



# CITY OF KILLEEN - WARMING CENTER POLICY

**RESPONSIBLE  
DEPARTMENT**

Parks & Recreation Department

**EFFECTIVE  
DATE**

1/31/2020

**LAST  
UPDATED**

January 2020

**EXECUTIVE  
POLICY**

City Policy Warming Center

## PURPOSE AND SCOPE

**PURPOSE AND SCOPE.** To establish guidelines and parameters related to opening and operating a warming center managed by city staff in the City of Killeen. To provide direction on managing and operating internal measures, with consideration of those in the City who may be unable to escape the cold. This policy is to minimize the risk for a variety of conditions or health risks exacerbated by exposure to low temperatures.

## POLICY STATEMENTS

### 1. DEFINITIONS

- 1.1. Emergency Warming Center: A place for community members to get out of cold inclement weather temporarily. Sleeping is not a service of this center.
- 1.2. Emergency Shelter: A temporary place for those impacted by emergencies or disasters to sleep.
- 1.3. Annex C: Part of the City of Killeen's comprehensive emergency management plan pertaining to Mass Care and Sheltering.
- 1.4. Public Facility Code of Conduct: See Section 6.

### 2. GENERAL

- 2.1. The City Manager, or designee, may:
  - 2.1.1. Declare an Emergency Warming Center open when the National Weather Service forecasts a temperature or wind-chill below 32°F with or without precipitation, or when recommended by staff.
  - 2.1.2. Close an Emergency Warming Center if the temperature or wind-chill reaches 32°F or more for a sustained period, or when recommended by staff.
  - 2.1.3. Extend the hours of an Emergency Warming Center based upon the National Weather Service forecast and/or staff recommendation.
- 2.2. There is a difference in service and mission between an Emergency Warming Center and an Emergency Shelter. The City of Killeen opens and operates Emergency Shelters in adherence



to Annex C: Mass Care & Sheltering of the comprehensive emergency management plan. Emergency Shelters have sleeping areas, and are due to a large-scale emergency or disaster in the city.

- 2.3. An Emergency Warming Center can turn into an Emergency Shelter due to a large-scale emergency or disaster that happens during the same time.

### **3. MINIMUM SERVICES**

- 3.1. At a minimum each center shall provide the following:

- 3.1.1. Seating in a warm, dry environment;
- 3.1.2. Access to restroom facilities;
- 3.1.3. Access to a water fountain.

### **4. KILLEEN DEPARTMENT RESPONSIBILITIES**

- 4.1. City Manager's Office

- 4.1.1. Determine if an Emergency Warming Center will be opened and the duration it will remain open;
- 4.1.2. Decide which facility will act as the Emergency Warming Center;
- 4.1.3. Determine all required departmental supportive elements, to include the extent of the support.

- 4.2. Police Department

- 4.2.1. Provide a security needs assessment with the Emergency Warming Center facility manager and provide to Emergency Management Coordinator, or designee, at the beginning of the shelter opening;
- 4.2.2. Provide security as directed by the City Manager, or designee.

- 4.3. Fire Department

- 4.3.1. Provide EMS welfare check at opening of Warming Center and as needed;
- 4.3.2. Provide welfare check as directed by the City Manager, or designee.

- 4.4. Communications Department

- 4.4.1. Issue a public notice on details of an Emergency Warming Center opening;

- 4.5. Office of Homeland Security & Emergency Management;

- 4.5.1. Provide staff recommendation to City Manager on activation of the center;
- 4.5.2. Work with chosen facility representative to recommend time of the opening and resources needed;
- 4.5.3. Provide City staff & key partners timely situational briefs;
- 4.5.4. Provide coordination services of supplies and training of staff for Emergency Warming Center activations;
- 4.5.5. Coordinate with key partners for support, or provide support to key partners, for the opening of an Emergency Warming Center;



4.5.6. Coordinate and inform public safety services (Police & Fire/EMS) when an Emergency Warming Center activates.

4.5.7. Distribute messaging utilizing CodeRed.

4.6. All Other Departments

4.6.1. Provide support as directed by the City Manager, or designee.

## **5. FACILITY CONSIDERATIONS**

5.1. The primary facility for a city operated Emergency Warming Center is the Community Center located at 2201 E Veterans Memorial Blvd.

5.2. Other facilities, including community partners (churches, non-profit community centers), can be requested by using the contact information in Annex C, Appendix 1 of the comprehensive emergency management plan.

## **6. TRANSPORTATION CONSIDERATIONS**

6.1. Initially, police and fire will provide transportation to those requesting to be taken to the warming center during normal calls for service;

6.2. If the number to be transported exceeds police and fire resources available at the time, other options to consider are:

6.2.1. City owned vans

6.2.2. KPD/KFD buses

6.2.3. KISD buses

6.2.4. Rideshare or Taxi services

## **7. PUBLIC FACILITY CODE OF CONDUCT**

7.1. Do NOT endanger the health and safety of other patrons or staff on the premises.

7.2. Do NOT verbally harass others to include profanity, vulgarity, obscenity or racial slurs.

7.3. Do NOT display inappropriate affection to others to include touching of any private areas and/or indecent exposure;

7.4. Do NOT use or possess illicit drugs or alcohol on the premises

7.5. Must follow posted facility rules