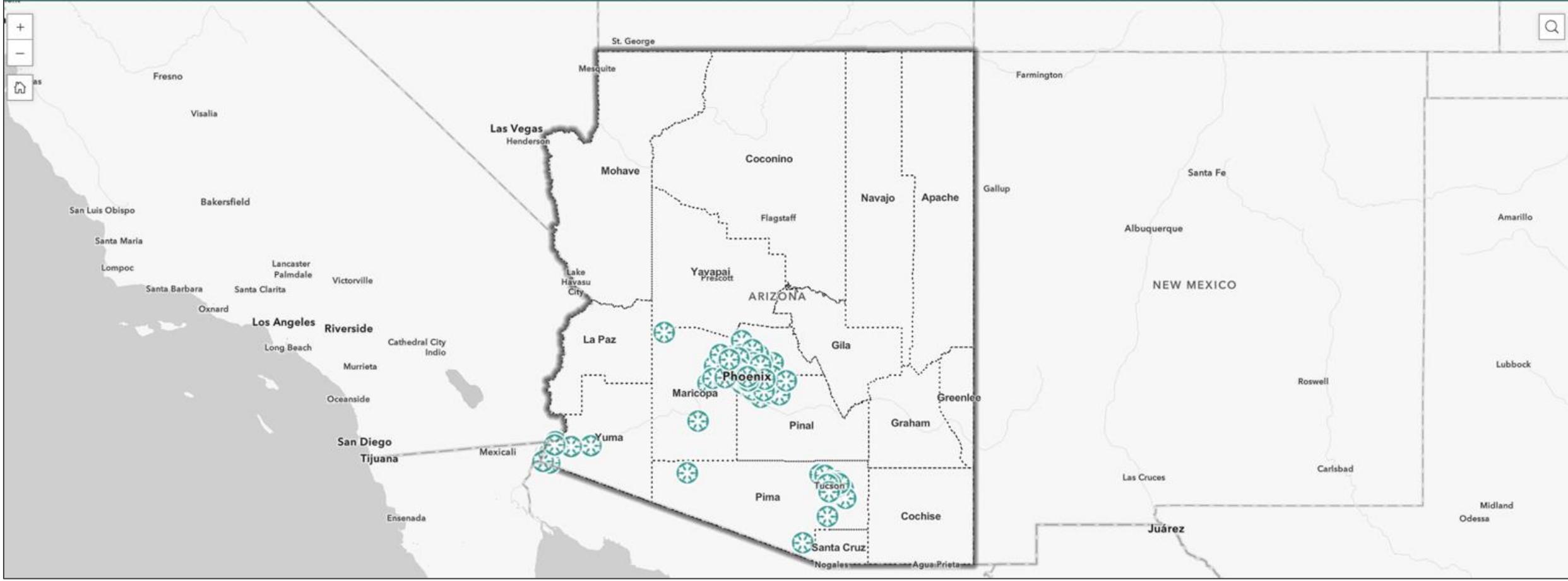


Cooling Centers

Hydration Stations

Respite Centers

Collection/Donation Centers



# Heat and Medications Information Sheet for Health Care Providers

## What is the concern?

Extreme heat temperatures may adversely impact patients on specific medications.

This document is intended to alert healthcare providers to the impact that ambient heat may have on patients taking certain medications and to provide recommendations.

## What do I need to be aware of?



Heat-related illness can affect everyone - no matter how long someone has lived in Arizona, their age, gender, gender identity, or health issues.



Heat-related illness is a serious medical condition resulting from the body's inability to cope with a particular heat load, and includes heat cramps, heat exhaustion, heat syncope and heat stroke.



An individual's risk for heat-related illness is influenced by many factors including individual health, housing type, living conditions, and pre-existing conditions (to name a few).

Health care providers are recommended to consult the Heat and Medications websites provided by the [Centers for Disease Control and Prevention \(CDC\)](#), the [Arizona Department of Health Services \(ADHS\)](#) and the [Pima County Health Department \(PCHD\)](#) for more information.



## Some factors that might increase a patient's risk of developing a heat-related illness include:

- High levels of humidity
- Obesity
- Fever
- Dehydration
- Heart disease
- Mental illness
- Poor circulation
- Sunburn
- Alcohol use
- Certain prescription and non-prescription medications and polypharmacy

Source: [CDC Extreme Heat and Your Health page](#)

## The following populations may be at an even higher risk for heat-related illness:

- Children
- Individuals 65+ years old
- Outdoor workers
- Pregnant people
- Individuals with disabilities
- Athletes
- Individuals without air conditioning
- Individuals who are living alone
- Residents of mobile homes
- Individuals with chronic health conditions
- Individuals with substance use disorder/opioid use disorder

Taking certain medications increases the risk of adverse health outcomes for patients.

When individuals are on these types of medications extra education and precautions are necessary. Some medications will interfere with thermoregulation or fluid balance while other medications can increase skin sensitivity to sun exposure.

Included is a consolidated list of medications that increase risks from extreme heat exposure. These include certain cardiovascular medications, anti-seizure medications, antibiotics, and other classes of medications.

## How can I help my patients stay safe during extreme heat?

- Ask patients:
  - How do they keep cool in the summertime?
  - Do they have reliable transportation?
  - Do they rely on walking, biking, or public transportation?
  - Do you have someone who can check in on you during periods of extreme heat?
- Provide recommendations on changes to fluid intake based on prescription medications.
- Assess the need to modify medications prescribed and/or their dosage to reduce heat risk.
- Understand what other factors (e.g., living conditions) patients may have that increase their risk of heat-related illness.
- Provide a [list of symptoms](#) patients can watch out for.
- Encourage patients to have a "buddy" plan to have a family member or friend check up on them.
- If possible, offer water while patients wait for their appointments.
- Provide information on area cooling centers, financial support to offset electric costs, and other social services, as needed.

## What are other resources I can share with my patients?

- Arizona Poison Control information
  - List [1-800-222-1222](tel:1-800-222-1222)
- ADHS Heat website: [azdhs.gov/heat](http://azdhs.gov/heat)
- Financial support for utility bill payments
  - [Arizona Department of Economic Security, Low Income Home Energy Assistance Program](#)
  - [Wildfireaz.org, Energy Assistance - Wildfire AZ](#)
  - [2-1-1 Arizona: Rent and Utility Assistance - 2-1-1 Arizona \(211arizona.org\)](#)
  - Check with your [County Public Health Department](#)
- [CommunityCares](#)
- [988: 988lifeline.org/](tel:988)
- [Opioid Assistance and Referral Line: 1-888-688-4222](#)
- [Dump the drugs](#). Safe disposal of medications: <https://www.azdhs.gov/ois/dump-the-drugs-az/>

This document was developed in collaboration with the ADHS, PCHD, SAPC, and the UArizona as part of the Arizona Heat Preparedness Network's Heat and Medications task force led by the SCORCH Center.



Was this information helpful?  
Use the QR code to share your feedback with us.



Scan to find cooling centers near you.



Southwest Center on Resilience for Climate Change & Health



Scan to visit the statewide heat safety website.



## Don't Overheat: Know Your Medications

Certain medications can increase a person's sensitivity to heat. Heat can intensify the side effects of certain medications by putting stress on the body's natural cooling processes.

### Signs and symptoms of heat illness



Confusion



More tired than usual



Muscle cramps

Sweating more or less than usual

Feeling unsteady

Talk to your health care provider about how your medications may affect you and if you need to take extra precautions.

### Prevent heat-related illness



2025



Have questions or need support?  
¿Tiene preguntas o necesita ayuda?

Arizona Poison & Drug Information Center  
1 (800)-222-1222  
Envenenamiento Centro De

AZ Opioid Assistance & Referral (OAR): azdhs.gov/oarline  
1 (888)-688-4222  
Opioides de AZ (OAR) Asistencia y Referencia para

Mental Health Crisis Line  
988  
Linea de Crisis de Salud Mental



Prevenja las enfermedades relacionadas con el calor

Hable con su proveedor de atención médica sobre cómo sus medicamentos pueden afectarle y si necesita tomar precauciones adicionales.

Ciertos medicamentos pueden aumentar la sensibilidad de una persona al calor. El calor puede intensificar los efectos secundarios de ciertos medicamentos al ejercer presión sobre los procesos naturales de enfriamiento del cuerpo.

## Evite sobrecalentarse: Conozca sus medicinas



### Mental Health Conditions

Antidepressants antidepresivos	Depression and Mood depresión y estado de ánimo	Antipsychotics antipsicóticos	Stimulants [ADHD] estimulantes [TDAH]
Citalopram (Celexa) Desvenlafaxine (Pristiq) Duloxetine (Cymbalta) Escitalopram (Lexapro) Fluoxetine (Prozac) Levomilnacipran (Fetzima) Paroxetine (Paxil, Pexeva) Sertraline (Zoloft) Venlafaxine (Effexor XR)	Amitriptyline (Elavil) Nortriptyline (Pamelor) Doxepin (Sinequan) Clomipramine (Anafranil) Bupropion (Wellbutrin) Lithium (Mood Stabilizer)	Haloperidol Olanzapine Quetiapine Risperidone Mellaril (Thioridazine) Thorazine (Chlorpromazine) Compazine (Prochlorperazine) Novane (Thiothixene) Stelazine (Trifluoperazine) Prolixin (Fluphenazine)	Amphetamine (Adderall) Armodafinil (Nuvigil) Atomoxetine (Strattera) Dextroamphetamine (Adderall, Dexedrine) Lisdexamfetamine (Vyvanse) Methamphetamine (Desoxyn) Methylphenidate (Ritalin, Concerta) Modafinil (Provigil)

### Heart Conditions

Beta Blockers betabloqueador	Lower Blood Pressure [ACE Inhibitors & ARBs] presión arterial baja [inhibidores de la ECA y BRA]	Water Pills [Diuretics] pastillas de agua [diuréticos]	Calcium Channel Blockers bloqueadores del canal de calcio
Atenolol Metoprolol Propranolol	Candesartan (Atacand) Captopril Enalapril Irbesartan (Avapro) Lisinopril Losartan (Cozaar) Olmesartan (Benicar) Ramipril Telmisartan (Micardis) Valsartan (Diovan)	Acetazolamide Furosemide (Lasix) Hydrochlorothiazide	Amlodipine Felodipine Nifedipine

### Chronic Conditions

Anti-seizure anticonvulsivo	Thyroid Replacement reemplazo de la tiroides	Parkinson's & Overactive Bladder Parkinson & vejiga hiperactiva	Antihistamines antihistamínicos
Carbamazepine Oxcarbazepine Topiramate	Levothyroxine  Diabetes Insulin	Benzotropine (Cogentin) Oxybutynin (Ditropan XL) Solifenacin (Vesicare) Carbidopa Levodopa (Sinemet) Donnatal (Belladonna alkaloids) Scopace/Maldemar (Scopolamine)	Diphenhydramine (Benadryl) Doxylamine (Unisom) Promethazine (Phenadoz) Vistaril (Hydroxyzine)

### Other Medications

Non-Steroidal Anti-Inflammatory Drugs [NSAIDs] Medicamentos antiinflamatorios no esteroideos [AINE]	Antibiotics & Antiretroviral antibióticos y antirretrovirales	Other substances of high risk Otras sustancias de alto riesgo
Acetaminophen Aspirin Ibuprofen Naproxen	Doxycycline Indinavir Sulfonamides	Alcohol, Caffeine, Cocaine, Hallucinogens, MDMA and alternatives, Methamphetamine (non-prescribed), Amphetamine, Pseudoephedrine (Sudafed), Ephedra, Ephedrine (Akovaz)



Scan to find cooling centers near you.



Southwest Center on Resilience for Climate Change & Health



Scan to visit the statewide heat safety website.



# Let's Stay Safe and Beat the Heat Arizona!

- Stay safe/healthy
- Stay cool
- Stay informed
- Stay hydrated
- Be SunWise
- Stay Connected
  - *Check on your family, friends, and neighbors*



# Want to stay “heat” connected?

Extreme Heat  
Preparedness Network



Scan to join!

AZ HEAT@AZDHS.GOV

# Resources

- [Arizona's Extreme Heat Preparedness Plan](#)
- [ADHS Recommendations and Findings for the Arizona Extreme Heat Preparedness Plan](#)
- [ADHS Heat Safety Webpage](#)
- [ADHS Heat-Related Illness and Heat Tier Dashboard](#)
- [Heat and Medications Information Sheet for Health Care Providers](#)
  - Arizona Poison Control information 1-800-222-1222
- [ADHS Sign Up for Heat Alerts](#)
- [CDC Heat Risk Tool](#)
- [CDC Heat & Health Tracker](#)
- [Heat.az.gov](#)



# ARIZONA

Thank you

[Heat.az.gov](https://heat.az.gov)

ARIZONA  
COMMUNITY  
GRAND ROUNDS  
MAY 14, 2025

# City of Phoenix Heat Response Plan



# HEAT RESPONSE & MITIGATION



**Shade structures**  
for public transit,  
schools, pedestrians,  
and public art



**Tree planting,**  
maintenance, and  
workforce  
programs



**Reflective surface**  
deployment on roofs  
and roads

# CITY OF PHOENIX HEAT RESPONSE PLAN

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**First  
Responders**



**Public Cool  
Space**



**Public Drinking  
Water**



**Cool and  
Safe Homes**



**Cool and  
Safe Mobility  
& Recreation**



**Heat Safety  
for Workers**



**Community  
Engagement  
& Outreach**



**Collaborate  
Across  
Departments**

# COMMUNITY PARTNERSHIPS



Arizona  
Department  
of Housing



**American Red Cross**  
Arizona and New Mexico Region



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

# CITY DEPARTMENT PARTNERSHIPS



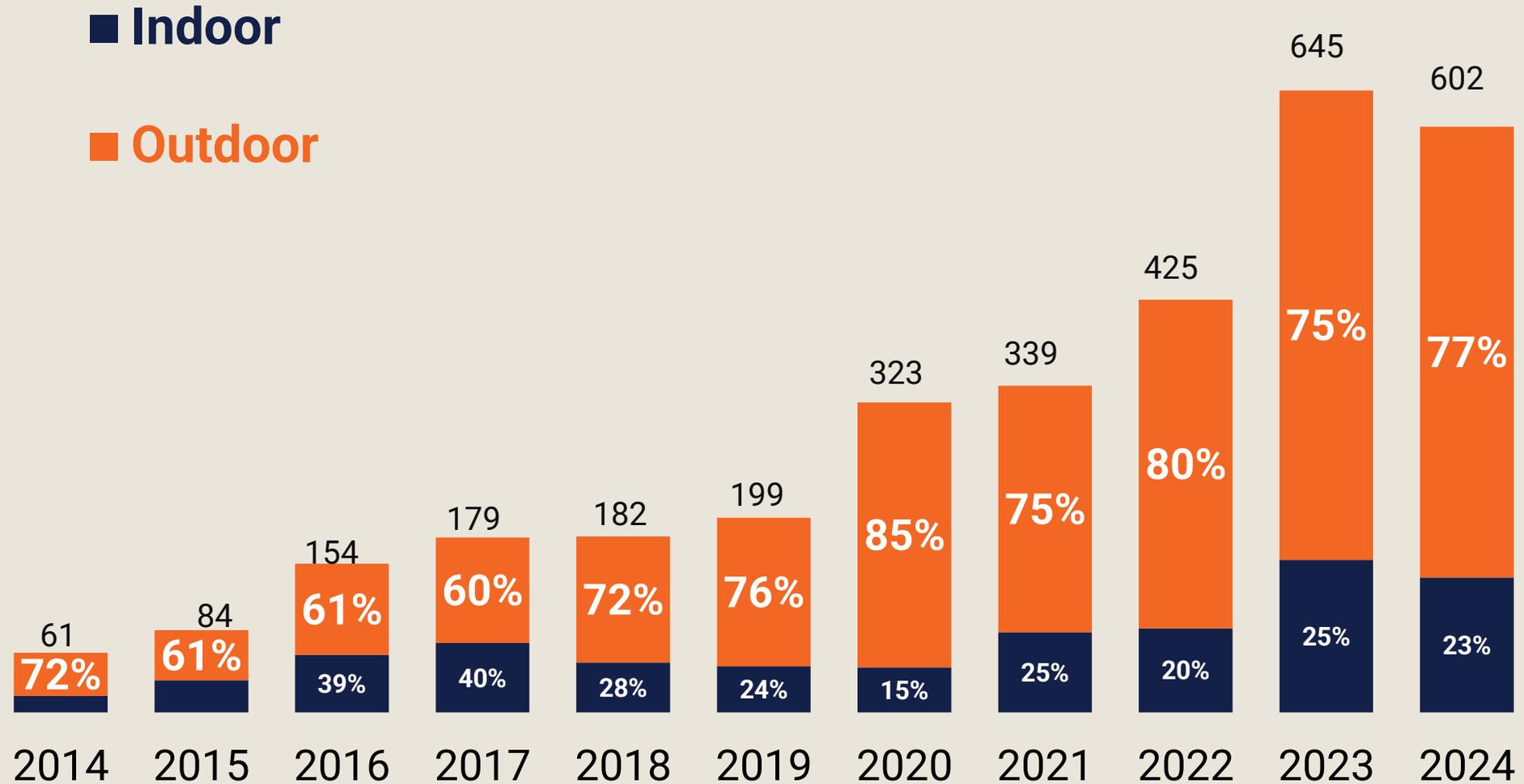
**City of Phoenix**  
OFFICE OF HOMELESS SOLUTIONS



**City of Phoenix**  
PUBLIC TRANSIT DEPARTMENT

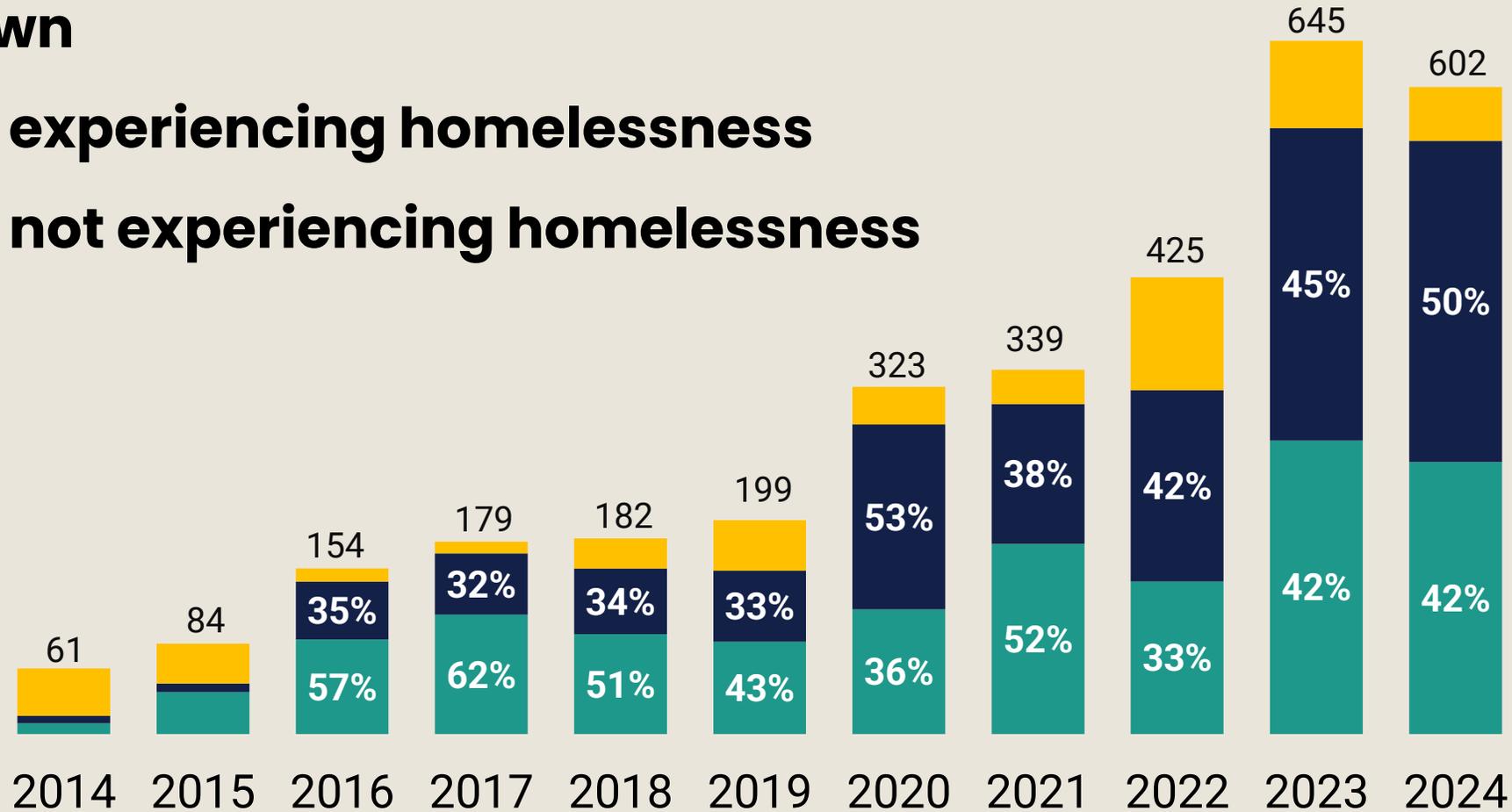


# HEAT-RELATED DEATHS BY PLACE OF INJURY

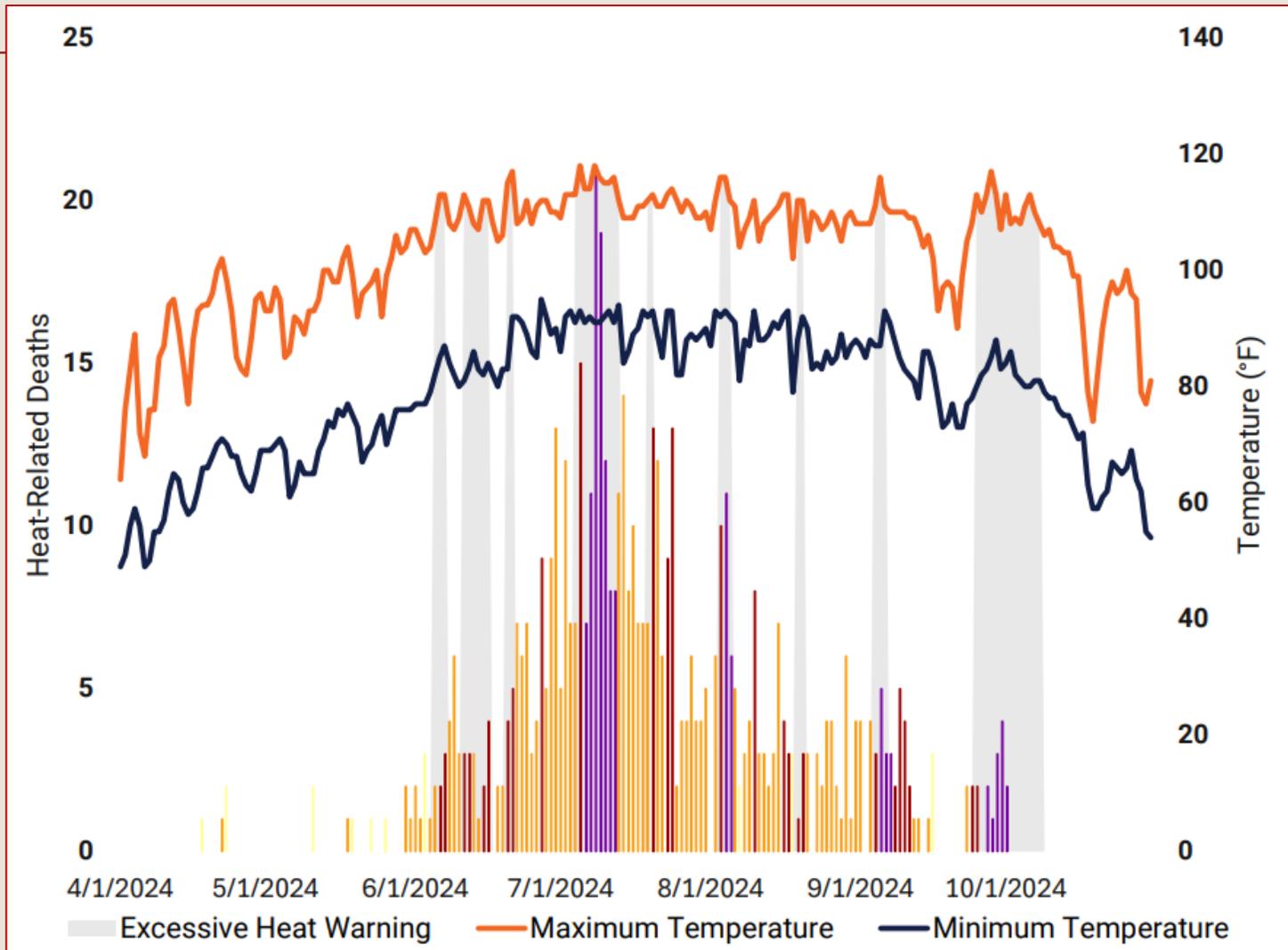


# 2024 LIVING SITUATION OF HEAT-RELATED DEATHS

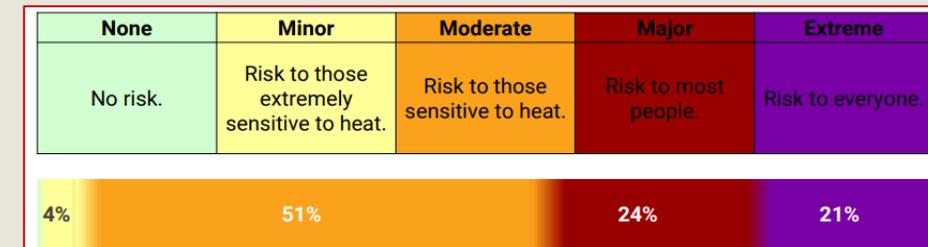
- Unknown**
- People experiencing homelessness**
- People not experiencing homelessness**



# 2024 HEAT-RELATED DEATHS AND HEAT RISK



**More than half of heat-related deaths occurred on days with Moderate or Minor Heat Risk.**



# CITY OF PHOENIX HEAT RESPONSE PLAN

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**First  
Responders**



**Public Cool  
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**Public Drinking  
Water**



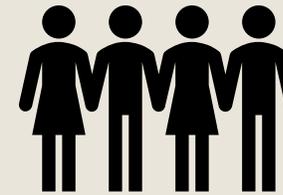
**Cool and  
Safe Homes**



**Cool and  
Safe Mobility  
& Recreation**



**Heat Safety  
for Workers**



**Community  
Engagement  
& Outreach**



**Collaborate  
Across  
Departments**

# COLD WATER IMMERSION TREATMENT

- “Boots on the ground” initiative
- 311 patients benefited from the treatment
  - June (66)
  - July (151)
  - August (70)
- Seeing evidence this program is saving lives
- Sharing with local and national partners



# REVIEW OF 2024 HEAT RESPONSE

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## 24/7 and Overnight Respite

- Public library former café: 24/7
- Senior center: Overnight
- 28,000+ visits, with 5,332 unique visitors
- Supported by Office of Homeless Solutions, local behavioral health/navigation agency, health/medical services, and security staff



# REVIEW OF 2024 HEAT RESPONSE

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## Extended Hour Cooling Centers

- Three Phoenix Public Library branch locations
- Sites were open until 10:00 p.m.
- Staff coordination with Library, CBI, and security
- Over 6,000 visits across all locations



# REVIEW OF 2024 HEAT RESPONSE



**Water Distribution Program**



**Heat Relief Community Grants**



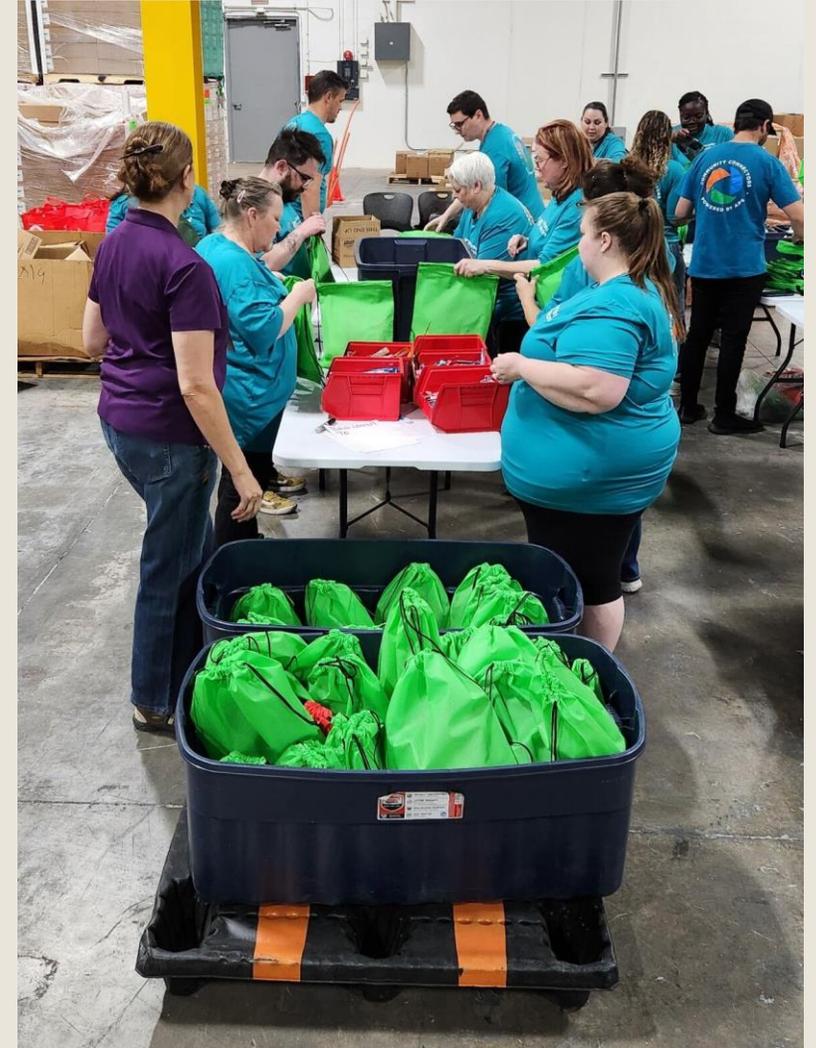
**Support for Major Events**



**Communications**

# 2024 REVIEW: HEALTH OUTCOMES

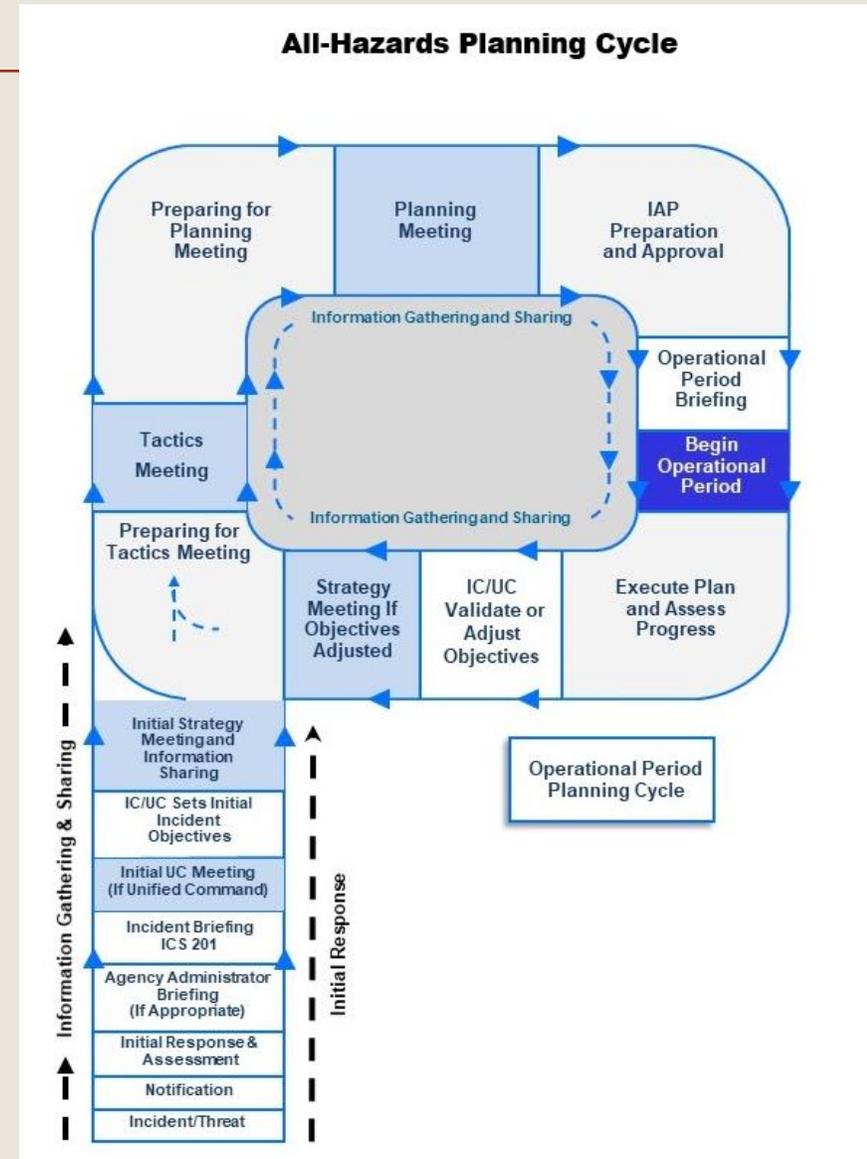
- Citywide 911 calls for heat emergencies **decreased by 20%** from 2023
- **25% reduction** in calls within 1 mile of heat relief locations
- Heat-related deaths in Maricopa County **declined for the first time in a decade**
- 900+ residents connected to shelter, housing, and related services



# HEATREADY UNIFIED COMMAND

## Use of the Planning “P” - Heat Season

- Pre-planning and RWGs in Feb.-Apr.
- Operational period May 1 – Sept. 30  
*(extended operations last year into Oct.)*
- Weekly incident cycles, daily meetings
- After-action report in fall and winter



# HEAT GOVERNANCE & PLANNING



“...participants...were uncertain of how heat preparedness and response aligns with their current responsibilities. Some emergency management professionals even perceived that **heat was outside of their scope of work.**”

*BAMS 2019*

# CITY OF PHOENIX HEAT RESPONSE PLAN

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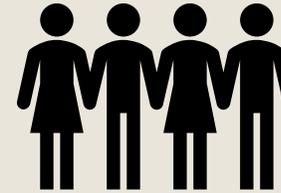
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ARIZONA  
COMMUNITY  
GRAND ROUNDS  
MAY 14, 2025

# City of Phoenix Heat Response Plan



# Heat Relief on Wheels: Real Stories, Real Impact

Arizona Community Grand Rounds  
Presented by Sam Johnson, Elaine AZ

## Elaine AZ: Overview

- **Founded in 2019** with one van and a mission: to provide free, direct SDOH rides for vulnerable Arizonans.
  - Today, our growing team of 8 operates a fleet of 4 vehicles.
  - **In 2024** alone, we provided **9,044 rides to 2,471 unique individuals**—all at no cost to passengers.
  - We support access to food, housing, healthcare, legal services, and more.
  - Compassionate, timely transportation is the foundation of dignity and safety for the communities we serve.
- 

# Early May – 98°F in Phoenix

## Heat Relief Story 1: Joshua & Clara

### Situation:

- A young couple, Joshua and Clara, called asking if heat relief rides were available, referred by **211**.
- Walking the streets, one developed a migraine, the other had a nosebleed
- Turned away from a fast-food place due to loitering policies

### Response:

- All drivers were booked, so our dispatcher personally stepped in
- Provided a ride to the **Burton Barr Library** (only open cooling center)

### Impact:

- Clients were visibly affected by heat
- Immediate relief with AC
- Quote: “We didn’t know what we would have done if Elaine weren’t available.”

# Mid August – 110°F in Phoenix

## Heat Relief Story 2: Tonya, Dee, and Marcus

### Situation

- On a 110° day, Tonya, Dee, and Marcus were sheltering under a bus stop, the only available shade, but were told they couldn't stay there.
- Dee, an older adult with mobility issues, was particularly struggling with the heat.
- They had a shopping cart with all their belongings, including a television.

### Response

- Our dispatcher arranged a same-day ride to a local community space offering air conditioning, food, and laundry services.

### Impact

- The group was able to cool down, eat, and wash their clothes.
- Without transportation, they would have had nowhere safe to go.

# Late July – 115°F in Phoenix

## Heat Relief Story 3: Mr. B, Ms. S, and Lucky

### Situation

- Mr. B & Ms. S live in a park in central Phoenix with their dog Lucky.
- Mr. B had been offered a shelter bed, but he wasn't allowed to bring his girlfriend or their dog
- Hoping for a better option, he tried for several weeks to work through the system- but ultimately, he chose to give up the shelter placement and return to the park to stay with his small family.

### Response

- When called, we provided immediate transportation to a cooling center, ensuring Lucky, Mr. B, and Ms. S could escape the worst of the heat.

### Impact

- Mr. B and Ms. S have relied on Elaine AZ for **10 rides** over the past year for heat relief, medical visits, and attempts at securing stable housing.

# Late July – 115°F in Phoenix

## Heat Relief Story 4: Ms. L

### Situation

- Ms. L, a senior living alone in North Phoenix, called requesting a ride to access legal services.
- During the intake, she disclosed that her utilities had been shut off and that she had previously suffered a traumatic brain injury (TBI).

### Response

- We provided an immediate ride to a fast food restaurant so she could cool down safely.
- Recognizing the complexity of her situation, we referred her to the **Arizona Brain Injury Alliance** for specialized support.
- We maintained contact with her for several weeks to monitor her safety and progress.

### Impact

- Ms. L was connected to the additional services she needed, and we were relieved to learn her air conditioning was eventually restored.

# Late June – 117°F in Phoenix

## Heat Relief Story 5: Douglas

### Situation

- Just after closing time, a man wandered into the back lot of the **Key Campus**—right outside our office. He was visibly overheated and distressed, trying to find the shelter entrance before curfew. Confused and desperate, he sat on the curb and called **911**, struggling to describe his location.

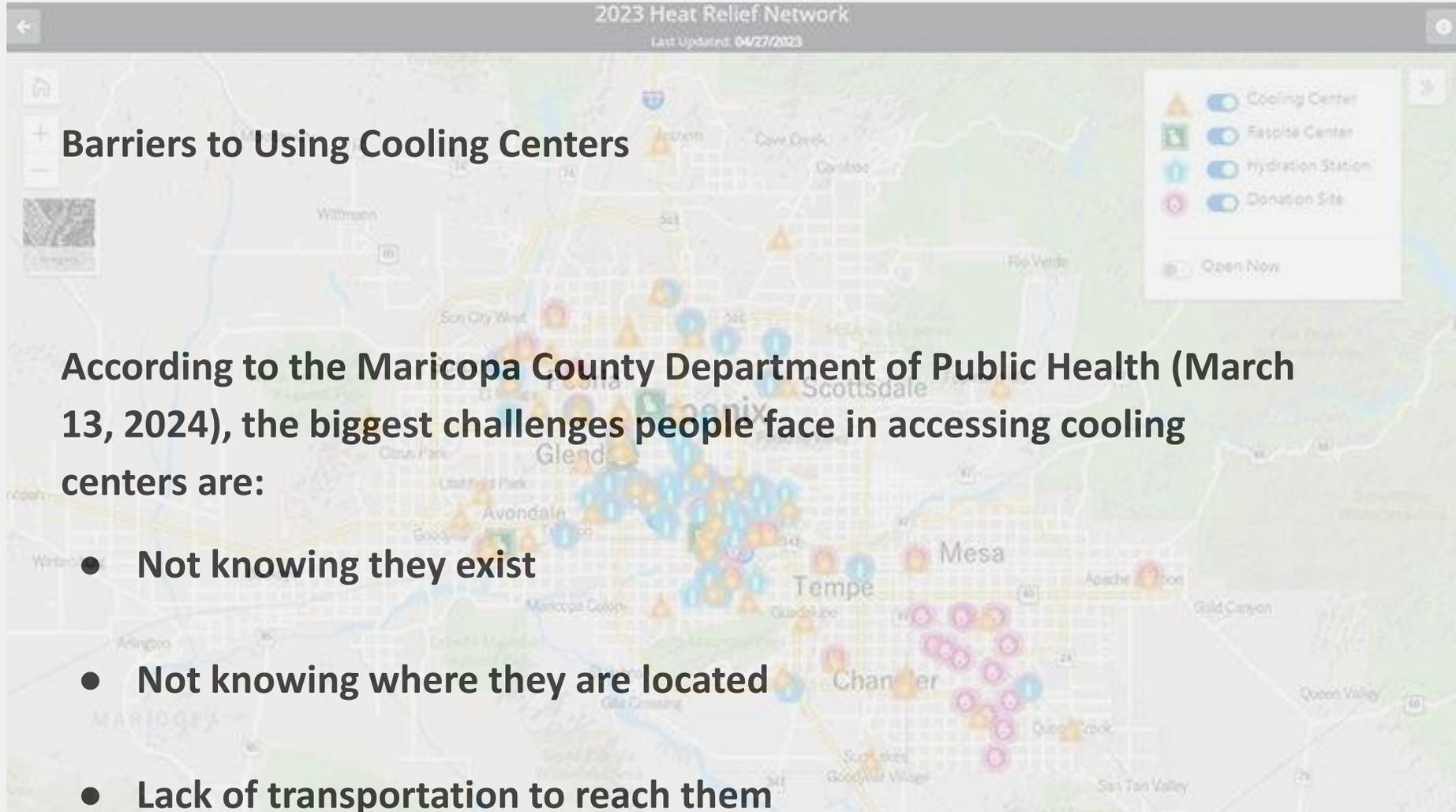
### Response

- Because he happened to land right outside our office, we were able to step in immediately. Though it was after-hours, we made an exception and gave him a quick ride—just six blocks—to the shelter door.

### Impact

- What could have turned into an avoidable emergency was safely redirected. Thanks to timing and proximity, he made it to shelter before curfew, avoiding both the heat and an unnecessary **911** response.

# Summer – 100+°F in Phoenix



**Questions?**

**(602) 848-1717**

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