

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.

The logo is a circular emblem on the left side of the slide. It features a variety of stylized icons in a light teal color, including a sun, mountains, a cactus, a flower, a hand, and geometric shapes. The icons are arranged in a circular pattern around a central point.

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

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

TOP STORY

HOTTEST SUMMER EVER IN PHOENIX

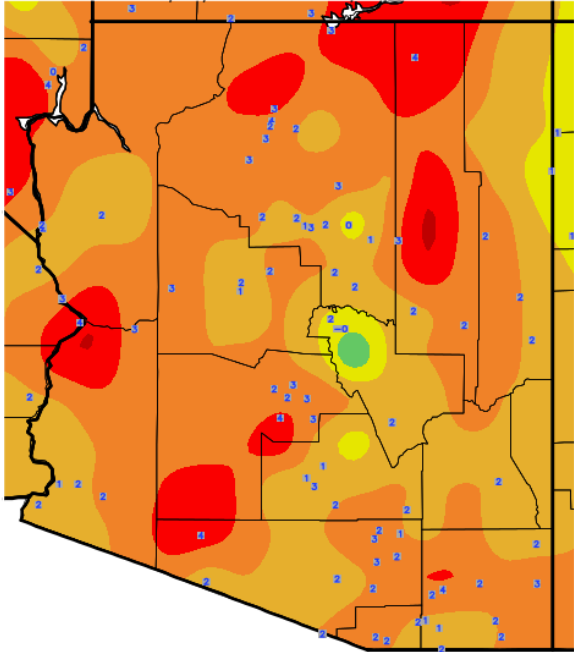
CITY HAS EXPERIENCED HOTTEST FIVE SUMMERS IN THE LAST 11 YEARS

ARIZONA FAMILY

FIRST ALERT WEATHER

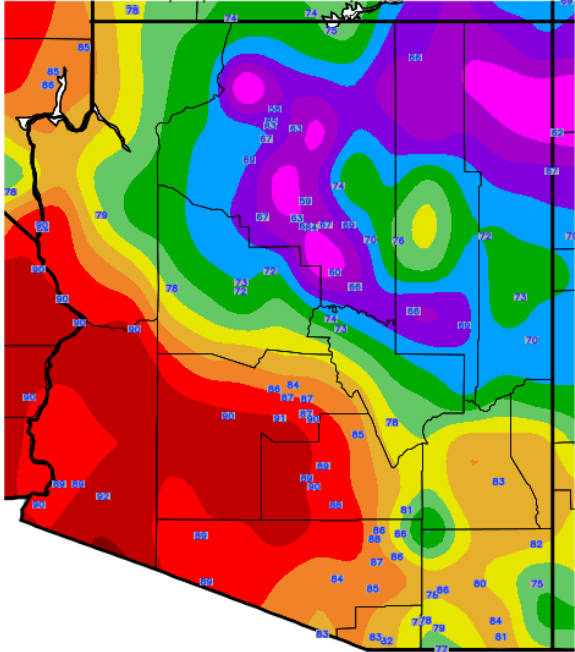
9:01 100°

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

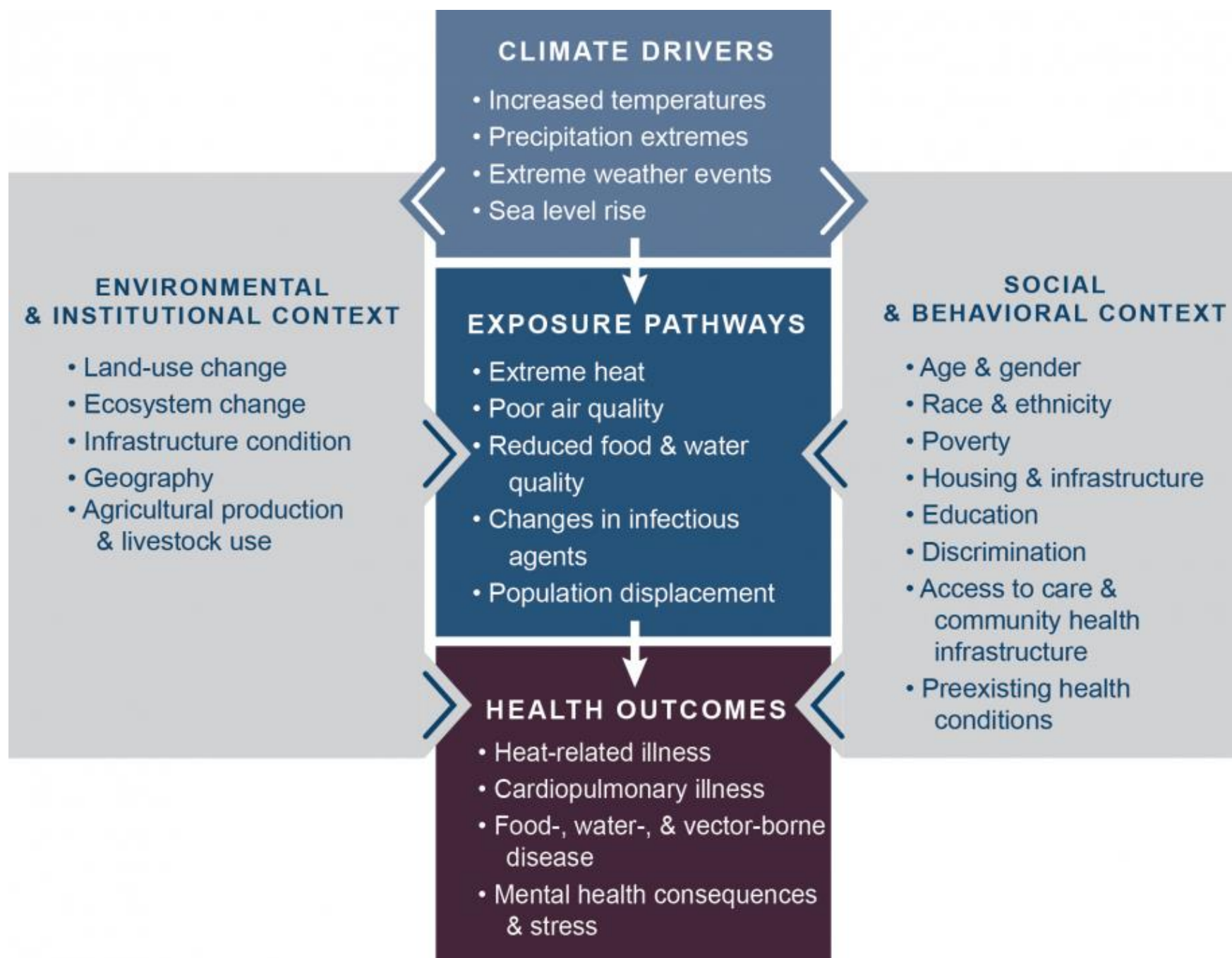


Generated 1/ 5/2025 at WRCC using provisional data.
NOAA Regional Climate Centers

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



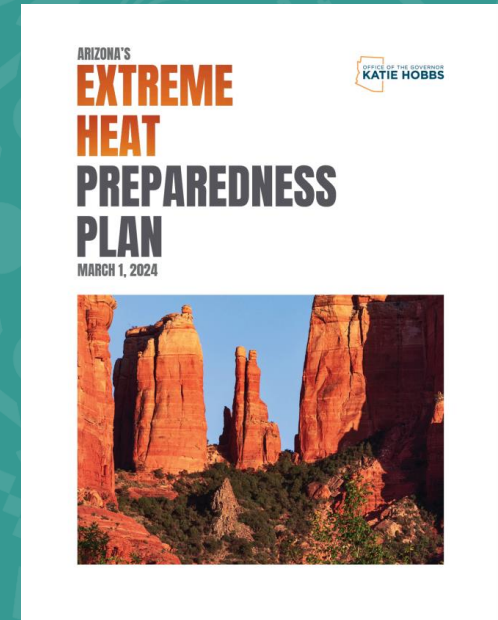
50% of heat deaths were listed with alcohol and/or drug use

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

- 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)



**ARIZONA
EXTREME**
HEAT  PREPAREDNESS

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

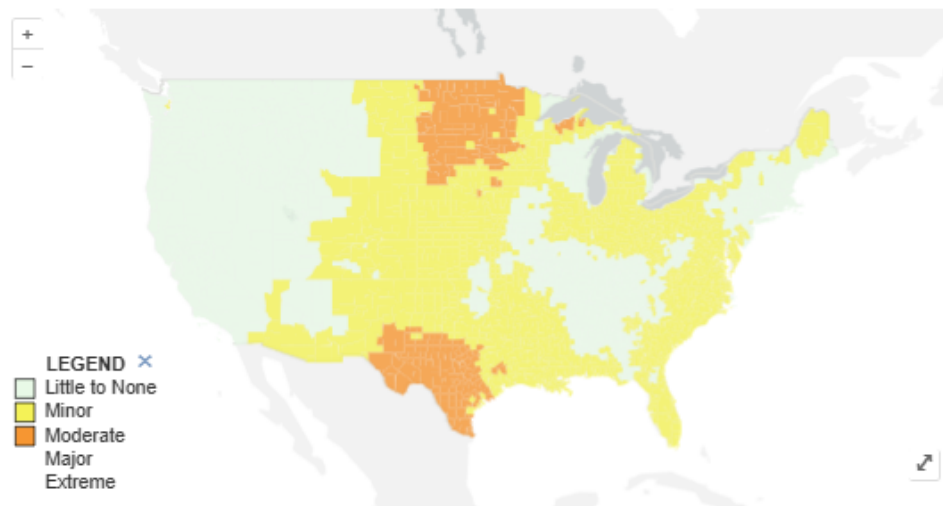
This website is no longer being maintained, and no new data will be added.

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

Data updated: 5/12/2025

Heat-Related Illness ED Visits in 2025 for Arizona

Hover for more information



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

10.5

Rate per 10,000 ED Visits

76

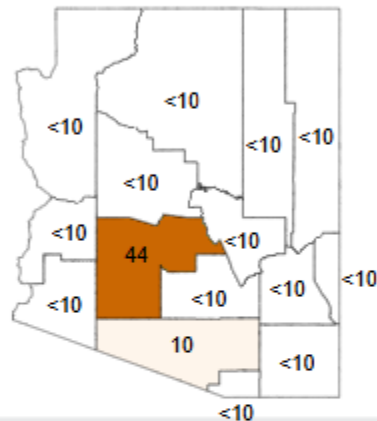
Heat-Related Illness ED Visits

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



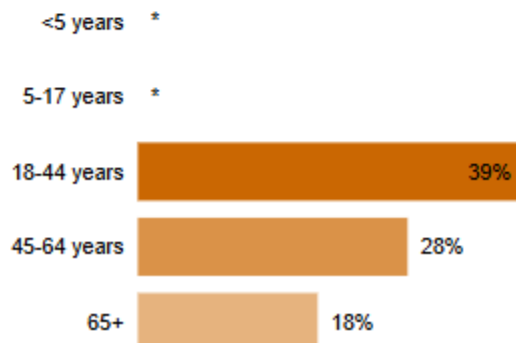
May 2025

*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



Male



55%

Female



45%

White

84%

American Indian or Alaska Nat...

*

Black or African American

*

Other race

*

By Ethnicity for Arizona

Non-Hispanic

72%

Hispanic

26%

Unknown

*



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

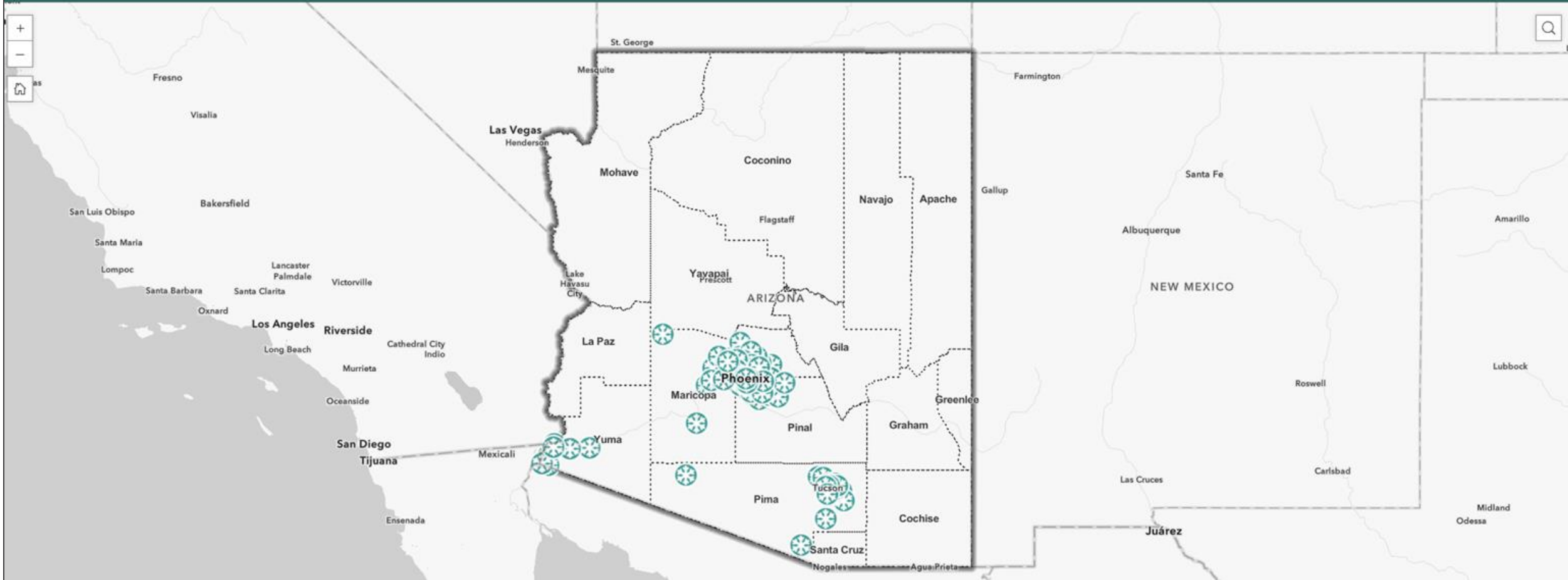


Cooling Centers

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
- ADHS Heat website: 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/](https://988lifeline.org/)
- [Opioid Assistance and Referral Line: 1-888-688-4222](#)
- [Dump the drugs](#). Safe disposal of medications: <https://www.azdhs.gov/qis/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.

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

Stay Hydrated

Use your Sunscreen

Stay Cool

Stay connected

Have questions or need support?

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

AZ Opioid Assistance & Referral (OAR): azdhs.gov/oarline
1 (888)-688-4222

Mental Health Crisis Line
988

¿Tiene preguntas o necesita ayuda?

Centro De Envenenamiento
1 (800)-222-1222

Asistencia y Referencia para Opioides de AZ (OAR)
1 (888)-688-4222

Línea de Crisis de Salud Mental
988

Evite sobre calentarse: Conozca sus medicinas

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.

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

Prevenja las enfermedades relacionadas con el calor

Manténgase hidratado

Use filtro solar

Manténgase fresco

Manténgase conectado

Conozca los síntomas

Sudar más o menos de lo normal

Sentirse mareado

Calambres musculares

Más cansado de lo normal

Confusión

Consolidated List of Medications

Lista consolidada de medicamentos

Mental Health Conditions Condiciones de salud mental

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 Condiciones del corazón

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 Condiciones crónicas

Anti-seizure anticonvulsivo	Thyroid Replacement reemplazo de la tiroides	Parkinson's & Overactive Bladder	Antihistamines antihistamínicos
Carbamazepine Oxcarbazepine Topiramate	Levothyroxine Diabetes Insulin	Parkinson & vejiga hiperactiva 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 Otros medicamentos

Non-Steroidal Anti-Inflammatory Drugs [NSAIDs] Medicamentos antiinflamatorios no esteroideos [AINE]	Antibiotics & Antiretroviral antibióticos y antirretrovirales
Acetaminophen Aspirin Ibuprofen Naproxen	Doxycycline Indinavir Sulfonamides

Other substances of high risk Otras sustancias de alto riesgo

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**



**First
Responders**



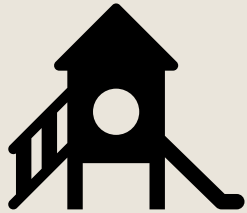
**Public Cool
Space**



**Public Drinking
Water**



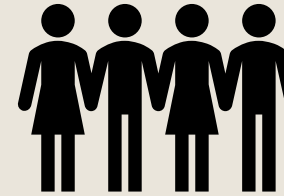
**Cool and
Safe Homes**



**Cool and
Safe Mobility
& Recreation**



**Heat Safety
for Workers**



**Community
Engagement
& Outreach**



**Collaborate
Across
Departments**

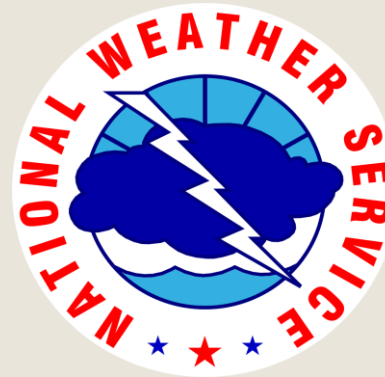
COMMUNITY PARTNERSHIPS



American Red Cross
Arizona and New Mexico Region



Arizona
Department
of Housing

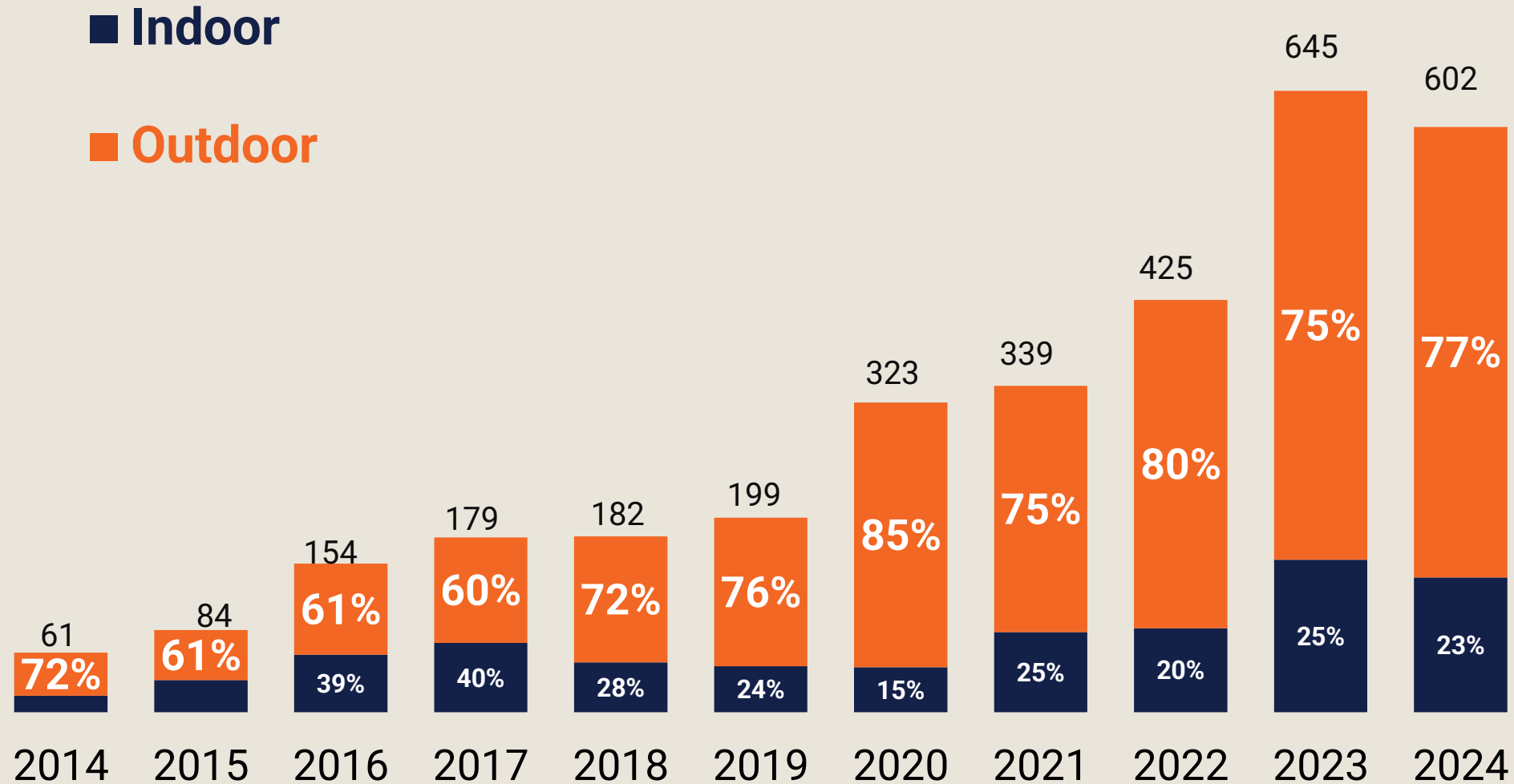


ARIZONA DEPARTMENT
OF HEALTH SERVICES

CITY DEPARTMENT PARTNERSHIPS

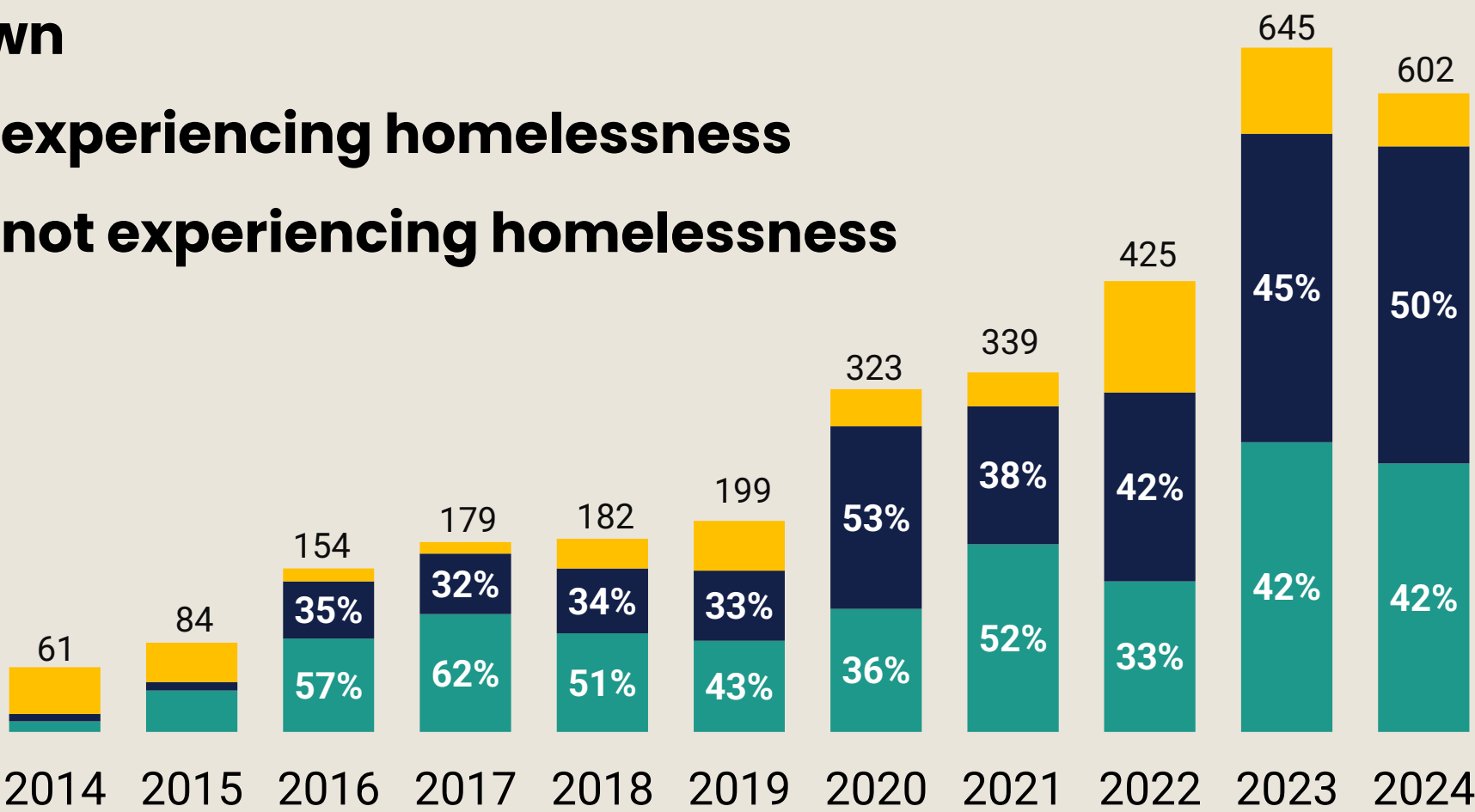


HEAT-RELATED DEATHS BY PLACE OF INJURY

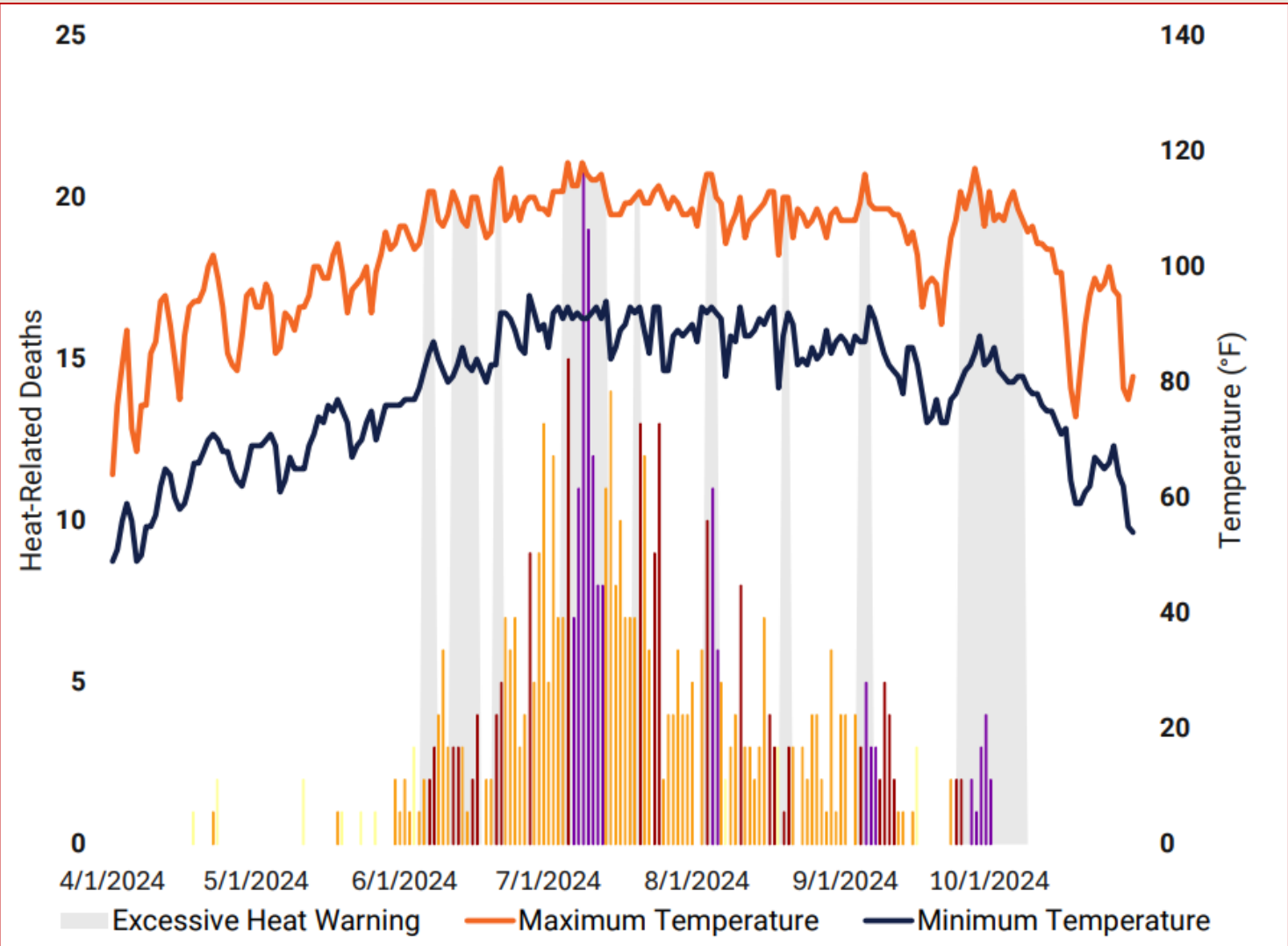


2024 LIVING SITUATION OF HEAT-RELATED DEATHS

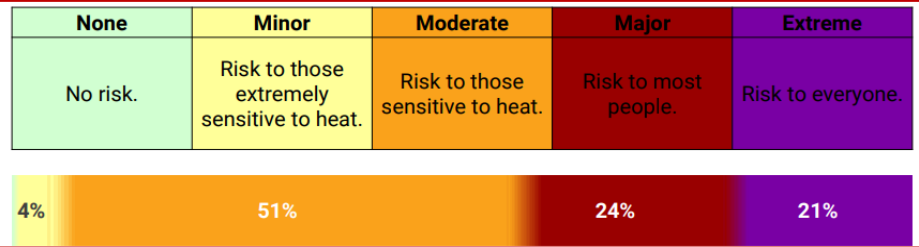
- Unknown
- People experiencing homelessness
- People not experiencing homelessness



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



**First
Responders**



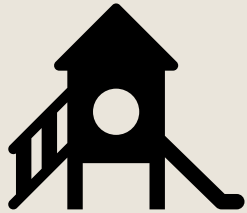
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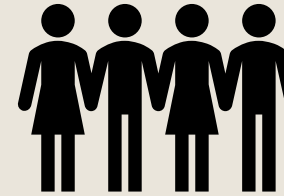
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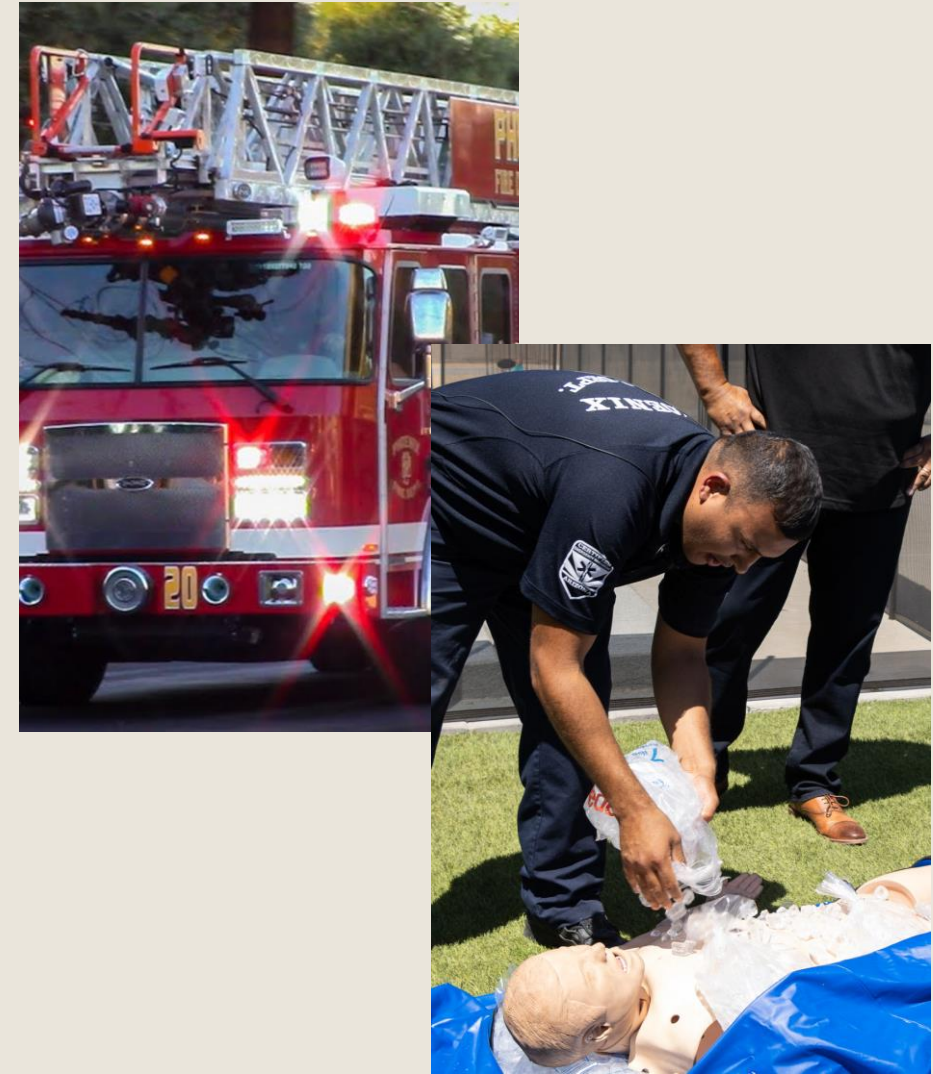
**Community
Engagement
& Outreach**



**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

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

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**



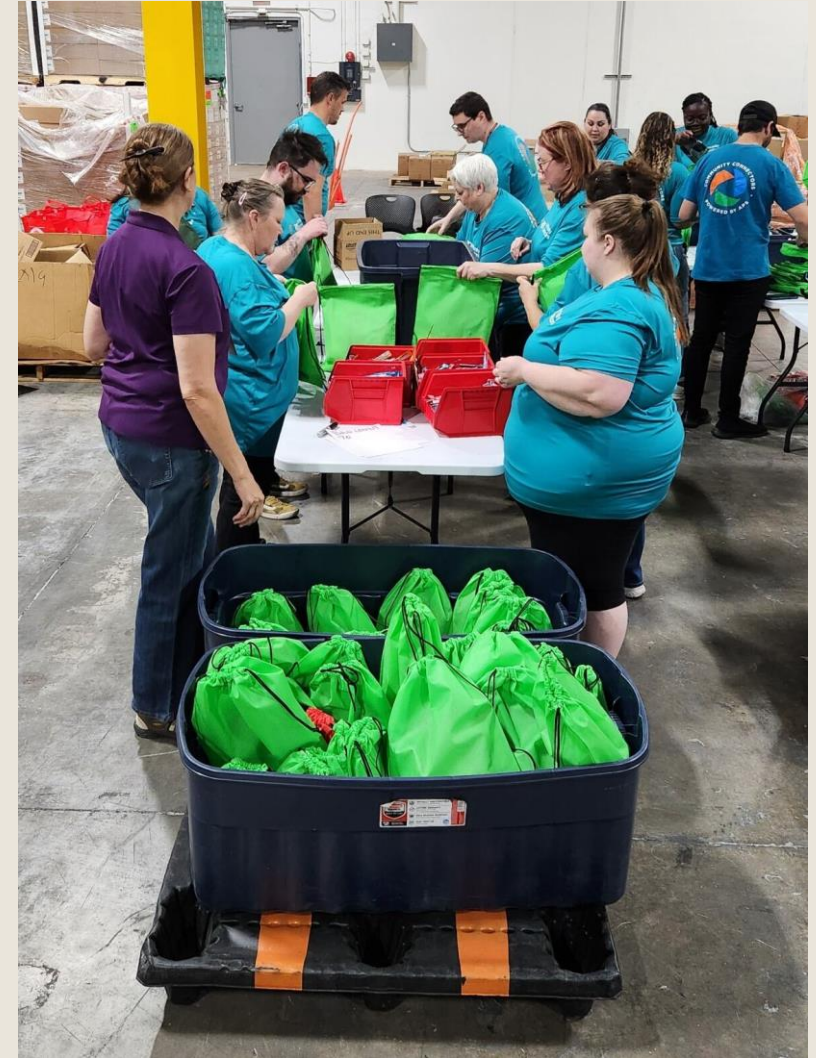
**Support for Major
Events**



Communications

2024 REVIEW: HEALTH OUTCOMES

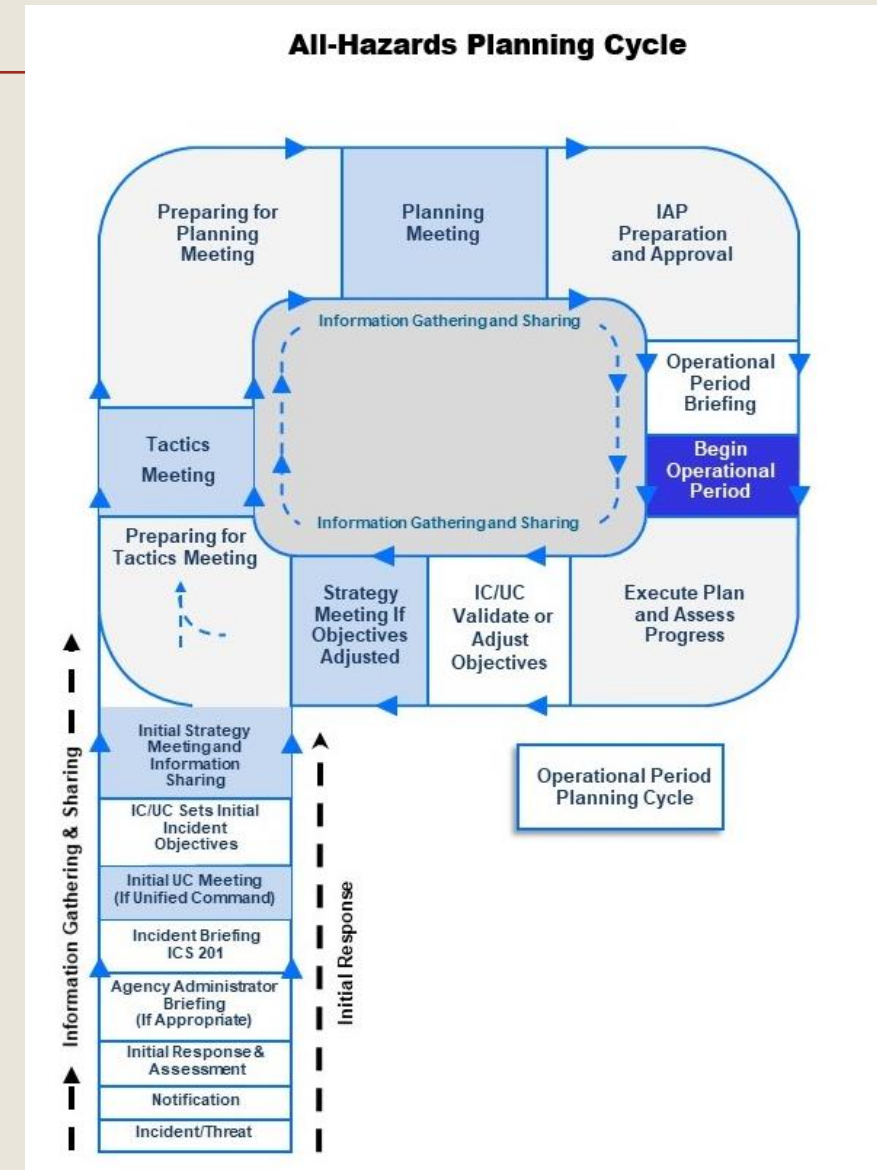
- Citywide 911 calls for heat emergencies **decreased by 20%** from 2023
- **25% reduction** in calls within 1 mile of heat relief locations
- Heat-related deaths in Maricopa County **declined for the first time in a decade**
- 900+ residents connected to shelter, housing, and related services



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



**First
Responders**



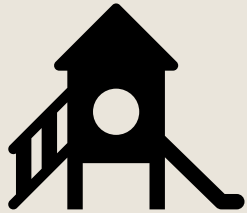
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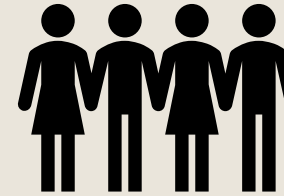
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ARIZONA
COMMUNITY
GRAND ROUNDS
MAY 14, 2025

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

ElaineRides@ElaineAZ.org

www.ElaineAZ.org



Thank you

Please complete this survey for feedback and for certificate of attendance for continuing education credits.

