

Illustrated Standard Operating Procedure For Cooling Centers

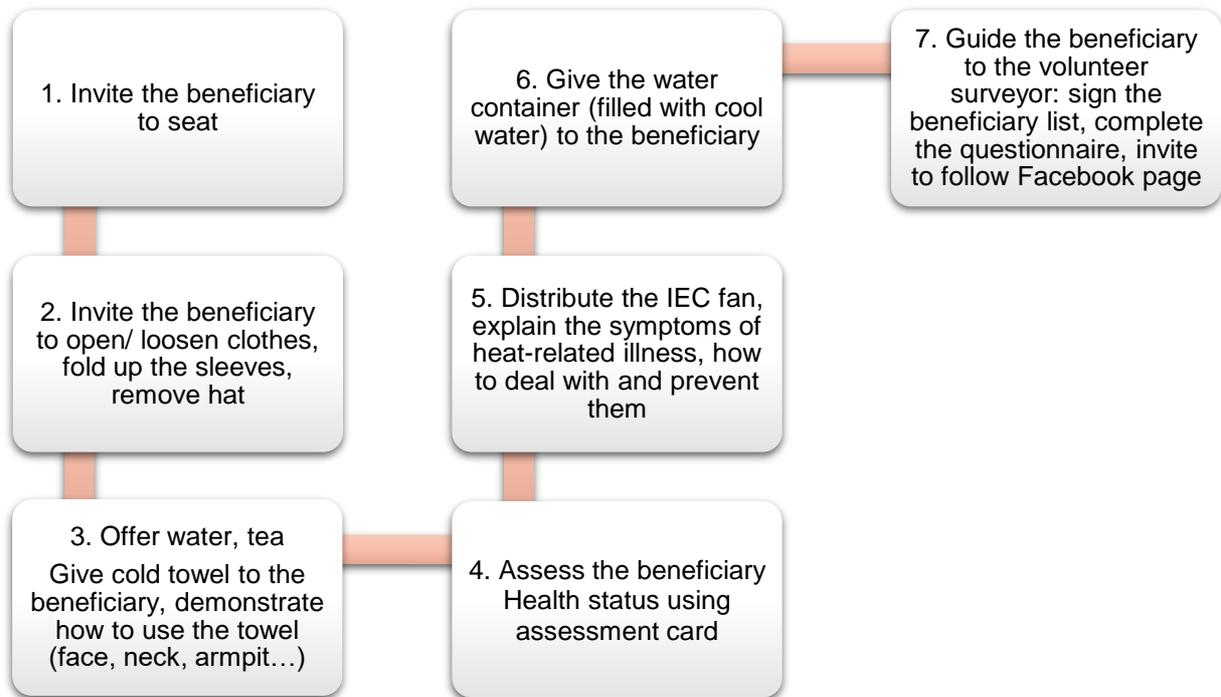
February 2020



VIET NAM RED CROSS

THE DOCUMENT IS DEVELOPED WITH SUPPORT OF GERMAN RED CROSS

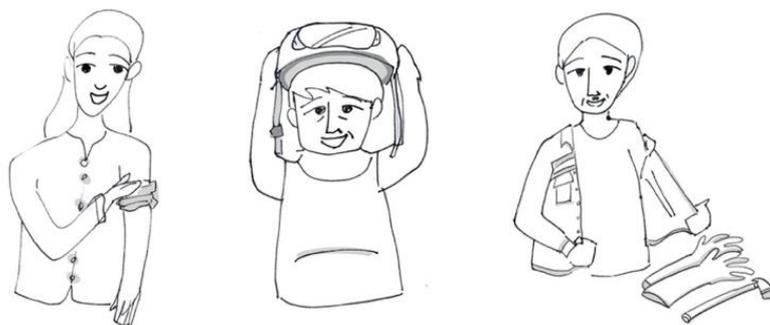
OVERVIEW OF STEPS



STEPS 1: INVITE THE BENEFICIARY TO SEAT



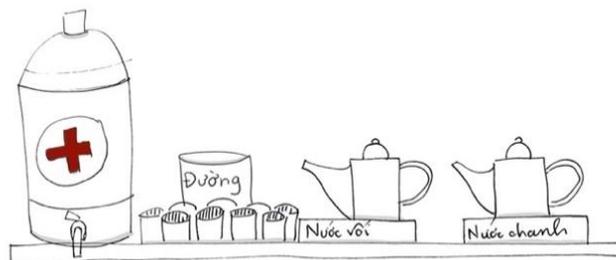
STEP 2: INVITE THE BENEFICIARY TO OPEN/ LOOSEN CLOTHES, FOLD UP THE SLEEVES, REMOVE HAT



STEP 3: OFFER WATER, TEA, GIVE COLD TOWEL TO THE BENEFICIARY, DEMONSTRATE HOW TO USE THE TOWEL (FACE, NECK, ARMPIT...)



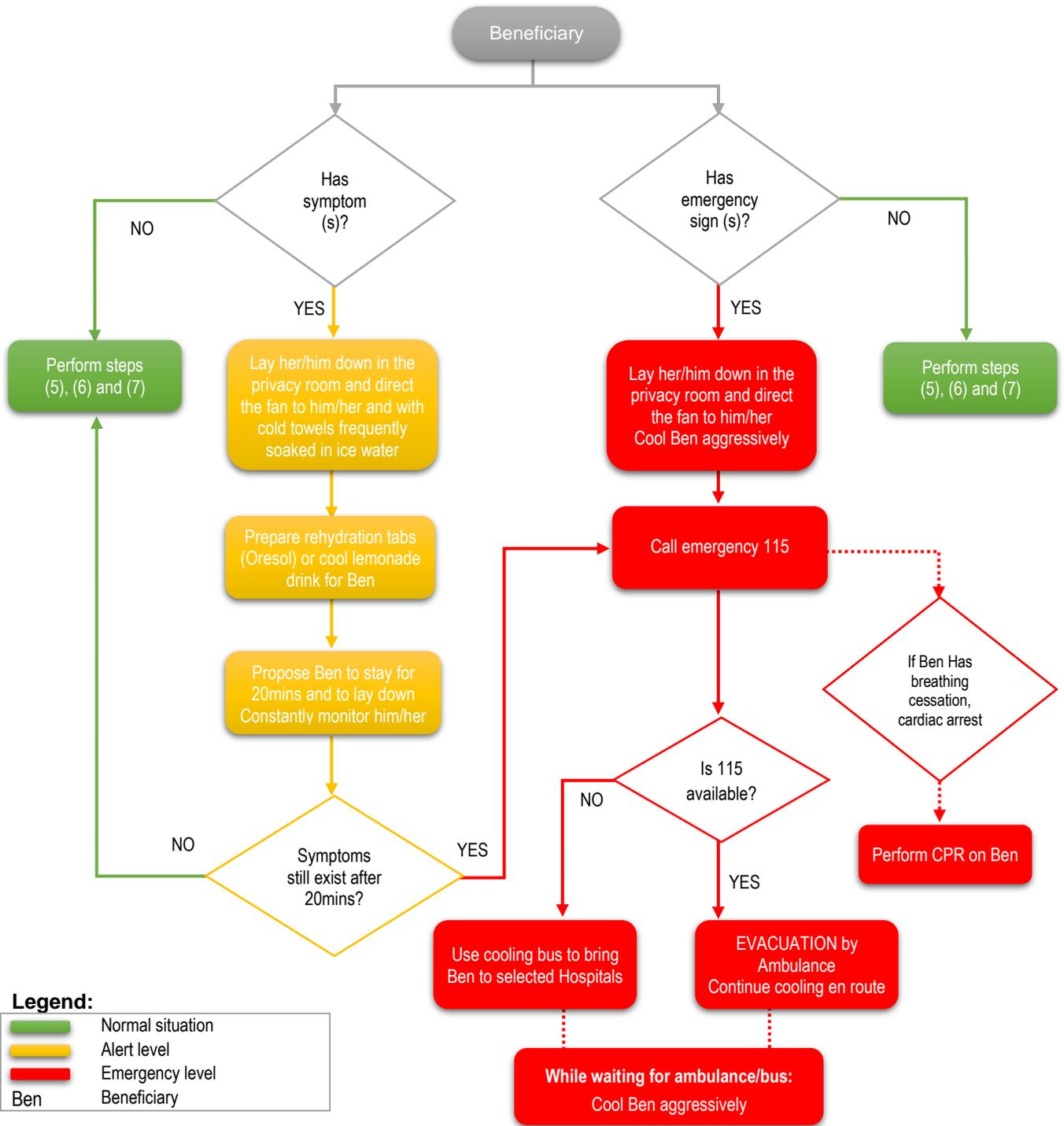
The water or tea should have small element of sugar



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



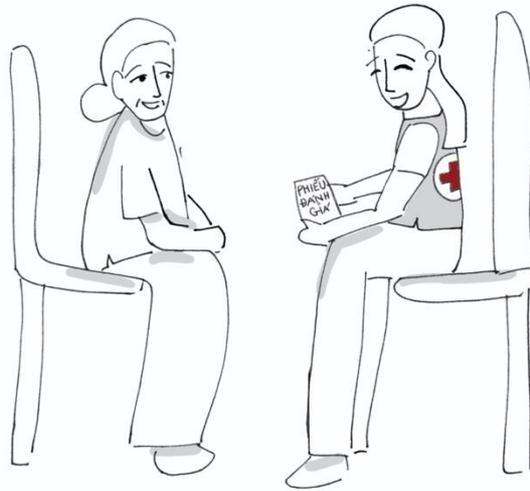
Legend:

■	Normal situation
■	Alert level
■	Emergency level
Ben	Beneficiary

Notes:

<p>Symptoms</p> <ul style="list-style-type: none"> - Feeling faint, 'seeing stars' - Feeling dizzy or giddy - Feeling weak - Cramps in lower limbs - Numbness 	<p>Emergency sign</p> <ul style="list-style-type: none"> - Loss of body movements control - Coma - Confusion - Convulsion - Vomiting and stomach pain - Chest pain - Difficulty to breath - Hyperventilation 	<p>Symptoms still exist after 20 minutes</p> <ul style="list-style-type: none"> - Symptoms still exist after 20 minutes or if health status deteriorates (apparition of emergency sign) <p>Cool Ben aggressively</p> <ul style="list-style-type: none"> - 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

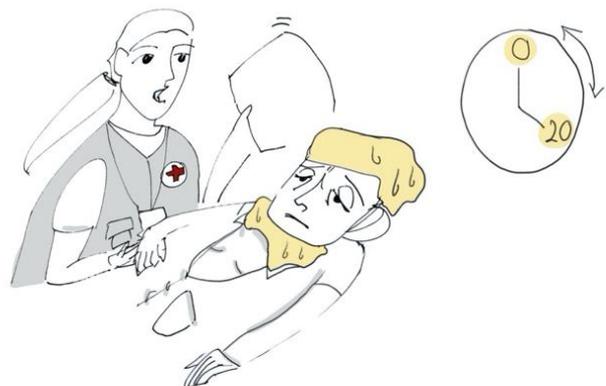


If the beneficiary has symptom:

- Prepare rehydration tabs (Oresol) or cool lemonade drink for the beneficiary

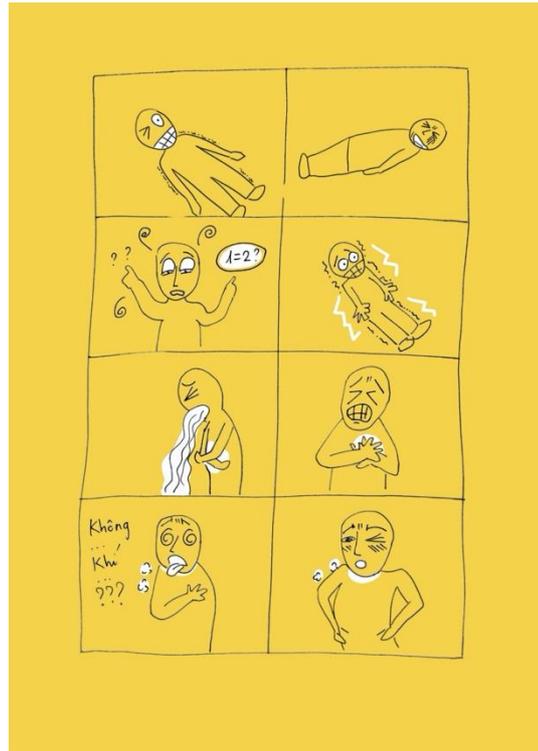


- Propose the beneficiary to stay for 20 minutes and lay down in the privacy room with fan in his/her direction and with cold towels frequently soaked in ice water
- Constantly monitor him/her



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:

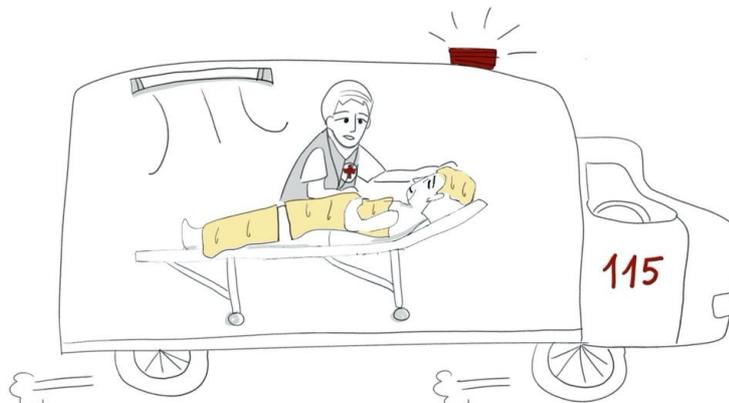
- Perform CPR on the beneficiary



- 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



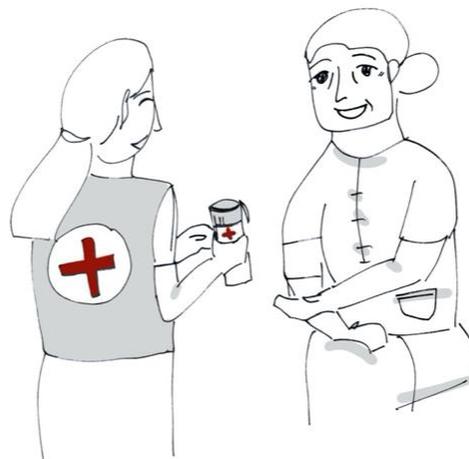
EVACUATION by Ambulance
Continue cooling en route



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)