

IMPORTANT NUMBERS FOR SENIORS DURING HEAT EMERGENCIES

Once a heat advisory or alert has been given, seniors are urged to listen to the broadcast media about the weather conditions. Seniors are urged to follow certain protective measures including: staying indoors, cool places; wearing light clothing; reduce strenuous activities, reschedule appointments if possible; taking a cold or lukewarm bath or shower; and drinking plenty of non-alcoholic liquids. In addition, seniors should keep the air conditioner and/or fan on, even if it is at a low level.

The following are other helpful community resources to be utilized during the heat weather alert or advisory:

IMMEDIATE EMERGENCY RESPONSE

- **Emergency Assistance** **911**

In a life threatening situation contact for Police, Fire and ambulance services. There is a charge for DC ambulance transportation to health care facilities. Medicare Part A recipients can be reimbursed.

- **Hyperthermia/Shelter Hotline** **(202) 399-7093 or (800) 535-7252**

The hotline offers assistance to persons in need of overnight shelter and support for those living in the streets. Open 24 hours a day, 7 days a week.

GOVERNMENT ASSISTANCE

- **DC Consumer and Regulatory Affairs** **(202) 442-9557**

If the cooling system is not working in your rental apartment building, notify the property management. If you do not receive a response, you can call the Housing Inspections Office for assistance during business hours. Call the Office of Emergency Management at (202) 727-6161 after hours and weekends.

- **DC Citywide Call Center** **311**

The main number for DC Government to report a problem or for city services information.

- **Homeland Security and Emergency Management Agency** **(202) 727-6161**

This office can give you information about public cooling centers and who to contact for other assistance. You may also call this number for non medical emergency assistance and service information after hours, holidays and weekends. Open 24 hours a day, 7 days a week.

- **D.C. Office on Aging** (202) 724-5626

The Information and Assistance Office can link seniors with needed services and provide you with general information on keeping cool. Also identify program centers that are designated as senior cooling sites. The Office is open Monday through Friday, 8:15 a.m. to 4:45 p.m.

UTILITY SERVICES AND REPAIRS

- **D.C. Energy Office Hotline** (202) 673-6750

The hotline is available Monday through Friday 8:15 a.m. to 4:45 p.m. and offers information and financial assistance with utilities.

- **PEPCO** (202) 833-7500

To report electrical power outage in your residence. Also, let them know if there are persons in your household with health problems.

- **Washington Gas** (703) 750-1400

To report gas leakage or outage in your residence. Also, let them know if there are persons in your household with health problems.

- **DC Water** (202) 612-3400

Call to report any water problems including bursting of pipes (24 hours a day)

- **Comcast Cable** (202) 635-5100

To report television cable outage.

EMERGENCY RESOURCES AND INFORMATION

- **Yellow Pages** 411

If your cooling system or air conditioner goes out inside your private residence, check the yellow pages or call directory assistance for listing of heating and cooling contractors.

