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| Facilitator Guide |
| Summer heat planning evaluation |
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|  |
| October 2022 |

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**Purpose**

The purpose of this guide is to provide an overview of the approach, roles and responsibilities, general flow, intended outcomes, and reference material for the site evaluation presentation. The presentation itself will provide an opportunity to identify and discuss key learnings and experiences that have occurred over the summer heat season, and requires thoughtful conversation, reflection, and further follow-up. The conversations help to gather learnings, support documentation, and ultimately improve future planning, preparation, and response activities.

The session itself will provide an opportunity to:

* Receiving input from team members’ experiences for consideration
* Evaluate your site’s heat planning and preparation
* Evaluate any responses to extreme heat over the summer season
* Identify issues or areas of improvement
* Improve leadership confidence in dealing with heat events

The facilitator guide is broken down into two sections; it is recommended to review and print the guide in its entirety ahead of the session and follow the instructions on the day of the event. Supplemental material can also be provided to support coordination between the facilitators, and the participants (for example, copies of the heat plans). Click on the links below to jump to either section.

1. [Overview](#Overview)
2. [Instructions](#Instructions)

The following documentation is also used to support the education sessions:

* PowerPoint presentation

## Background

The unprecedented heat dome event in 2021 resulted in the death of six hundred and nineteen British Columbians, who were mostly older adults with compromised health who lived alone and without air conditioning. Multiple initiatives were launched to support heat planning within the health authorities and the broader health care system.

This evaluation session intends to review the heat preparedness process for your site over the past warm months. It covers all areas in the extreme heat toolkit, including the planning, preparation, and response sections of extreme heat preparedness. This guide and the accompanying presentation function as a part of the final evaluation component of the toolkit.

## Tools and resources

A review of the tools found at <https://www.fraserhealth.ca/emergencymanagement> may be useful for any community or team members prior to participating in this session.

**Overview**

## Principles

Evaluation sessions align with the following principles:

1. Driven by a “no-fault” environment (focus on function and process, not people)
2. Solution-based conversations
3. Participants to engage and learn from one another
4. Promote a positive and respectful environment

## Roles and responsibilities

|  |  |  |
| --- | --- | --- |
| Title | Role/function | Tasks and activities |
| Facilitator | Coordinates and manages the evaluation session | Introduction and closingWalking participants through the sessionHas a good grasp on the development and implementation of the site heat plan |
| Title | **Role/function** |
| Players: Leadership | Provide high-level detail answers to presentation prompts (ex. How the heat plan was developed, why certain polices were enacted or not enacted) |
| Players: Key clinical and support staff | Provide clinical-based answers to presentation prompts (ex. Resident-focused examples and anecdotes) |
| Players: Medical staff | Provide medical staff perspective on heat planning (ex. If heat related illness occurred and how it was treated, the effects of the plans on resident health) |
| Players: Residents and families (ad-hoc basis) | Provide resident-focused perspective on heat planning (ex. How the planning and response to extreme heat impacted residents and their families over the summer) |
| Players: Other team members (ad-hoc) | Provide hands-on perspective on implementation of heat plans |
| Observers | Observe and take any notes, provide context or discussion points  |

##

While the specific makeup of the session participants is not set in stone, it is recommended that your session include representation from as many areas in your site as possible. Including the positions listed above, consider representation from any service areas in your site including the kitchen/meal prep, recreation staff, maintenance staff/FMO, and care teams. As the group of participants becomes more representative and diverse, the more potential areas for growth and success stories you will be able to capture, leading to a better overall evaluation.

## Sequence of events

This is a high-level of overview of the sequence of events. Specific instructions for each of these steps is provided in further detail in the Instructions section of this document.

|  |  |  |
| --- | --- | --- |
| Segment | Led by | Time frame |
| Opening | Facilitator | 5 minutes |
| * Welcome and introduction
* Land acknowledgement
* Overview
	+ Introduction
	+ Purpose of the evaluation session
	+ Format of session
* Findings
	+ Planning
	+ Preparation
	+ Responding
* Evaluation
* Closing
 |
| Evaluation | Facilitator | 30 minutes |
| * PLANNING – Developing a heat plan
* PREPARATION – Getting ready before a heat event
* RESPONSE – Actions we took during a heat event
* [SITE SPECIFIC QUESTIONS]
 | 10 minutes10 minutes10 minutesAs needed |
| Discussion and closing | Facilitator | 10 minutes |
| * General feedback
* Closing and next steps
 |

**Instructions**

## Introduction

For awareness, the below introductory and housekeeping are included.

|  |  |
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| ***Facilitator*** | **Introductions and housekeeping*** Welcomeeveryone
* Once everyone has joined, do introductions
	+ Facilitator
* Land acknowledgement
* Overview
	+ Purpose of session
	+ Format
	+ Processes
* Evaluation
* Ask if there are any questions before getting started
* Begin the session
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## Evaluation Sections

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| 1. **PLANNING & Developing our Heat Plan** (10 minutes)
 |
| **Objectives*** Understand what worked well in the *heat planning process*
* Understand what can be *improved in planning* for next summer
 |
| **Prompts** |
| **What worked and what can be improved?***Thinking about our heat plan development:** Is there clear identification of standard, escalated and emergency measures?
* Did we use the resources provided by Fraser Health?
* Do we have communication with our residents/families and team members?
* Are our high-risk residents clearly identified?
* Was our building ready for the summer heat?
 |
| **Questions** |
| * *Was our building ready for the summer heat?*
* *Did we identify different levels of escalated responses to heat?*
	+ *Standard actions*
	+ *Escalated actions*
	+ *Emergency actions*
* *Did we use the resources provided by Fraser Health?*
	+ *Which resources were helpful?*
	+ *Which resources did we source on our own?*
* *Did we communicate with our residents and their families through the planning process?*
	+ *If yes, was the communication beneficial?*
* *Was our team included in the planning process?*
* *Did we identify our highest-risk residents?*
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| 1. **PREPARATION – Getting ready before a heat event** (10 minutes)
 |
| **Objectives*** Understand what worked well in the *heat event preparation process*
* Evaluate *preparation performance and outcomes*
 |
| **Prompts** |  |
| **Thinking about our supplies and preparation:*** Have we purchased all required supplies?
* Have we supported our staff in preparing for summer heat?
 |
| **Questions** |
| **Looking at our supplies and preparation activities *in advance of a heat wave**** Did we have all necessary supplies for our heat plan?
	+ What did we need to supply right before the event?
	+ What was supplied well before the heat event?
* Were supplies located in appropriate areas?

**Thinking about staff preparations*** Was our staff team prepared both at work and at home for the heat wave?
* Was there enough training for staff on the heat plan?
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| 1. **RESPONSE – Actions we took during a heat event** (10 minutes)
 |
| **Objectives*** Understand *what worked well during the heat event*
* Evaluate *the response to a heat event*
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|  |
| **Prompts** |
| *Slide 9***Thinking about our response(s) to heat this summer:*** How did we perform as a site?
	+ Were there heat-related incidents/illnesses? (staff/residents)
	+ Were there issues with cooling any areas?
* How did we serve our residents during the heat?
* What were some areas to improve on for next year?
* Was our written heat plan comprehensive?
* Did our team know what to do?

*Slide 10***Did our escalation process work as it should have?** |
| **Questions** |
| **Our site response during a heat wave:*** What worked well? Where are there opportunities?
	+ Did we have any major problems?
	+ Were there any health impacts to staff or residents?
* How did we serve our residents during the heat?
	+ Were their needs met safely during the heat waves?
	+ What was the resident hydration management?
		- How was it implemented?
	+ Did anyone notice residents who were impacted by the heat?
	+ What were some of the changes in care that the team made during the heat?
	+ Were any residents sent to ER during the heat?
		- Was it due to heat illness or dehydration?
* Did we have to implement hyperdermoclysis?
	+ Was it successful?
* What are some areas to improve on for next year?

**Using the heat plan during a heat wave*** Was our written heat plan comprehensive?
* Did our team know what to do in a heat wave?
* Did we have to use escalated or emergency measures during the summer?
 |
| **Closing Remarks** |
| Thank You! |