BALTIMORE CITY HEALTH DEPARTMENT

Baltimore City Code Blue Extreme Cold Plan

Version 2

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1. Summary

Baltimore City's Code Blue Extreme Cold Program establishes a coordinated approach to providing relief from extreme cold weather to vulnerable populations in Baltimore City during the winter season. The response period is from November 15th to March 15th with the greatest risk from December to February. Risk peaks in January, which is usually the coldest month of the year. The program's goal is to reduce the number of hypothermia deaths and related illnesses in the City. Based on historical data from Baltimore and various literature and reports from the Centers for Disease Control and Prevention (CDC), the vulnerable populations targeted by this plan include:

- Street dwellers and individuals experiencing homelessness
- Individuals abusing drugs, alcohol, or other substances
- Economically disadvantaged individuals and those without home heating
- Elderly and young children
- Individuals suffering from pre-existing heart conditions and diabetes
- Individuals suffering from behavioral health problems

2. Activation

The Health Commissioner declares a **Code Blue Extreme Cold** day based on the following criteria. When appropriate, the declaration will specify the risk period as "all day" or "night only" based on forecasted temperatures.

- Temperatures, including wind chill, are expected to be 13°F or below. This threshold can be reached by having a temperature of 20°F or less with 5 mph sustained winds or a temperature of 25°F or less with 15 mph sustained winds.

- Other conditions (e.g., strong winds, forecasted precipitation for more than two hours, extended period of cold, sudden cold after a warm period) deemed by the Health Commissioner to be severe enough to present a substantial threat to the life or health of vulnerable Baltimore citizens.

If possible, the decision to declare a Code Blue Extreme Cold Alert will be made by 5:00 p.m. on the previous business day and by 5:00 p.m. on Friday before the weekend in which extreme cold weather is forecasted. The Baltimore City Health Department (BCHD) will send out a press release announcing Code Blue Extreme Cold Alert status. BCHD will also notify the Office of Emergency Management (OEM) and other members of the Code Blue Extreme Cold Planning Committee (see section 7 for a complete list of participating City agencies).

3. Services

Shelter

The Mayor's Office of Homeless Services (MOHS) has a Winter Shelter Plan to address the shelter needs of individuals experiencing homelessness during the winter months which covers October 15th to April 1st. When the temperature with wind chill reaches 32°F or below, MOHS will make a Winter Shelter Declaration and City-funded shelters will expand shelter capacity to ensure any individual experiencing homelessness and wanting shelter will be accommodated. On Code Blue Extreme Cold days, City-funded shelter sites will shelter-in-place to ensure any individual experiencing homelessness will be able to remain inside. In addition, on Code Blue Extreme Cold days, the City will encourage private homeless shelters to open for extended hours. Citizens re-entering into society from prison terms are also provided information and resources to find shelters or more permanent housing year-round by private non-profits.

The Mayor's Office of Homeless Services (MOHS) is responsible for Winter Shelter declarations and will communicate with shelter providers, non-profit organizations, 211, 311, etc. to ensure information is disseminated to the homeless population.

MOHS is also responsible for coordinating bed utilization of all City-funded shelters during a Winter Shelter Declaration. Find information about winter sheltering on MOHs' website

Behavioral Health Issues

If clients at a shelter have behavioral health issues, need a mental health evaluation, or need sobering services, shelter staff can Call 988 24 hours a day/7 days a week. Counselors will speak to the individual or the shelter staff to screen and/or refer the individual to the appropriate services.

Meals

Eating Together meals will be served at the community congregate meal sites. Meals will continue to be delivered to congregate meal sites and residential sites in the event of bad weather. If weather is predicted to be extreme, shelf-stable or frozen meals will be provided to all participants when deliveries cannot be made. CARE Services will communicate with MJM Innovations (meal management company) and Food Vendors (meal caterer) to ensure distribution to all enrolled residents as scheduled. Home delivered meals distributed by Meals on Wheels of Central Maryland will continue.

The Waxter Center (1000 Cathedral Street, Baltimore, MD 21201) will continue to store a stable inventory of 300 non-perishable meals for seniors. The Waxter Center can be reached at (410) 396-1324.

The Salvation Army will continue to run its FEEDMORE program, a mobile-canteen soup kitchen, that feeds individuals experiencing homelessness each evening Monday through Saturday. On nights when Code Blue Extreme Cold has been declared, Salvation Army will take the canteen out and provide hot drinks and other available items for keeping persons warm.

Energy Assistance Program

Individuals needing energy assistance can apply one of the following ways:

- Online at https://www.bmorechildren.com/residents
- Call 410-396-5555
- Mail a completed application with the required documents to
  OHEP Processing Center
  1731 E. Chase Street
  Baltimore, MD, 21213
- Submit an application to a Community Action Partnership (CAP) Center drop box
  - Northern CAP Center
    5225 York Rd, Baltimore, MD 21212
  - Northwest CAP Center
    3939 Reisterstown Rd, Baltimore, MD 21213
  - Eastern CAP Center
    1731 E. Chase Street, Baltimore, MD 21213
  - Southeast CAP Center
    3411 Bank Street, Baltimore, MD 21224
  - Southern CAP Center
    606 Cherry Hill Road, Baltimore, MD 21225

The Maryland Department of Human Resources through the Baltimore City Community Action Partnership (BCCAP)- Office of Home Energy Programs has more information at http://dhs.maryland.gov/office-of-home-energy-programs/, including level guidelines and online application form.

Baltimore City Community Action Partnership (BCCAP) staff can provide assistance in completing applications and case management services. Individuals who are not eligible for this service will be encouraged to seek other assistance programs, such as home energy efficiency programs that are available through Baltimore City. For questions about energy assistance call 410-396-5555 or email ohep@baltimorecity.gov

"No Heat" Home Repair Services

This service can be requested through 311 as a "no heat" request or through the online portal starting November 1st.

The following services are available:

- ***Repair or replacement of non-working or dangerous heating systems:***

  A LIGHT Coordinator will be assigned within 48 hours to an initial intake and no heat phone assessment. A pre-application form will be completed via telephone and referral to the rehabilitation of Weatherization Office will be made. The time frame for work will depend on which of our limited funding sources is available at the time the referral is made.

  If referred to the *Weatherization Assistance Program* the house must be in overall good condition (i.e., no roof leaks, major structural defects, etc.). Inclement weather and existing conditions, such as a flooded basement or a water or sewer line break in a basement, may warrant a case to be deferred to the Rehabilitation Program for further assistance based on the type of heating system in the home. Structural repairs must be completed before heating system repairs or replacement can begin to ensure worker safety and avoid damage to the new heating system unit.

  Clients will be served on a first-come, first-served basis through the *Weatherization Assistance Program* as they qualify and as funds are available. If clients do not qualify for weatherization, or if weatherization no-heat funds are exhausted, then clients will be referred to the Division of Homeownership and Housing Preservation's Office of Rehabilitation Services for assessment and underwriting for a deferred loan for furnace repair or replacement.

- ***Heating systems tagged by BCFD or BGE for leaks:***

  DHCD can also assist in cases that meet the income eligibility where either BCFD or BGE has tagged the heating system for emitting high levels of carbon monoxide (CO) or homes with a tagged gas meter for leaks. The process is like repairing or replacing non-working or dangerous heating systems: an inspector will assess the whole house and expedite any heating work that may be needed, up to and including replacement, as long as the applicant meets the application requirements for weatherization

  For further information, please visit:

  Weatherization and Energy Efficiency | Baltimore City Department of Housing & Community Development, or

  https://portal.neighborlysoftware.com/BaltimoreMD/participant for an online application

4. Complex Cold Emergency and Additional Response Measures

In an extended period of extreme cold that becomes a complex emergency, the Code Blue Extreme Cold Planning Committee will discuss additional measures to protect citizens. Additional events may compound the emergency so that the definition of "vulnerable population" may expand to include those who would not normally be at risk. Compounding events may include large scale infrastructure failure such as frozen or broken utility lines.

The Health Commissioner, in consultation with the Director of the Mayor's Office of Homeless Services (MOHS) and the Director of the Office of Emergency Management (OEM), will call a planning meeting if a cold weather emergency becomes complex and additional response measures are required. Additional response measures may include steps to:

- Increase surveillance, outreach, and vigilance, particularly for those vulnerable populations or persons with special needs—especially during large power outages.
- Mobilize neighborhood leaders to check on and assist vulnerable individuals in targeted locations. This may be conducted as a door-knocking campaign with city employees and will connect vulnerable individuals to the services listed above that they need and are eligible for.
- Request that private homeless shelters allow clients to remain indoors during daytime hours.
- Increase surveillance of power outages, particularly to vulnerable facilities.
- Request assistance from the private sector in providing and distributing provisions such as hot food/drink, socks or blankets.
- Suspend any evaluation for long-term housing for the homeless population on the streets, and instead actively seek out to offer them warm shelter.
- At the Department of Housing and Community Development (DHCD), the Weatherization Assistance Program may offer services for households that do not meet the eligibility criteria, especially if there are vulnerable individuals involved (e.g., the very old or very young). This will be done on a case-by-case basis.

- During an emergency or surge in volume, DHCD's Community Services office and Weatherization Assistance Program will work closely together to share personnel and resources for the best and quickest response.

- Discourage outdoor public gatherings.

- If there is an area of the City that may be without water or power for an extended period of time, open a temporary emergency shelter. Power outages can be monitored via BGE's outage map or Maryland Department of Emergency Management's (MDEM) OSPREY: https://geodata.md.gov/ospreypublic/

5. Outreach and Awareness

The City will aim to reduce cold-related mortality and morbidity by increasing awareness of the health risks that extreme cold poses to vulnerable populations. Outreach will target the most at-risk audiences with important health messages and will also provide a call to action for local support networks and the media to protect Baltimore citizens, especially those most at risk.

Mass Media

Press Release
On or after November 15th, but prior to the first Code Blue Extreme Cold alert, a press release will be distributed by BCHD's PIO as a general reminder about the approaching cold weather season. The press release will include tips on how to stay safe in the cold weather, including messages about outdoor safety in inclement weather and the importance of monitoring neighbors and loved ones.

BCHD will issue a press release on days when a Code Blue Extreme Cold declaration alert is made. Distribution for the press releases will include media outlets, the Code Blue Extreme Cold notification list, the Health Department and City government (Mayor's Office) websites, social media platforms, and other appropriate avenues at the discretion of BCHD's PIO.

Health Education and Outreach Literature
The City will distribute general snow and cold weather health education literature to vulnerable populations and at various outreach events. The literature will contain information about preparing for snow (preventing falls, preparing against being stuck in the car or in the house), and emergency safety information for winter (use of generators, candles, etc.) and information about the city services outlined above.

Mass Communications

Email Alerts
Homeless Services at MOHS will issue email alerts on Code Blue Extreme Cold days to organizations serving those experiencing homelessness, instructing them to keep warm and safe, informing them of the harmful effects of extreme cold, and advising that they stay indoors in heated environments. This will include all homeless shelters.

- Outbound calling systems
  Aging and CARE will conduct automated call-outs to seniors using the BMORE ALERT notification system when there is a Code Blue Extreme Cold day or a series of Code Blue Extreme cold days expected to be declared.

- 311 and 211
  - BCHD Aging and CARE Services will field calls from 8:30am – 4:30pm Monday-Friday. 211 MD United Way Helpline will take calls after hours and on weekends.
  - Citizens may call 311 for information about extreme cold-related illness and risk factors.
  - Citizens may call 311 to report homeless individuals who are outdoors for prolonged periods during severe winter weather and who appear vulnerable or ill.
  - Citizens can also put a "no heat" service request through 311 if they have no heat in their house. An assessment of the house and their eligibility will be made within 48 hours.
  - 311 operators will also provide other winter weather preparedness and safety tips.
  - Information on homeless shelters is available through the 211 hotline.

- City Hall Operator
  - Citizens may call the operator for information about cold-related illness and risk factors and City Operators will enter call information into the CSR system.
  - The operators will also provide other winter weather preparedness and safety tips.

Neighborhood Outreach

The Mayor's Office of Neighborhoods (MON) will disseminate cold weather-related information to community associations and community-based organizations.

The Mayor's Office of Homeless Services (MOHS) will ensure that homeless outreach teams operating across the City are notified when a Code Blue Extreme Cold Alert is made. These teams will canvass known "hotspots" to offer vulnerable individuals transportation to shelter. Homeless Services will ensure that 311

requests for outreach to vulnerable individuals are filled by partner outreach agencies.

The Baltimore City Fire Department (BCFD) will distribute extreme cold safety and energy assistance information as a part of its normal day-to-day operations/home visits. They will educate communities about the risk of fire and carbon monoxide poisoning since people are known to light fires at home or in vacant properties to stay warm.

6. Coordination and Tracking

Service Request and Delivery Process

The City's policy and public statements will be consistent in encouraging citizens to call 311 and only 311 for all non-emergency cold-related inquiries and complaints (other than BGE power outages). Calls from the public to report cold-related problems or request cold-related services may be received at one of the following numbers:

311
410-396-3100 or 443-263-2220
410-396-CARE (2273)
211 MD United Way Helpline, for shelter info and after-hours CARE Services
Power Outages: 1-877-778-2222

311

311 will field calls from 6am to 10pm, 7 days per week. For cold-related inquiries and service requests, it will generate tracking and immediately close an "ECC-Information Request" Service Request (SR). This will create a record of citizen requests for tracking purposes. In addition, 311 call-takers will provide information specific to the caller's request, as follows:

Information Calls: Homeless Shelter Locations, Hours and Code Blue Extreme Cold Declaration
Vulnerable Populations: Check on vulnerable neighbors (transfer to BPD non-emergency) or homeless persons (transfer to homeless services)
Service Requests: No Heat, Weatherization or Tenant complaints (no heat)

410-396-3100

The City Hall Operator will field calls directly Monday-Friday from 6am to midnight, and through a prompt-based system from midnight to 6am during the week and on weekends. All requests related to Code Blue Extreme Cold Alerts will be referred to the 311 Call Center.

410-396-CARE (2273)

Aging and CARE phone lines will automatically roll over to 211/MD United Way Helpline (a private non-profit) after hours (4:30 pm -8:30 am), on weekends

and on holidays. Additional information on Code Blue Extreme Cold related policy will be provided as needed.

Monitoring and Evaluation

Data to be tracked as indicators of the effectiveness of the Baltimore City Code Blue Extreme Cold program:

- BCHD will obtain information from the Office of the Chief Medical Examiner (OCME) on hypothermia-related deaths via the Maryland Department of Health (MDH) and will work in conjunction with the MDH Office of Preparedness and Response to review and share available data.
- BCHD will obtain information from ESSENCE regarding hospital admissions for hypothermia and cold-related illnesses. BCHD will also track hypothermia-related EMS runs.
- BCFD will track any incidents and injuries resulting from lack of heat, such as carbon monoxide poisoning from generators.
- BCHD Division of Aging and CARE Services will track the number of emergency meals distributed to seniors.
- The Salvation Army will track the number of hot drinks and other provisions distributed on Code Blue Extreme Cold days.
- 311 and Municipal Telephone Exchange (MTE) will report the daily number of information calls, vulnerable people call-ins, and cold-related service requests received.
- Department of Housing and Community Development's Weatherization office will report the total number of service requests received during the Code Blue Extreme Cold season, and, if possible, will note the reason for the call under a few categories (e.g., non-payment, equipment failure, tagged by BCFD, or required operating education). When Code Blue Extreme Cold days are declared, the office will track how many requests were responded to as emergency calls.

7. Roles and Responsibilities

1. Baltimore City Health Department (BCHD)

a. Convene and organize the Code Blue Extreme Cold Planning Committee and update the Code Blue Extreme Cold Plan annually.
b. Maintain and monitor cold-related data to identify trends that may indicate need for additional response and request additional resources as needed.
c. Communicate Code Blue Extreme Cold information via traditional media, social media, and electronic communications.

d. Provide health tips and encourage local resilience against the cold weather throughout the season.
e. Obtain data from OCME on cold-related deaths.
f. Obtain cold-related Emergency Department (ED) admissions data.
g. Track hypothermia related EMS calls.
h. Provide automated call-outs to seniors via BMORE ALERT, a mass notification system.
i. CARE Services will provide seniors with resources to complete energy assistance applications (410-396-CARE).

2. Baltimore City Community Action Partnership (BCCAP)

a. Offer case management services to families and individuals at the Community Action Partnership Center to connect those willing to engage with services based upon their identified need.
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations

3. Baltimore City Fire Department (BCFD)

a. Track cold weather-related injuries/incidents (e.g. carbon monoxide poisoning, fire).
b. Distribute Code Blue Extreme Cold and energy assistance literature during home visits.
c. Increase the number of EMS crews in service as necessary.
d. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

4. Baltimore City 311 Services

a. Provide information and track Code Blue Extreme Cold inquiries to 311.
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

5. Baltimore Police Department (BPD)

a. Relay public messaging to homeless and vulnerable citizens encountered on patrol.
b. Dispatch officers to check on vulnerable citizens based on 311 calls.
c. Distribute Code Blue Extreme Cold literature at District Offices.
d. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

6. Department of Housing and Community Development (DHCD)

a. Pull "No heat" service requests from the 311 database and assess caller home heating.
b. Increase outreach efforts on Code Blue Extreme Cold days.
c. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

7. Mayor's Office of Homeless Services (MOHS)

a. Develop the Winter Shelter Plan.
b. During Code Blue Extreme Cold days, City-funded shelters will increase their capacity and shelter-in-place to ensure any individual experiencing homelessness will be accommodated. Private homeless shelters will be encouraged to extend their hours and keep individuals indoors.
c. Coordinate with the homeless outreach teams to provide information regarding shelter services and winter safety.
d. Coordinate with the homeless outreach teams to canvass known "hotspots" on Code Blue Extreme Cold days and respond to 311 requests for outreach to vulnerable homeless individuals.
e. Refer clients with behavioral health needs to Call 988
f. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

8. Mayor's Office of Neighborhoods (MON)

a. Distribute Code Blue Extreme Cold press releases and other information to community organizations via email and other mechanisms.
b. Mobilize neighborhood leaders to assist and check on vulnerable individuals in targeted locations as needed.
c. Provide information about winter weather hazards and Code Blue Extreme Cold in neighborhood newsletters.
d. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

9. Office of Emergency Management (OEM)

a. Assist BCHD in the activation of additional cold weather resources as needed.
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

10. Behavioral Health System Baltimore (BHSB)

a. Work in collaboration with MOHS to coordinate with the homeless outreach teams to canvass known "hotspots" on Code Blue Extreme Cold days and respond to 311 requests for outreach to vulnerable homeless individuals.
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

11. Department of Planning

a. Provide sheltering, winter safety and Code Blue Extreme Cold information to Resiliency Hubs
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations
c. Connect city agencies with Community Resiliency Hub partners as needed if it is determined that there is a role that resiliency hubs can play in the Code Blue response

12. HealthCare Access Maryland

a. Receive referrals from hospital emergency departments/other healthcare facilities.
b. Advocates assess each client to connect them to health insurance and wraparound housing services.

13. Salvation Army

a. Set up canteen service to provide hot drinks and other items available to help keep persons warm on nights following a Code Blue Extreme Cold declaration.
b. Share BCHD's social media messaging during Code Blue Extreme Cold declarations.

8. Plan Maintenance

1. BCHD shall maintain this plan and organize an annual review by the Code Blue Extreme Cold Planning Committee no later than November 1 of each year.

2. Based on the findings of annual reviews, BCHD shall coordinate plan revisions as necessary.

3. Agencies' internal procedures to execute their responsibilities under this plan shall be reviewed annually by the respective agencies no later than November 15 of each year.

4. Participating agencies are responsible for notifying BCHD if policies or procedures that substantively affect this plan are modified.

9. Health Education and Literature

Hypothermia Facts and Snow Shoveling Safety Tips

HYPOTHERMIA

WHAT YOU KNOW COULD SAVE A LIFE

Hypothermia Facts: Did you know?

- Hypothermia is a common cause of illness and death in urban areas
- People can die of hypothermia even when the temperature is above freezing, especially if it's wet or windy
- People who are hypothermic may be lethargic and confused – they can look like they're intoxicated, when really they're sick and need medical attention
- People who have the greatest risk of dying from hypothermia include:

❑ Homeless people ❑ Substance abusers ❑ People with psychiatric disorders
❑ Elderly people ❑ People with chronic medical conditions or malnutrition

Recognize the Signs

- Lethargy and confusion
- Slurred speech
- Trouble walking normally
- Uncontrollable shivering – note that shivering STOPS as patients get colder, because the muscles tire out. People with the most severe hypothermia may not shiver

What Can You Do?

- SUSPECT hypothermia in people who look like they're intoxicated, are confused, are having trouble walking or talking, or are shivering uncontrollably
- Help the person get warm again:

❑ Remove all wet clothing ❑ Cover the person with a warm dry blanket
❑ Give the person a hot beverage ❑ Allow them to remain indoors to warm up

- Call 911 and send the person to the hospital if:

❑ Initial symptoms are severe OR
❑ The person is not improving after 1-2 hours of rewarming OR
❑ If you use a thermometer, send all people with oral temperatures of 93 degrees or below to the hospital immediately

BALTIMORE CITY HEALTH DEPARTMENT

SNOW SHOVELING SAFETY TIPS

- **Dress warmly and work slowly.**
- **Shovel early and often.**
- **Push the snow instead of lifting it.**
- **If you must lift the snow, lift with your legs.**
- **Never remove deep snow all at once; do it piecemeal.** Shovel an inch or two, then take another inch off Rest, and repeat if necessary.
- **Pace yourself.** Shoveling snow is an aerobic activity. Take frequent breaks and replenish fluids to prevent dehydration.
- **Listen to your body.** Stop if you feel pain or observe heart attack warning signs that may include chest pain as well as shoulder, neck or arm pain; dizziness, fainting, sweating or nausea; or shortness of breath. If you think you're having a heart attack, seek medical help immediately.

Those most at risk for a heart attack include:

- Anyone who has already had a heart attack.
- Individuals with a history of heart disease.
- Those with high blood pressure or high cholesterol levels.
- Smokers.
- Individuals leading a sedentary lifestyle.

BALTIMORE CITY HEALTH DEPARTMENT

Maryland Energy Assistance Program Information Flyer

Source: Applying for Energy Assistance - Maryland Department of Human Services

What You Need to Apply

- Copy of Applicant's photo identification
- Proof of Residence (Lease, Mortgage Statement, etc.)
- Copies of Social Security cards for all household Members
- Proof of ALL gross income your household received in the last 30 days
- Copy of your most recent Utility bill or termination notice (if applicable)
- A copy of your most recent heating fuel bill or receipt (if applicable)

THINGS THAT MAY DELAY YOUR APPLICATION

- Not completing all sections of the application
- No signature or date on the application
- Missing documents
- Not including all household members
- Not including all income for the past 30 days
- Electric bill not in Applicant's name

For More Information:

call toll free: 1-800-332-6347
visit www.dhs.maryland.gov/energy

Did you Know?...

- Grants do not have to be paid back.
- Grant amounts vary by income level of the household applying and by fuel type.
- If you live in subsidized housing and your heat is included in your rent, you are not eligible for a MEAP grant, but you may be eligible for a EUSP grant.
- In order to get an EUSP grant, the Electric bill must be in the applicant's name and you must agree to a budget billing payment plan.
- Continue to make payments on all your energy bills so you will not get behind on these bills.

Office of Home Energy Programs
Your Home Energy Partner

Maryland Department of Human Services

For information call toll free:
1-800-332-6347 (en Español tambien)

TTY for the hearing impaired call:
1-800-735-2258

Check out our website at:
www.dhs.maryland.gov/energy

Apply online at:
www.dhs.maryland.gov/benefits

To Report Fraud:
Call 1-800-332-6347 and select the Welfare Fraud hotline option

Need Help Paying Heating and Electric Bills?

Apply today to make your energy costs more AFFORDABLE!

For information call toll free:
1-800-332-6347 (en Español también)

MARYLAND

Effective July 1, 2019 - June 30, 2020

BGE Information for Customers with Special Needs

Source:
Special Needs Programs | Baltimore Gas and Electric Company (bge.com)

Special Needs Customers

BGE will attempt to contact those Special Needs customers with a serious illness or that are on life support to notify them of an upcoming planned outage or the possibility of an impending severe storm so the customer may implement back-up plans.

It's **the customer's responsibility** to make appropriate arrangements such as portable generator, battery backup and a contingency plan, such as identifying places where to go for shelter or care in extreme emergencies. Customers with special needs are located throughout our service area and when there are extensive power outages, it's not possible to provide restoration priority to individual customers.

Additionally, BGE will take extra steps to avoid or delay service termination for Special Needs Customers.

If you experience a power outage, please call BGE's power outage number at 1-877-778-2222 To reach our special needs hotline during emergency events, please call 1-877-213-2610

Please see below for additional information about Disaster Preparedness for Special Needs Customers.

How to Participate

In order to participate, customers with a serious illness or that are on life support must have a physician or certified nurse practitioner submit the required forms.

Disabled customers must submit a copy of their state certification of disability.

Elderly must submit proof of age and address.

Please fax forms to 1-443-213-3302, email ActiveCollections@exeloncorp.com, or mail to:

Special Needs Room
720 PO Box 1475
Baltimore, Maryland 21298-9979

Customers requesting Special Needs status have 30 days to return the appropriate forms. During this period, no collection activity will occur for a customer scheduled to be disconnected. For more information, contact us. TTY/TDD (Maryland Relay Service): 1-800-735-2258.

Hospital Program

If you are in the hospital and worried you won't be able to pay your BGE bill, contact a hospital social worker. The social worker will call BGE to delay collection action until you have returned home and recuperated.

Third-Party Notification

If you are ill, away from home for a long time or unable to handle your own affairs, you may designate a third party to be notified if your account is in danger of denial.

Disaster Preparedness

Disaster Preparedness for People With Disabilities has been designed to help people who have physical, visual, auditory, or cognitive disabilities to prepare for natural disasters and their consequences.

Anyone who has a disability or anyone who works with, lives with, or assists a person with a disability can use this booklet. It contains information that can help you organize a personal disaster plan and includes plans for the care of service animals and/or pets during a disaster.

Disaster Preparedness for People with Special Needs and Persons 65 and Older

Preparing for Disaster for People with Disabilities and other Special Needs

Electric Medical Equipment

If you have special medical equipment in your home that requires electricity to function, you may obtain special outage planning information by calling 1-800-685-0123.

BGE
We're on it.

BGE's Third Party Notification Program

Need a Little Extra Peace of Mind?

If you are sick, shut-in or away from home often, it's possible to overlook a utility bill or turn-off notice. To protect your health and safety by preventing any unnecessary disruptions in gas and electric service, BGE offers the voluntary Third Party Notification program.

Here's how it works:

- You designate anyone you like – a friend, relative or social service agency – to be your "third party."
- In the event we must notify you that service will be discontinued because of past-due bills, your designated third party will also receive a copy of the notice.
- They can then bring the problem to your attention and perhaps offer aid or advice.
- The third party will not be legally responsible for the overdue bill, nor will this notification by itself prevent a loss of service.

If you would like to take advantage of this plan, please fill out the application below and mail it back to us. ***And please let your designated third party know that you have named them.***

You must provide your signature before returning the application.

John Doe
Customer's Signature

The plan will remain in effect for as long as we serve you or until we receive a request to discontinue it. *Please notify us if you or the designated third party move, or if you want to designate a new third party.* Remember to let us know **immediately** of any bill payment problem. A Customer Service Representative can discuss the problem with you over the phone and offer suggestions that may help.

For more information

To learn more about the Third Party Notification Program and other ways we're working to provide exceptional customer service, call us at **1.800.685.0123**, or visit our Web site at **www.bge.com**.

BGE Third Party Notification Program Application

I, the undersigned, recognize that receipt of a copy of a turn-off notice by the Third Party does not place any obligation on that party to pay the BGE bill for the customer named below, nor will it necessarily stop turn-off if payment is not made. The notice simply reminds the Third Party of a chance to help the customer solve the problem related to non-payment.

Customer's Name (please print) (Must be same as shown on the bill) ( ) - **Daytime Phone**

Customer's Address (please print) **City** **State** **ZIP Code**

Customer's Signature

Third Party's Name (please print) ( ) - **Daytime Phone**

Third Party's Address (please print) **City** **State** **ZIP Code**

Red Cross Winter Preparedness Tips

Source:
[WinterStorms.pdf (redcross.org)]

Be Red Cross Ready

Winter Storm Safety Checklist

Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Some winter storms are large enough to affect several states, while others affect only a single community. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

Know the Difference

Winter Storm Outlook
Winter storm conditions are possible in the next 2 to 5 days.

Winter Weather Advisory
Winter weather conditions are expected to cause significant inconveniences and may be hazardous. When caution is used, these situations should not be life threatening.

Winter Storm Watch
Winter storm conditions are possible within the next 36 to 48 hours. People in a watch area should review their winter storm plans and stay informed about weather conditions.

Winter Storm Warning
Life-threatening, severe winter conditions have begun or will begin within 24 hours. People in a warning area should take precautions immediately.

What should I do?

- ❑ Dress in several layers of lightweight clothing, wear mittens and a hat (preferably one that covers your ears).
- ❑ Wear waterproof, insulated boots to keep your feet warm and dry and to maintain your footing in ice and snow.
- ❑ Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle.
- ❑ Listen to a NOAA Weather Radio or other local news channels for critical information from the National Weather Service (NWS).
- ❑ Winterize your vehicle and keep the gas tank full. A full tank will keep the fuel line from freezing.
- ❑ Insulate your home by installing storm windows or covering windows with plastic from the inside to keep cold air out.
- ❑ Maintain heating equipment and chimneys by having them cleaned and inspected every year.
- ❑ Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.
- ❑ Running water, even at a trickle, helps prevent pipes from freezing.
- ❑ All fuel-burning equipment should be vented to the outside and kept clear.

Cold-Related Emergencies

- ❑ **Frostbite** and **hypothermia** are two dangerous and potentially life-threatening emergencies. Learn how to care for these emergencies by taking a first aid class.

What supplies do I need?

- ❑ Water—at least a 3-day supply; one gallon per person per day
- ❑ Food—at least a 3-day supply of non-perishable, easy-to-prepare food
- ❑ Flashlight
- ❑ Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- ❑ Extra batteries
- ❑ First aid kit
- ❑ Medications (7-day supply) and medical items (hearing aids with extra batteries, glasses, contact lenses, syringes, cane)
- ❑ Multi-purpose tool
- ❑ Sanitation and personal hygiene items
- ❑ Copies of personal documents (medication list and pertinent medical information, proof of address, deed/lease to home, passports, birth certificates, insurance policies)
- ❑ Cell phone with chargers
- ❑ Family and emergency contact information
- ❑ Extra cash
- ❑ Baby supplies (bottles, formula, baby food, diapers)
- ❑ Pet supplies (collar, leash, ID, food, carrier, bowl)
- ❑ Tools/supplies for securing your home
- ❑ Sand, rock salt or non-clumping kitty litter to make walkways and steps less slippery
- ❑ Warm coats, gloves or mittens, hats, boots and extra blankets and warm clothing for all household members
- ❑ Ample alternate heating methods such as fireplaces or wood- or coal-burning stoves

What do I do after a storm?

- ❑ Go to a designated public shelter if your home loses power or heat during periods of extreme cold.
- ❑ Avoid driving when conditions include sleet, freezing rain or drizzle, snow or dense fog.
- ❑ Before tackling strenuous tasks in cold temperatures, consider your physical condition, the weather factors and the nature of the task.
- ❑ Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
- ❑ Help people who require special assistance such as elderly people living alone, people with disabilities and children.
- ❑ Check on your animals and make sure that their access to food and water is not blocked by snow drifts, ice or other obstacles. If possible, bring them indoors.

Caution: Carbon Monoxide Kills

- ❑ Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- ❑ The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- ❑ Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- ❑ If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- ❑ Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

Let Your Family Know You're Safe

If your community experiences a severe winter storm, or any disaster, register on the American Red Cross Safe and Well Web site available through **RedCross.org** to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

American Red Cross

For more information on disaster and emergency preparedness, visit **RedCross.org**.

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Mayor's Office of Homeless Services Street Outreach Information Card:

HOUSING IS THE GOAL!

If you need **Emergency Shelter,** call **443-984-9540.**

If you'd like to learn more about housing options, reach out to a **Coordinated Access (CA) Navigator.**

CONTACT

410-545-1862 or 211

bit.ly/MOHSGetHelp

HomelessOutreach@baltimorecity.gov

The mission of the Mayor's Office of Homeless Services (MOHS) is to make homelessness rare, brief, and nonrecurring in Baltimore City.

This guide includes primary resources for people who are currently experiencing homelessness. A comprehensive list of resources can be found on our website by typing the above web address or scanning the QR code below.

v1 8/2022

EXPERIENCING HOMELESSNESS?

FIND HELP NOW

MAYOR'S OFFICE OF HOMELESS SERVICES

HELP MEET YOUR DAILY NEEDS BY VISITING OUR LISTED PARTNERS.

SHOWERS

Generosity Global
450 N. Front Street
(Available April - October, next to Health Care for the Homeless)

HEALTHCARE

Health Care for the Homeless (CA Navigator)
421 Fallsway
410-837-5533

TREATMENT

People Encouraging People (CA Navigator)
4201 Primrose Avenue
410-764-8560

FOOD

Franciscan Center
101 W. 23rd Street
410-467-5340

Our Daily Bread
725 Fallsway
443-986-0000

Beans and Bread (CA Navigator)
402 S. Bond Street
410-732-1892

Manna House (Breakfast Only)
435 E. 25th Street
443-869-6867

Paul's Place (CA Navigator)
1118 Ward Street
410-625-0775

ARE YOU...

A U.S. VETERANS?

VA Community Resource and Referral Center
209 W. Fayette Street
410-637-3246

UNDER THE AGE OF 25?

Springboard Youth Resource Center
4623 Falls Road
410-995-7159

A MEMBER OF THE LGBTQ+ COMMUNITY?

Baltimore Safe Haven
2117 N. Charles Street
443-869-6867

Emergency/Crisis Support for Mental and Emotional Health: **Call 988**