



## COMPREHENSIVE EMERGENCY PLAN (CEP)

### EMERGENCY SUPPORT FUNCTION #6: MASS CARE AND SHELTERING

### SECTION C: EXTREME TEMPERATURES FIELD OPERATIONS GUIDE (FOG)

**Polk County Emergency Management Commission**  
1907 Carpenter Avenue, Des Moines, Iowa 50314  
515.286.2107  
[www.PolkCountyIowa.gov](http://www.PolkCountyIowa.gov)

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# STATEMENT OF ADOPTION

Code of Iowa, Chapter 29(C) requires the Emergency Management Commission to develop, adopt, and submit for approval by local governments within the Commission's jurisdiction, a Comprehensive Emergency Plan which meets standards adopted by the Iowa Homeland Security and Emergency Management Department in accordance with Chapter 17A of the Iowa Administrative Procedure Act.

*Emergency Support Function #6: Section C - Extreme Temperatures* is hereby adopted by the Polk County Emergency Management Commission.

John TeKippe, Chairperson  
Polk County Emergency Management Commission

A.J. Mumm, CEM, Director  
Polk County Emergency Management Agency

## CRITICAL STAKEHOLDERS

While there are many additional partners, key organizations engaged, and authorities involved, the following are critical to the successful execution of this plan:

- Emergency shelters for people experiencing homelessness
- Extreme temperature centers
- Public transportation
- Animal shelters

## RESPONSIBILITIES OF LOCAL JURISDICTIONS AND AUTHORITIES

The following expectations apply not only to the critical stakeholders identified above, but also to political subdivisions within the Polk County Emergency Management Commission's membership, their departments and personnel. This may include certain non-profit organizations and some private sector entities that are identified in the plan or involved through agreements and understandings.

### Expectations:

- Participate and engage in the processes which create, review and amend the plan
- Understand and agree to concepts, objectives, strategies, and activities that constitute the plan
- Train personnel and exercise processes in order to execute the plan successfully
- Maintain current information related to personnel, equipment, supplies, and facilities required to implement the plan

# CONCEPT OF OPERATIONS (CON-OPS)

This plan provides a framework to coordinate efforts related to Extreme Temperatures in Polk County. It effectively orchestrates the planning, organizing, and decision-making efforts of multiple agencies in a common response to a period of extremely high or low temperatures.

## EXPECTED OUTCOMES

People without access to reliable air conditioned environments are provided temporary access to safe and comfortable facilities during periods of extremely high or extremely low temperatures. Heated or air conditioned facilities are accessible to the public for those experiencing homelessness and those without adequate heating/cooling resources. These facilities include emergency homeless shelters, senior centers, libraries, shopping malls and other public buildings during their normal hours of business. Services may be limited to what is normally available in that building. Should longer-term sheltering be required, consideration will be given to other sheltering strategies.

## ASSUMPTIONS AND PLANNING FACTORS

- Local jurisdictions within Polk County are responsible for the identification of a site suitable for use as an Extreme Temperature Center. Suitability and accessibility guidelines can be found [HERE](#).
- Locations selected by the jurisdiction to serve as an Extreme Temperature Center will be offered a [Memorandum of Understanding](#) between the facility owner and the Polk County Emergency Management Commission
- Each site is responsible for providing adequate hours of operation and staffing for the duration of the Extreme Temperature Center's activation and will notify Polk County Emergency Management if the facility is unavailable or has adjusted hours of operation
- Bi-annual meetings (spring/fall) of stakeholders will be conducted to familiarize personnel with the plan prior to extreme temperature seasons

## OBJECTIVES

1	<a href="#">Monitor</a> forecast from the National Weather Service for conditions meeting or exceeding criteria
2	<a href="#">Notify</a> active stakeholders of plan activation and demobilization is expected
3	<a href="#">Mobilize</a> the necessary facilities, equipment, supplies and personnel to execute the plan
4	<a href="#">Serve</a> those in need with shelter, respite, transportation and care
5	<a href="#">Demobilize</a> in an organized manner, resupply, collect and summarize activities conducted
6	<a href="#">Review</a> activities for continuous quality improvement
7	<a href="#">Amend</a> the plan as necessary based on improvement actions required

# OBJECTIVE 1: MONITOR

Polk County Emergency Management Agency will monitor the forecast from the National Weather Service for conditions that indicate the following conditions.

Monitoring Source: DTN Weather Sentry

Confirming Source: [National Weather Service Two Day Hourly Forecast](#)

- A. Heat - plan implemented for any period where following conditions are met or exceeded at any time during the day/night:
  - i. 95 degree (heat index) or above and
  - ii. 2 consecutive days in which the heat index does not fall below 75 degrees at night.
  
- B. Cold - plan implemented for any period where following conditions are met or exceeded at any time during the day/night:
  - i. 10 degrees (wind chill) for three or more consecutive days
  - ii. 5 degrees (wind chill) for two or more consecutive days
  - iii. 0 degrees (wind chill) for one or more days

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## OBJECTIVE 2: NOTIFY

Upon indication of a forecast exceeding the criteria above, the Polk County Emergency Management Agency will directly notify the following entities that the Extreme Temperature Plan will be activated. The activation notification will provide an activation start date/time and expected deactivation date/time. If necessary, the Polk County Emergency Management Agency may host a conference call or virtual meeting to facilitate additional discussion as needed.

- A. Via the [Polk County/Alert Iowa](#) system (script and notification roster TBD)
  - i. Central Iowa Shelter Services
  - ii. Hope Ministries Bethel Mission Men's Shelter
  - iii. Des Moines Area Regional Transit (DART)
  - iv. Animal Rescue League of Iowa (ARL)
  - v. City of Des Moines Homelessness Policy Administrator
  - vi. Homeward Iowa
  
- B. Via Disaster Local Area Network (DLAN)
  - i. Polk County Emergency Management Commission
  - ii. 2-1-1 Iowa
  - iii. Metro Media Council and ESF#15: Public Information Partners
  - iv. Des Moines, Polk County and Westcom PSAPs
  - v. Law Enforcement, Fire and EMS Partners
  - vi. ESF#6: Mass Care and Sheltering Partners
  - vii. Polk County Health Department
  
- C. Via Polk County Emergency Management Agency social media posts and web site
  - i. Facebook: <https://www.facebook.com/polkcountyaema>
    - Social media script TBD
  - ii. Website:  
<https://www.polkcountyiowa.gov/emergency-management/our-plans/extreme-temperature-and-sheltering-resources/>
    - A "Root-Wide Alert" banner and link to the Extreme Temp Resources page will be displayed on all of the EMA webpages

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## OBJECTIVE 3: MOBILIZE

Upon Notification, the following activities should be initiated

- A. Center and Shelter owners/operators should perform a walkthrough of the facility to ensure its readiness and identify any additional needs prior to opening
- B. Signage should be placed inside and outside the Center to identify its location
- C. Traditional and social media may be used by participating jurisdictions and partner organizations to announce their readiness to activate and provide extreme temperature services
- D. Provide operational briefings any necessary “just-in-time training” to support personnel
- E. Prepare to receive people seeking respite from the extreme temperatures

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## OBJECTIVE 4: SERVE

- A. Emergency Homeless Shelters
  - i. Operate under weather amnesty
  - ii. Outreach services
  
- B. Warming and Cooling Centers
  - i. Required: Chairs, restrooms, water/drinking fountain and a place to power medical devices
  - ii. Optional: Drinks, snacks, access to vending machines, TV, computers
  
- C. Des Moines Area Region Transit (DART)
  - i. Free rides to/from emergency homeless shelters and warming/cooling centers
  
- D. Animal Rescue League
  - i. If necessary, temporarily house pets
  - ii. ARL has the ability you pick up pets from owners at Extreme Temperature Centers if road conditions permit safe travels
  - iii. Sheltering of pets during evacuations and other emergencies is covered in ESF#11: Agriculture, Pets, and Natural Resources
  - iv. Service animals that are individually trained to do work or perform a task to mitigate the effects of a disability are allowed in public spaces by the Americans with Disabilities Act (ADA)

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## OBJECTIVE 5: DEMOBILIZE

- A. When conditions no longer warrant the continuation of the plan's activities, Polk County Emergency Management will notify stakeholder partners that the activation of the Extreme Temperature Plan has or will expire soon.
1. Via Disaster Local Area Network (DLAN)
    - viii. Polk County Emergency Management Commission
    - ix. 2-1-1 Iowa
    - x. Metro Media Council and ESF#15: Public Information Partners
    - xi. Des Moines, Polk County and Westcom PSAPs
    - xii. Law Enforcement, Fire and EMS Partners
    - xiii. ESF#6: Mass Care and Sheltering Partners
  2. Via Polk County Emergency Management Agency social media posts and web site
    - i. Facebook: <https://www.facebook.com/polkcountyiaema>
      1. Social media script TBD
    - ii. Website:  
<https://www.polkcountyiowa.gov/emergency-management/our-plans/extreme-temperature-and-sheltering-resources/>
      1. A "Root-Wide Alert" banner and link to the Extreme Temp Resources page will be removed from all of the EMA webpages
- B. When the date/time of mobilization expires as discussed in the notification process, or when conditions no longer meet the mobilization requirements for the Extreme Temperature Center, organizations may begin the demobilization process and return to normal operations.
- C. Provide any available numbers, data, summary of services provided to Polk County Emergency Management Duty Officer at [emergency.management@polkcountyiowa.gov](mailto:emergency.management@polkcountyiowa.gov)
- D. Recommendations to help improve the plan should be documented and passed along to Polk County Emergency Management Duty Officer at [emergency.management@polkcountyiowa.gov](mailto:emergency.management@polkcountyiowa.gov)

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## **OBJECTIVE 6: REVIEW**

Bi-annual planning review workshops will be hosted by Polk County Emergency Management Agency in the spring and fall seasons. These workshop activities will include:

- A. Stakeholders will review the Extreme Temperature Plan as well as the previous season's experience
  
- B. Polk County Emergency Management will facilitate an orientation to partners for the next seasonal application.
  
- C. Recommended edits will be discussed and a proposal made to the Polk County Emergency Management Commission for plan amendments.

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## OBJECTIVE 7: AMEND

- A. The Extreme Temperature Plan is one section of the Emergency Support Function (ESF) Annex #6: Mass Care and Sheltering
  
- B. ESF#6: Mass Care and Sheltering is a function annex to the Polk County Comprehensive Emergency Plan (CEP)
  
- C. The Code of Iowa Chapter 29C requires each Local Emergency Management Commission to adopt a Comprehensive Emergency Plan.
  
- D. Initial adoption and any subsequent amendments to the Countywide Comprehensive Emergency Plan shall be under the authority of the Polk County Emergency Management Commission.
  
- E. Proposed amendments to the Extreme Temperature Plan may be recommended by stakeholders and presented to the Commission by the Polk County Emergency Management Director or their designee.

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# SUPPORTING DOCUMENTATION

## Suitability and Accessibility Guidelines

- Facility Criteria
  - At a minimum, Extreme Temperature Centers provide heat and/or air conditioning and reliable electricity (generator availability preferred). If a generator is not located on site, a hitching post where a generator can be hooked up is highly desirable.
  - If possible, the location of the Extreme Temperature Center should be along posted snow routes so that public works crews can maintain ready access to the facility during winter months.
  - Restroom facilities should be available. Shower facilities are not required, but could be an advantage.
  - When selecting a facility, the maximum occupancy of the structure or room should be taken into consideration and fire codes shall be followed.
  
- Accessibility
  - Extreme Temperature Centers will be accessible to those with Functional Needs. Functional Needs are defined as services that enable individuals to maintain their independence in a general population shelter. Children and adults requiring Functional Needs Support Services may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others that may benefit include women in late stages of pregnancy, elders, and people needing bariatric equipment.
  - Law enforcement should be contacted for cases where guests are inebriated, actively psychotic, generally disruptive or a combination of these conditions.
  - Consideration should be given to the need for specialized care, such as transport of individuals to alternate care sites, or to hospital emergency rooms.

# Memorandum of Understanding Template

## Memorandum of Understanding for Extreme Temperature Center(s)

Between

The Polk County Emergency Management Commission

And

\_\_\_\_\_

This Memorandum of Understanding (MOU) is made and entered into between the Polk County Emergency Management Commission, hereinafter referred to as "Commission," in the County of Polk in the State of Iowa and \_\_\_\_\_ hereinafter referred to as "\_\_\_\_\_", in the City of \_\_\_\_\_ in the State of Iowa.

### Terms and Conditions

This MOU is made for the temporary use of a facility (ies) designated by \_\_\_\_\_ for use as a public cooling/warming center during a declared or undeclared extreme temperature event requiring the activation of the emergency support function(s) of the Polk County Emergency Management Commission and its Agency. This agreement is consistent with the Polk County Comprehensive Emergency Plan, Emergency Support Function (ESF) #6: Mass Care, Housing, and Human Services. The parties desire to reach an understanding that will result in providing the facility owned by \_\_\_\_\_ to the Commission to operate a temporary extreme temperature center for the benefit of Polk County, the community, its residents, and visitors.

Now therefore, it is mutually agreed between the parties as follows:

### \_\_\_\_\_’s Responsibilities

A. \_\_\_\_\_ has identified the facility, (hereinafter referred to as a center) and the Commission has determined that the facility may be suitable for use as a center, Upon request by the Commission, orally or in writing, \_\_\_\_\_ will make the facility available to the Commission for use as a public center if it does not negatively impact \_\_\_\_\_’s operations.

B. \_\_\_\_\_ shall appoint a person (hereinafter referred to as a Point of Contact) to activate and coordinate the center. The Point of Contact will coordinate the use of the center with the Commission’s designated official. The Commission’s designated official is referred to as the duty officer. The Point of contact and the Duty officer will collaborate to resolve questions regarding center operations.

C. The \_\_\_\_\_ shall provide center services that already exist, such as a place to sit, and bathrooms, no other services are expected besides respite from the heat or cold during the centers normal business hours.

D. The facility should be located on a bus line.

E. The \_\_\_\_\_ shall staff and operate the facility during the time period it is activated as an emergency public cooling/warming center during a declared or undeclared extreme temperature event.

### Commission's Responsibilities

A. The Commission shall reimburse \_\_\_\_\_ for the reasonable actual out-of-pocket costs and expenses for operational expenses, including the replacement of food, supplies, and equipment. Property damaged, lost or stolen will not be the responsibility of the Commission. Reimbursement of personnel costs, or goods and materials consumed is not guaranteed by the Commission or any other party. The Commission will attempt to reimburse if allowable and eligible opportunities are available. In incidents where \_\_\_\_\_ opens the facility without the coordination or knowledge of the Commission, \_\_\_\_\_ will be solely responsible for all costs and materials related to the center operation.

B. The Duty officer shall notify the Point of Contact to request to activate the center, opening date, and closing date for the center.

The Polk County Emergency Management Commission and \_\_\_\_\_ have caused this agreement to be executed by their proper representatives, and said agreement is to become effective and operative upon the fixing of the last signature hereto.

\_\_\_\_\_ Date: \_\_\_\_\_

A.J. Mumm, Director, Polk County Emergency Management

\_\_\_\_\_ Date: \_\_\_\_\_

[Name & Title of authorizing agent]

Primary 24 hour contact:

\_\_\_\_\_

Name

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Alternate Phone Number

\_\_\_\_\_

Email Address

Alternate 24 hour contact:

\_\_\_\_\_

Name

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Alternate Phone Number

\_\_\_\_\_

Email Address

## List of Warming/Cooling Centers

<https://www.polkcountyiowa.gov/media/is2b5kya/web-2022-2023-full-extreme-temp-centers-for-polk-county.pdf>