Illustrated Standard Operating Procedure For Slum visits
February 2020

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

(1) Arrive door-to-door at slum housing

(2) Introduce the organization & purpose of the activity

(3) Offer cool water* and cold towel to the beneficiary and 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) Register the beneficiary list, complete the questionnaire, invite to follow Facebook page
   Introduce cooling centres (tent & bus)
STEPS 1: ARRIVE DOOR-TO-DOOR AT SLUM HOUSING

STEP 2: INTRODUCE THE ORGANIZATION & PURPOSE OF THE ACTIVITY
STEP 3: OFFER COOL WATER* AND COLD TOWEL TO THE BENEFICIARY AND DEMONSTRATE HOW TO USE THE TOWEL (FACE, NECK, ARMPIT…)

The water or tea should have small element of sugar
STEP 4: ASSESS THE BENEFICIARY HEALTH STATUS

Flow chart for caring beneficiary at slum housing

**Legend:**
- Normal situation
- Alert level
- Emergency level
- Ben

**Notes:**

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Emergency sign</th>
<th>Symptoms still exist after 20 minutes</th>
</tr>
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<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 (appearance of emergency sign)</td>
</tr>
<tr>
<td>- Feeling dizzy or giddy</td>
<td>- Coma</td>
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<td>- Feeling weak</td>
<td>- Confusion</td>
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**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

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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 his/her 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
- Lay her/him down in their room and direct the fan to him/her.
- 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: REGISTER THE BENEFICIARY LIST, COMPLETE THE QUESTIONNAIRE, INVITE TO FOLLOW FACEBOOK PAGE INTRODUCE COOLING CENTRES (TENT & BUS)