Illustrated Standard Operating Procedure For Cooling Centers

February 2020

VIET NAM RED CROSS

THE DOCUMENT IS DEVELOPED WITH SUPPORT OF GERMAN RED CROSS
OVERVIEW OF STEPS

1. Invite the beneficiary to seat

2. Invite the beneficiary to open/loosen clothes, fold up the sleeves, remove hat

3. Offer water, tea
   Give cold towel to the beneficiary, demonstrate how to use the towel (face, neck, armpit…)

4. Assess the beneficiary health status using assessment card

5. Distribute the IEC fan, explain the symptoms of heat-related illness, how to deal with and prevent them

6. Give the water container (filled with cool water) to the beneficiary

7. Guide the beneficiary to the volunteer surveyor: sign the beneficiary list, complete the questionnaire, invite to follow Facebook page
STEPS 1: INVITE THE BENEFICIARY TO SEAT

STEP 2: INVITE THE BENEFICIARY TO OPEN/ LOOSEN CLOTHES, FOLD UP THE SLEEVES, REMOVE HAT
STEP 3: OFFER WATER, TEA, GIVE COLD TOWEL TO THE BENEFICIARY, DEMONSTRATE HOW TO USE THE TOWEL (FACE, NECK, ARMPIT…)

The water or tea should have small element of sugar

Soak towels intermittently in cold water as they become warm pretty fast.
STEP 4: ASSESS THE BENEFICIARY HEALTH STATUS

Flow chart for caring visitors in cooling centers

Legend:
- Normal situation
- Alert level
- Emergency level
- Beneficiary

Notes:

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Emergency sign</th>
<th>Symptoms still exist after 20 minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Feeling faint, ‘seeing stars’</td>
<td>- Loss of body movements control</td>
<td>- Symptoms still exist after 20 minutes or if health status deteriorates (apparition of emergency sign)</td>
</tr>
<tr>
<td>- Feeling dizzy or giddy</td>
<td>- Coma</td>
<td></td>
</tr>
<tr>
<td>- Feeling weak</td>
<td>- Confusion</td>
<td></td>
</tr>
<tr>
<td>- Cramps in lower limbs</td>
<td>- Convulsion</td>
<td></td>
</tr>
<tr>
<td>- Numbness</td>
<td>- Vomiting and stomach pain</td>
<td>Cool Ben aggressively</td>
</tr>
<tr>
<td></td>
<td>- Chest pain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Difficulty to breath</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Hyperventilation</td>
<td></td>
</tr>
</tbody>
</table>

Emergency sign

- Coma
- Confusion
- Convulsion
- Vomiting and stomach pain
- Chest pain
- Difficulty to breath
- Hyperventilation

Symptoms still exist after 20 minutes

- Symptoms still exist after 20 minutes or if health status deteriorates (apparition of emergency sign)

Cool Ben aggressively

- Cool Ben aggressively by ice water towel placed on maximum body surface area (including the head, neck, groin, armpit) with frequent soaking of towels in ice water
Assess the beneficiary health status using assessment card

Request authorization for picture taking (picture 1)
Symptoms:
- Feeling dizzy or giddy
- Feeling faint, ‘seeing stars'
- Feeling weak
- Cramps in lower limbs
- Numbness

If the beneficiary has symptom:
- Prepare rehydration tabs (Oresol) or cool lemonade drink for the beneficiary
- Propose the beneficiary to stay for 20 minutes and lay down in the privacy room with fan in his/her direction and with cold towels frequently soaked in ice water
- Constantly monitor him/her
Signs:
- Loss of body movements control,
- Coma,
- Confusion,
- Convulsion,
- Vomiting and stomach pain,
- Chest pain,
- Difficulty to breath,
- Hyperventilation

If beneficiary has breathing cessation, cardiac arrest:
- Perform CPR on the beneficiary
- Bring beneficiary in the privacy room and lay her/him down.
- Cool Beneficiary aggressively by ice water towel placed on maximum body surface area (including the head neck, groin, armpit) with frequent soaking of towels in ice water

**EVACUATION by Ambulance**
Continue cooling en route
STEP 5: DISTRIBUTE THE IEC FAN, EXPLAIN THE SYMPTOMS OF HEAT-RELATED ILLNESS, HOW TO DEAL WITH AND PREVENT THEM

STEP 6: GIVE THE WATER CONTAINER (FILLED WITH COOL WATER) TO THE BENEFICIARY
STEP 7: GUIDE THE BENEFICIARY TO THE VOLUNTEER SURVEYOR: SIGN THE BENEFICIARY LIST, COMPLETE THE QUESTIONNAIRE, INVITE TO FOLLOW FACEBOOK PAGE

Request authorization for picture taking (picture 2)