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Town of Dennis

P.O. Box 2060, South Dennis, MA 02660 / Telephone: (508) 394-8300 · Fax (508) 394-8309

**TOWN OF DENNIS
Response to Residences Without Heat**

1. Purpose The purpose of this policy is to provide procedures for town staff response to situations where residents are at risk because they have no heat and to ensure a coordinated response between town departments to provide alternative accommodations to citizens when appropriate.
2. Policy: Town staff will respond to “No-Heat” ~~complaints-situations~~ in accordance with the procedures outlined below. The Town of Dennis understands the importance of providing resources and a short- term safe place for at- risk citizens that may be without heat. Coordination of fuel and heat assistance services, to include the Town’s warming shelter will be the responsibility of the Director of the Council on Aging or his/her designee. ~~Outreach Coordinator at the Council on Aging.~~
3. Procedures:
 - A. Identifying At Risk No- Heat Situations
 1. “At- Risk, No-Heat” events are those events where it is determined that:
 - a. The premises is a residence occupied by year- round residents;
 - b. There is no heat source due to a mechanical issue or no fuel supply;
 - c. The temperature in the home of one or more “at-risk” residents is less than 65 degrees Fahrenheit or it is ~~clear-evident~~ that the temperature will drop below 65 degrees due to weather and or other factors;
 - d. There are “at-risk” residents in the home – children, elderly, disabled or incapacitated persons, or residents that cannot find any other shelter.

B. Response to At-Risk, No-Heat Events

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1. Emergency Telecommunication Officers (ETOs) receiving **complaints a report** of no- heat will collect relevant information and determine if there is a medical emergency. If there is a medical component to the call, the ETO will transfer the call to the Fire Department for an EMS response.
2. If the ETO determines there is no medical issue the ETO will dispatch a police unit to the scene.
3. Town staff, such as the Building Inspector, Health Inspector, etc., coming upon an At-Risk No-Heat event will notify the ETO and request a police or fire response as appropriate.
4. Upon arrival, the investigating police or fire official will conduct an inquiry to determine the facts relevant to whether or not this is an ‘At-Risk No-Heat’ event as outlined in Section “3-A” above.
5. Police and fire officials will attempt to identify another residence or safe location for the residents to go to before activating the **heat Warming** Shelter option below. Police and fire officials are authorized to transport persons in town vehicles for this purpose.
6. If the police or fire officials determine that the residents are in need of town- supplied shelter, they will follow the procedures set out in Section C below.

C. Activation of the Town’s Warming Shelter

1. The Council on Aging building is designated as the Town’s “Warming Shelter”.
2. During normal business hours – Monday through Friday from 9:00 AM to 4:00 PM – ~~and a police~~ officer or fire official needing to activate the Warming Shelter will contact the Council on Aging at 385-5607 and notify the receptionist that the officer will be transporting residents to the COA for shelter purposes.
3. When the shelter is required outside of normal business hours one of the following COA representatives will be notified:

a. Director

~~a.~~ Randi Cherchigha - (home) (cell)

~~b.~~XXXXXXXX

c. ~~XXXXXXXXXX~~

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4. The ~~Outreach Coordinator~~Council on Aging Director or her designee will assign at least 2 persons to remain at the shelter at all times when the shelter is operational.
5. The Emergency Management Director will assure that an appropriate number of cots, blankets and any other required items are moved from the Town's Emergency Shelter at Wixon School to be stored at the Council on Aging.

D. Follow-Up Activities for Persons In Need

1. The Director of the COA, ~~Outreach Coordinator~~, Police and Fire Chiefs and a representative ~~from~~of the Board of Selectmen and ~~the~~Town Administrator's office will meet once a month to review shelter usage and determine if any additional services should be provided.
2. Town staff identifying persons in need of services that may not meet the criteria listed above will refer the person to the Council On Aging for further information or services. This may include persons who have found a temporary place to stay or are not yet out of heat but in danger of running out.

4. Summary

The above stated policy and procedure is meant to provide general guidelines to Town of Dennis staff concerning the Town's response to No-heat ~~complaints~~situations. Particular facts or circumstances may demand changes in the procedures listed above.

This policy and procedure is for Town of Dennis use only and is not meant to enlarge an employee's criminal or civil liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this directive, if proven, can only form the basis ~~of a complaint by this department, and then only in an administrative proceeding for an internal administrative proceeding.~~

Comment [SAM1]: Not sure I understand this phrasing. If this is a "Town" policy which department does this apply to?