

City of Toronto 2026 Heat Relief Strategy

May 2026

1 Introduction

1.1 General

The City of Toronto's Heat Relief Strategy (the Strategy) provides the framework for the City's response to hot weather. The heat season officially runs from May 15 to September 30 each year, although hot weather conditions may fall outside of this range.

1.2 Purpose

The Strategy describes how City divisions, agencies and corporations coordinate to prepare for and respond to hot weather to reduce health impacts. Its primary focus is to describe how the City provides tailored relief to populations most vulnerable to hot weather.

1.3 Scope

The Strategy describes the approach, roles, and responsibilities of City divisions, agencies, and corporations in providing city-wide heat relief services. It focuses on municipal actions and does not provide direction for individuals and external parties such as private landlords, businesses, community agencies, or other levels of government.

Measures outlined in the Strategy range from routine seasonal activities to additional interventions activated when [Environment and Climate Change Canada \(ECCC\)](#) issues a [Heat Warning](#).

When hot weather reaches a severity, duration or complexity requiring additional measures beyond those in the Strategy, the City activates its [Emergency Response Plan](#). In this scenario, the Toronto Emergency Operations Centre coordinates the response across divisions, agencies, corporations, external stakeholders, and other levels of government. While this level of activation has not yet been required for hot weather, the City continues to prepare for this possibility.

1.4 Maintenance

The Strategy is a living document and is updated at least once per year before the heat season, with additional revisions made as needed based on seasonal insights and changing conditions.

1.5 Authority

City Council has provided direction and authority for City divisions, agencies, and corporations to plan for and deliver hot weather response and heat relief measures as part of their respective mandates. This authority has been established and reaffirmed through multiple Council decisions over time, including a [2019 City Council directive](#) requiring relevant City divisions to integrate hot weather response activities into their existing mandates, as well as recent [Council consideration of updates to the Heat Relief Strategy in December 2025](#).

Several legislative requirements also shape the City's preparedness for and response to hot weather, including in workplaces where employees may be exposed to high temperature and humid conditions. Examples include obligations under the [Occupational Health and Safety Act](#) for employers to take all reasonable precautions to protect workers, as well as requirements for specific settings such as long-term care homes under the [Fixing Long-Term Care Act](#) and licensed childcare settings under the [Child Care and Early Years Act](#).

2 Governance

2.1 Heat Working Group

The Heat Working Group provides oversight and strategic direction for the Strategy. Comprised of City divisions, agencies, and corporations that deliver heat relief services, the Working Group meets ahead of each heat season to review and update the Strategy, ensuring alignment with operational practices, emerging needs and lessons learned. Following the heat season, the Working Group conducts a debrief to assess performance and identify opportunities for improvement. The divisions, agencies, and corporations listed in Section 5 are all members of the Heat Working Group.

2.2 Heat Warning Table

The Heat Warning Table supports operational readiness and coordination related to Heat Warning-activated services and brings together City divisions with direct operational responsibilities for service implementation.

Prior to the heat season, the Heat Warning Table meets to confirm readiness for hot weather, including coordinating detailed operational planning, briefing senior leadership on the City's readiness for the heat season, and conducting a tabletop exercise to test coordination and response processes.

During the heat season, when ECCC forecasts that Heat Warning criteria are likely to be met, Toronto Emergency Management convenes the Heat Warning Table. These meetings support coordination, timely information sharing, and situational awareness related to service activation and delivery during periods of elevated heat risk.

3 About Heat

3.1 Health Impacts

Extreme heat is associated with health impacts ranging from heat stress to heat stroke and death. While everyone is vulnerable to extreme heat, certain groups are at higher risk, including:

- older adults, especially those who are living alone
- infants and young children
- people with chronic illnesses, such as heart or breathing conditions
- people with limited physical mobility
- people with certain mental health illnesses
- people on certain medications
- people who work or exercise in the heat
- people experiencing homelessness

While these are risk factors for individual people, various communities may experience health impacts differently. Socioeconomic factors such as income, educational background, racial and ethnic background, language barriers, and the extent of social networks can affect exposure to heat and the ability to access heat mitigation measures. For instance, communities with lower socioeconomic factors may face higher temperatures because their neighbourhoods have more dense concrete and pavement and less greenspace or may be less likely to have access to air conditioning.

The Strategy focuses primarily on heat relief services for residents most vulnerable to hot weather. At the same time, the City is also committed to maintaining safe and healthy working

conditions for all employees during the heat season, particularly for those who work outdoors. To support this, the City applies a [Heat Stress Policy](#) and related guidelines, which divisions must incorporate into their procedures for staff working in high temperature and/or high Humidex conditions. These measures ensure readiness before the heat season begins and guide actions and heat-related hazard control measures.

A 2025 climate change risk and vulnerability assessment carried out for the City¹—identified extreme heat as Toronto’s most urgent climate risk. According to [Toronto's Current and Future Climate](#)², Toronto is expected to experience more frequent and prolonged heat events in the future, which will likely intensify health impacts of extreme heat. This trend is further supported by Health Canada’s report on [Heat-related morbidity and mortality in Canada](#)³ which shows a sharp rise in heat-related deaths in recent years. As climate conditions evolve, ongoing collaboration between Environment, Climate and Forestry and Toronto Emergency Management will align long-term climate resilience planning with preparedness for the heat season.

3.2 Definitions

ECCC issues a Heat Warning when the following [conditions](#) are forecast for two or more consecutive days:

- daytime high is greater than or equal to 31 degrees Celsius and overnight low temperature to be greater than or equal to 20 degrees Celsius OR
- Humidex is greater than or equal to 40

4 Heat Relief Services

The Strategy distinguishes between two categories of services:

- **Continuously Available Services:** These services operate throughout the heat season (May 15 to September 30), regardless of whether a Heat Warning is in effect. They provide consistent access to cooling and hydration resources, particularly for vulnerable populations.
- **Heat Warning-Activated Services:** These enhanced measures are triggered when ECCC issues a Heat Warning to provide additional relief and outreach during periods of elevated risk due to extreme heat.

4.1 Continuously Available Services

4.1.1 Heat Relief Network

The Heat Relief Network is a collection of more than 500 “Cool Spaces” that are publicly accessible facilities across the city that provide air-conditioning, respite from heat, and other forms of cooling. Coordinated by Toronto Public Health, the Heat Relief Network is active throughout the summer, even on days when ECCC has not issued a Heat Warning. The Heat Relief Network is activated on May 15 and ends on September 30 each year.

Cool Spaces under the Heat Relief Network include public libraries, civic centres, community centres, public swimming pools, splash pads, play pads, wading pools, shopping malls, and YMCA centres. Residents can find participating facilities on the [Cool Spaces Near You map](#).

¹ City of Toronto (2025) Toronto’s Climate Risks: Understanding Vulnerability Today, Preparing for Tomorrow. Summary Report. Prepared for the City of Toronto by Sustainability Solutions Group (SSG). Available online.

² Toronto and Region Conservation Authority. (2024). Toronto’s Current and Future Climate. Available online.

³ Health Canada. (2025). Heat-related morbidity and mortality in Canada: A national-level examination of heat-related illnesses and deaths from environmental heat exposure. Available online.

Toronto Public Health works year-round to strengthen and expand the Heat Relief Network. It uses heat vulnerability mapping – a tool that integrates information on equity, age and income demographics, built environment, and other factors – to identify gaps and guide outreach, promotion and expansion efforts, prioritizing areas of the city with the highest heat vulnerability.

Partners in the Heat Relief Network are expected to ensure that information on the [Cool Spaces Near You map](#) is accurate, including site accessibility, amenities, and hours of operation. They are also expected to notify Toronto Public Health promptly if there are any changes to site status.

4.1.2 Public Messaging

Throughout the heat season, the City provides public messaging to raise awareness about the health risks of extreme heat, including information on the impacts of heat exposure, safety tips for hot weather, and locations of Cool Spaces available through the Heat Relief Network.

This information is shared through various channels, including the City's website, social media, news releases, media bulletins, interviews, poster campaigns and digital toolkits for community partners. Messaging is also shared with Councillors for their use and further distribution. Communication is timed to align with key seasonal milestones, such as at the start of the heat season and reinforced throughout the summer as Heat Warnings are issued.

Members of the public can access up-to-date heat health information through Toronto Public Health [Staying Healthy in Hot Weather](#) webpage, which includes the [Cool Spaces Near You map](#). The public can contact 311 Toronto, available 24/7 by phone, live chat and email, for information on heat relief services. For health-related questions, Toronto Public Health can be reached at 416-338-7600, Monday to Friday from 8:30 a.m. to 4:30 p.m., with services available in multiple languages.

The Heat Working Group also amplifies messaging through stakeholder networks to reach vulnerable communities and includes heat health education and awareness in existing health outreach programs.

4.1.3 Cooling in Residential Spaces

In addition to the public spaces of the Heat Relief Network, the City supports access to cooling in private residential settings for vulnerable populations through policy, engagement and targeted assistance programs.

4.1.3.1 Cool Spaces in Apartment Buildings

The City works with landlords and property owners to support access to cool spaces in apartment buildings during the heat season. Measures include:

- requiring, effective June 1, 2026, that apartment buildings that are registered in the [RentSafeTO: Apartment Building Standards Program](#) that do not provide cooling in all living units, and that have one or more existing indoor amenity space, must maintain a temperature of $\leq 26^{\circ}\text{C}$ from June 1 to Sept 30 in at least one existing amenity space, except where compliance would require new construction.
- requiring landlords post heat-related information on the notification board, including the location of any cooled space in the building and the nearest public Cool Space.
- ensuring landlords are aware of their [obligations related to hot weather](#), and providing tools such as the [Hot Weather Plan for Landlords](#), which outlines additional measures owners or landlords of a residential building can play in protecting tenants from extreme heat.
- educating tenants on their options to keep cool via provision of information through [Staying Healthy in Hot Weather](#) webpage.

- working with landlords to share [Beat the Heat](#) messaging through various channels

4.1.3.2 Cooling Devices for Vulnerable Households

The City provides targeted assistance to support access to cooling devices for eligible vulnerable residents through time-limited programs with defined eligibility criteria.

- Through the City's [Hardship Fund](#), financial assistance may be provided (up to a maximum amount) to support the cost of a cooling device, such as an air conditioner or a fan, for low-income individuals where heat or humidity control is required as part of a treatment plan for a diagnosed health condition⁴ and where failure to provide this support would pose a risk of hospitalization or severe risk to life. Eligibility for this support requires a prescription from a physician or nurse practitioner, and funding requests are accepted during a defined annual intake period, from May 1 to July 31.
- In 2026, the [Air Conditioner Assistance Program](#) is operating as a second-year pilot initiative to provide at least 1,000 free portable air conditioners to eligible low-income households. Eligible groups include seniors with health-related needs, as well as pregnant individuals and families or caregivers with infants who live in multi-unit residential buildings. For the 2026 heat season, the program is operating within a defined application period from April 7 to April 21 and does not require a medical prescription.

4.1.4 Shelter System Spaces and Street Outreach

In addition to the Heat Relief Network sites, which are open to all members of the public, the City provides heat relief for individuals experiencing homelessness.

Throughout the heat season, Toronto Shelter & Support Services ensures that cooling opportunities are available at City-funded and operated shelters, drop-ins, and 24-hour respite sites. Street outreach services connect individuals to these spaces and provide on-the-ground support.

More information is available at toronto.ca/HomelessHelp.

4.2 Heat Warning-Activated Services

4.2.1 Enhanced Public Communications

When ECCC issues a Heat Warning, the City activates enhanced public communications to ensure timely awareness of the alert and available services. This includes issuing media bulletins, leveraging social media and the website, and making designated spokespeople available for media requests and interviews. Messaging covers the Heat Warning itself, health advice and guidance, locations on heat relief services and Cool Spaces, and updates on extended operating hours for select pools and the 24-hour Cool Space. Based on monitoring social media and queries into 311, the City focuses daily messages to address the questions most received.

The City's Communications Division coordinates with relevant divisions, including Toronto Public Health, to ensure messaging is accurate and consistent. Members of the Heat Working Group support outreach efforts through their stakeholder networks to reach vulnerable communities more effectively.

⁴ Examples of health conditions that may require a cooling device include cancer, chronic heart or chronic lung conditions such as Chronic Obstructive Pulmonary Disease, heart or neurological conditions, HIV, people on dialysis, people with chronic mental disorders on medication, and severe asthma.

4.2.2 Extended Hours at Pools

Outdoor pools are a key component of Toronto's Heat Relief Network, offering a way for the public to cool down during the heat season. Under normal conditions, outdoor pools close at 8:00pm. However, when a Heat Warning is issued, Parks & Recreation extends operating hours at designated outdoor pools across the city until 11:45 p.m. This gives residents more flexibility to access water-based relief during periods of extreme heat.

The following eight outdoor pool locations participate in this initiative:

- Alex Duff Pool, 779 Crawford Street
- Giovanni Caboto Pool, 1367 St. Clair Avenue West
- Heron Park Pool, 292 Manse Road
- McGregor Park, 2231 Lawrence Avenue East
- Monarch Park, 115 Felstead Avenue
- North Toronto Memorial, 200 Eglinton Ave
- Smithfield Park, 175 Mount Olive Drive
- Sunnyside Park/Gus Ryder Pool, 1755 Lake Shore Boulevard West

Persons with disabilities can email aquatics@toronto.ca to request accessibility accommodations for drop-in swimming at any time, including during a Heat Warning.

Occasionally, pools may be closed or have restricted hours due to mechanical or operational issues. In such cases, Parks & Recreation promptly posts service disruption on its [Service Alerts webpage](#) and the [Cool Spaces Near You map](#) is updated to reflect any changes.

4.2.3 Extended Hours at Civic Buildings

To support public access to air-conditioned spaces during extreme heat, Corporate Real Estate Management extends operations hours at select civic buildings across Toronto during a Heat Warning. These locations offer temporary relief for anyone seeking a cool indoor environment.

Locations include:

- North York Civic Centre
- Scarborough Civic Centre
- Etobicoke Civic Centre
- York Civic Centre
- East York Civic Centre
- Metro Hall

Weekday Hours:

- Most civic buildings are open from 8:00 a.m. to 9:30 p.m. during a Heat Warning, with North York Civic Centre opening earlier at 7:30 a.m.

Weekend Hours:

- Buildings operate from 10:00 a.m. to 9:30 p.m. during a Heat Warning, except North York Civic Centre, which opens at 8:00 a.m.

The [Cool Spaces Near You map](#) is updated to reflect any changes to hours or availability of these locations.

4.2.4 24-Hour Cool Space

In 2026, Toronto Shelter & Support Services will activate a 24-hour Cool Space at 136 Spadina Avenue during Heat Warnings for the second year of a pilot initiative. This initiative targets

people experiencing homelessness in the downtown core, where heat island effect and limited green space pose heightened risks. The pilot program is designed to gather data on usage patterns and demographics to inform future planning.

4.2.5 Mobile Drinking Water Trailers

During a Heat Warning, Toronto Water aims to deploy three mobile drinking water trailers to high-priority locations identified by Toronto Shelter & Support Services, in consultation with frontline service agencies. These trailers offer free drinking water at all hours (24 hours a day) during a Heat Warning to reduce the risk of heat-related illness. Deployment focuses on areas with high concentrations of vulnerable individuals, including people experiencing homelessness, such as Nathan Phillips Square, Trinity Bellwoods Park, Sankofa Square, Mel Lastman Square and Garrison Common.

4.2.6 Drinking Water Support Through Community Agencies

In 2026, Toronto Shelter and Support Services is providing a time-limited \$50,000 grant to a community organization to support the distribution of bottled drinking water during the heat season. The grant supports a delivery model in which a community agency coordinates the procurement and distribution of bottled water to frontline service providers, enabling broader reach to individuals at heightened risk during periods of hot weather.

4.2.7 Enhanced Street Outreach

During a Heat Warning, Toronto Shelter & Support Services expands its Streets to Homes outreach efforts by deploying additional teams to engage with people living outdoors, including encampments. These teams conduct wellness checks, distribute bottled water and sunscreen, and encourage people to access a Cool Space.

Toronto Shelter & Support Services also contracts Fred Victor to provide similar enhanced daily street outreach services during a Heat Warning.

In coordination with Toronto Shelter & Support Services, Parks & Recreation deploys Parks Ambassadors to conduct wellness checks and distribute bottled water at encampment sites.

4.2.8 Activation of Contingency Spaces in the Shelter System

In 2026, Toronto Shelter & Support Services will use existing contingency spaces in various programs to provide additional heat relief during Heat Warnings. These spaces are located in areas of shelter facilities not traditionally used for sleeping, such as common rooms and meeting areas, and will be accessed through Toronto Shelter & Support Services' [Central Intake](#).

5 Roles & Responsibilities

The Heat Working Group plays a key role in implementing the Strategy. The table below summarizes the responsibilities of City divisions, agencies and corporations represented on the Heat Working Group. These responsibilities relate to preparedness for the heat season, services that remain available throughout the heat season, and services activated only during a Heat Warning.

All City divisions, agencies and corporations—whether or not they are members of the Working Group—must fulfill their obligations under the Occupational Health & Safety Act to protect workers from extreme heat.

Organization	Responsibilities
Communications	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Collaborate with other City divisions, agencies and corporations to review and update hot weather educational resources • Share information through various communication channels to ensure public and media are aware of hot weather status and available heat relief services, including Cool Spaces through the Heat Relief Network • Develop the Heat Relief Strategy Communications Plan • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Promote awareness of Heat Warning and available heat relief services by issuing media bulletins, leveraging social media and other channels, and making designated spokespeople available for media requests and interviews
Corporate Real Estate Management	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Confirm with Toronto Public Health which City facilities will participate in the Heat Relief Network • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Maintain and operate City of Toronto facilities listed as Cool Spaces in the Heat Relief Network, including building access and custodial services • Notify Toronto Public Health and 311 Toronto promptly of any changes to the availability to City facilities listed as Cool Spaces • Provide security staff at City facilities acting as Cool Spaces, as required <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Ensure building access and security staff are in place for the operation of the downtown 24-hour Cool Space • Extend operations hours at select civic buildings across Toronto

Organization	Responsibilities
Customer Experience (311 Toronto)	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Collaborate with other divisions, agencies and corporations to ensure heat-related information is accurate and up to date • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Offer 24/7 service (via telephone, live chat, email, online, 311 mobile application) to provide information to residents about City heat relief services, including the Heat Relief Network • Work with the Communications Division and other City divisions to ensure real-time updates on significant service changes – such as pool closures or other heat relief service disruptions – are communicated promptly throughout the heat season • Triage customer complaints and create service requests involving alleged non-compliance of bylaws and route them to Municipal Licensing & Standards for enforcement investigation <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Offer 24/7 service (via telephone, online, 311 mobile app) to provide information to residents about Heat-Warning activated services, such as extended operating hours for select outdoor pools
Deputy City Manager’s Office, Community and Emergency Services	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services
Environment, Climate and Forestry	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Provide climatic data and expertise to assist in guiding heat planning <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Support the provision of a minimum of 1,000 free portable air conditioners to vulnerable populations living in multi-unit residential buildings without air conditioning through the Air Conditioner Assistance Program

Organization	Responsibilities
<p>Housing Secretariat</p>	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Forward information and resources supporting the retrofitting of buildings to increase energy efficiency, reduce carbon footprint and improve tenant comfort to the City’s portfolio of over 283 social and affordable housing providers as well as more than 200 private landlords and property managers in the Tower Renewal program <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Share Toronto Public Health’s heat-related information and resources with the City’s portfolio of social and affordable housing providers and private landlords and property managers <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Distribute information and resources to the City’s portfolio of social and affordable housing providers and private landlords and property managers, as part of enhanced communication activities
<p>Municipal Licensing & Standards</p>	<p><i>Pre-season readiness</i></p> <p><i>Toronto Animal Services</i></p> <ul style="list-style-type: none"> • Develop and update hot weather safety messages for pet owners <p><i>RentSafeTO:</i></p> <ul style="list-style-type: none"> • Share annual correspondence with landlords of RentSafeTO buildings to remind them of their obligation to comply with heat-related building maintenance standards • Distribute information with tenant associations and tenant advocacy groups to share with residents living in apartment buildings across Toronto • Prepare communications related to apartment buildings for City webpages and social media channels on days with Heat Warnings <p><i>Continuously available services</i></p> <p><i>Toronto Animal Services:</i></p> <ul style="list-style-type: none"> • Attend to sick or injured stray dogs or cats if confined or immobile, and critically sick, injured, or distressed wildlife if confined or immobile and attended by someone <p><i>Municipal Licensing and Standards:</i></p> <ul style="list-style-type: none"> • Ensure that building owners and operators comply with the requirements under Chapter 497, Indoor Temperature Standards, and Chapter 629, Property Standards • This includes ensuring that all building owners that provide air conditioning to tenants are keeping the air conditioning in good working conditioning and turn it on from June 1 to September 30 of each year to ensure the dwelling unit is kept no more than 26 degrees Celsius

Organization	Responsibilities
	<p><i>RentSafeTO:</i></p> <ul style="list-style-type: none"> • Ensure that, beginning June 1, 2026, unless exempt, owners/operators of RentSafeTO buildings that have an indoor amenity space (and do not provide air conditioning in dwelling units) are keeping the indoor amenity space no more than 26 degrees Celsius, from June 1 to September 30 of each year • Ensure that RentSafeTO owners/operators comply with the requirements to post the following information on the tenant notification board: <ul style="list-style-type: none"> ○ the location of a cooled indoor amenity space in the building, including its daily hours of operation ○ if exempt from providing a cooled indoor amenity space, the location of an air-conditioned place in the building or other space on the property, accessible to all tenants that can offer relief from uncomfortably warm temperatures ○ name, address and map to the nearest publicly accessible air-conditioned location (e.g., Heat Relief Network) <p>Heat Warning-activated services</p> <p><i>Toronto Animal Services:</i></p> <ul style="list-style-type: none"> • Disseminate hot weather safety messages for pet owners • Assist Toronto Police Service when a domestic animal's life is in imminent danger due to extreme heat and removal is required <p><i>RentSafeTO:</i></p> <ul style="list-style-type: none"> • Coordinate with Communications when there is upcoming warm stretches or potential Heat Warnings to determine whether to issue apartment-building-specific notices and posts on City webpages and social media channels
Parks & Recreation	<p>Pre-season readiness</p> <ul style="list-style-type: none"> • Confirm which Parks & Recreation facilities will participate in the Heat Relief Network and ensure they are listed on the Cool Spaces Near You map • Confirm which outdoor pools will operate extended hours during Heat Warnings • Maintain the Cool Spaces Near You map (e.g., site accessibility, hours of operation, and amenities) for Parks & Recreation facilities • Ensure operational readiness for City pools, including: <ul style="list-style-type: none"> ○ assessing infrastructure and maintaining a state of good repair to minimize disruption ○ developing policies and contingency plans that support continuity of operations for pool facilities • Ensure operational readiness for CampTO programs, including:

Organization	Responsibilities
	<ul style="list-style-type: none"> ○ assessing infrastructure and ensuring facility readiness, including availability of a cool indoor space for camp participants ○ developing weather-related policies and plans that support safe continued operations ● Provide comprehensive pre-season training on heat stress prevention for workers, including outdoor aquatics staff, to ensure staff safety and minimize disruption to programs and operations ● Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services ● Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> ● Monitor ECCC forecasts ● Maintain and operate Park & Recreation facilities listed as Cool Spaces in the Heat Relief Network ● Maintain a Service Alert page that provides real-time updates on pool status ● Ensure the Parks & Recreation facilities acting as part of the Heat Relief Network are up to date on the Cool Spaces Near You map (e.g., site accessibility, hours of operation, and amenities) ● Notify 311 Toronto promptly of any changes to the ability of facilities listed as Cool Spaces and of significant changes to pool operations ● Maintain CampTO’s weather protocols to ensure readiness to adjust program activities and keep children safe during hot weather ● Deliver ongoing “safety talks” for workers that reinforce heat stress protocols and encourage situational awareness <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> ● Participate in the Heat Warning Table to support coordination of Heat Warning–activated services ● Maintain and operate facilities listed as Cool Spaces in the Heat Relief Network, including select outdoor pools operating for extended hours ● Work with 311 and Communications Division to provide ongoing updates on pool hours and operations ● Conduct wellness checks and distribute bottled water at encampment site in City parks ● Adjust recreation programs such as CampTO to reduce heat exposure by leveraging indoor Cool Spaces and activities ● Activate the Aquatics Command Centre to support operational decision-making for pools and implement plans and processes to minimize disruption to pool operations

Organization	Responsibilities
People & Equity	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Provide analysis, options, guidance, and recommendations to divisions on occupational health and safety and employee relations matters, as required • Support divisions in developing heat stress related information and safe work procedures in alignment with the City's Heat Stress Policy • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Provide analysis, options, guidance, and recommendations to divisions on occupational health and safety and employee relations matters, as required
Seniors Services & Long-Term Care	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Deliver annual heat education to clients in the Supportive Housing program (SHP) and other tenants in the SHP buildings • Annually assess Supportive Housing and Homemakers & Nurses Services programs clients' emergency priority code, including heat emergency, which indicates level of support needed in event of a heat emergency • Conduct annual heat risk assessments for clients in the City's directly operated long-term care homes and develop prevention and management plans for those at high risk <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Maintain cool spaces in the City's directly operated long-term care homes • Share Toronto Public Health's heat-related information and resources with seniors' networks <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Implement planned heat health protocols for clients and residents, including prevention and management plans for those at high risk • Distribute additional information and resources to seniors' networks as part of enhanced communication activities

Organization	Responsibilities
Social Development	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Collaborate with United Way of Greater Toronto to share community-specific heat-related information and resources with the Community Coordination Plan—a partnership platform for more than 300 non-profit organizations supporting vulnerable Torontonians • Support Environment, Climate & Forestry in the administration of the Air Conditioner Assistance Program • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Collaborate with United Way of Greater Toronto, Health Commons Solutions Lab and Community Coordination Plan partners to conduct two place-based pilots that explore and strengthen heat relief strategies tailored to local needs, with a focus on supporting populations at higher risk of heat-related impacts • Leverage the Community Coordination Plan City-wide Resilience Table to explore existing approaches to community-based heat relief work and share lessons with relevant City divisions. <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Distribute additional information and resources through the Community Coordination Plan platform as part of enhanced communication activities • Through the Toronto Community Crisis Service, provide direct engagement, wellness checks, and de-escalation to support vulnerable residents experiencing distress during Heat Warnings, including access to basic supplies and connection to Cool Spaces through the Heat Relief Network.
Toronto Children’s Services	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Collaborate with Toronto Public Health to share the Hot Weather Plan for Child Care Centres with child care centre operators and care providers, which provides guidance on preparing for the heat season, including recommended measures during Heat Warnings • Review the Hot Weather Plan for Child Cares Centres and update plans for directly operated childcare centres as needed <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Continue to review and follow hot weather plans for directly operated childcare centres to ensure readiness to adjust program activities as needed

Organization	Responsibilities
	<ul style="list-style-type: none"> Share any additional information from Toronto Public Health with childcare centre operators and care providers as required <p>Heat Warning-activated services</p> <ul style="list-style-type: none"> Adjust program activities for directly operated childcare centres to keep children safe (e.g., schedule outdoor play during morning hours when the temperatures are cooler)
Toronto Community Housing Corporation and Toronto Seniors Housing Corporation	<p>Continuously available services</p> <ul style="list-style-type: none"> Assist tenants by directing them to the closest air-conditioned space on the property or at a nearby Toronto Community Housing Corporation or Toronto Seniors Housing Corporation location
Toronto Emergency Management	<p>Pre-season readiness</p> <ul style="list-style-type: none"> Coordinate the Heat Working Group’s review and update of the Strategy at least once before the heat season and more frequently if required Provide secretariat support for the Heat Working Group, including chairing meetings Conduct a pre-season tabletop exercise with Heat Warning Table members to test plans and procedures Lead the annual review and update of Heat Warning Table protocol <p>Continuously available services</p> <ul style="list-style-type: none"> Monitor ECCC forecasts Conduct issues management Maintain the Toronto Emergency Operations Centre in a state of readiness for a heat emergency <p>Heat Warning-activated services</p> <ul style="list-style-type: none"> Chair the Heat Warning Table to coordinate response efforts and ensure effective information-sharing among divisions delivering Heat Warning-activated services Initiate the Joint Assessment Meeting process with core City divisions, agencies and corporations to monitor impacts during prolonged or very severe Heat Warnings Activate the City’s Emergency Response Plan and Toronto Emergency Operations Centre if the Joint Assessment Meeting process determines that emergency-level response actions (i.e., relief measures beyond those outlined in the Strategy) are required
Toronto Employment and Social Services	<p>Continuously available services</p> <ul style="list-style-type: none"> Administer the Hardship Fund Cooling Devices stream

Organization	Responsibilities
Toronto Paramedic Services	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Support divisions to develop content for their pre-season heat stress training, such as Parks & Recreation and Toronto Shelter & Support Services <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Include heat health education at regular bi-weekly Community Paramedicine Program clinics that serve seniors and other at-risk demographics residing in Toronto Community Housing Corporation buildings, Toronto Seniors Housing Corporation buildings, shelters, and other congregate settings • Monitor clients for heat-related illness at Community Paramedicine Program clinics and home visits
Toronto Public Health	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Develop the ‘How to Stay Healthy in Hot Weather’ communications plan • Summarize the heat impacts of the previous season(s) to identify relationships between weather patterns and health impacts to continuously inform planning • Act as subject matter expert and media spokesperson for health-related heat impacts before the heat season • Oversee the coordination of the Heat Relief Network, including: <ul style="list-style-type: none"> ○ confirming existing partners and recruiting new partner ○ monitoring the Heat Relief Network for gaps and coordinating expansion efforts on heat vulnerability mapping that incorporates information on equity, age and income demographics, built environment, and other factors ○ maintaining the public-facing interactive Heat Relief Network map, including partner information update and activation/deactivation • Provide outreach to the public by attending events, presentations, workshops and/or partner meetings and engagement, and other opportunities • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Oversee the coordination of the Heat Relief Network • Track emergency department visits and hospital admissions for heat-related illness • Act as subject matter expert and spokesperson for health-related heat impacts, including:

Organization	Responsibilities
	<ul style="list-style-type: none"> ○ responding to health-related inquiries from the public, partners and stakeholders ○ conducting media interviews and responding to media inquiries ○ providing accurate guidance to other City divisions, agencies and corporations, and City Councillors ● Provide public messaging in multiple languages to raise awareness about the health risks of extreme heat and the Cool Spaces available through the Heat Relief Network ● Share heat health information and resources with community and health care partners via digital toolkits ● Deliver workshops and information sessions to community partners and stakeholders on heat safety and healthy heat behaviours ● Share heat health information and resources with clients through home visits, groups (e.g., prenatal and parenting groups), clinics (e.g., breastfeeding and developmental screening), and community settings including schools and childcare centres <p>Heat Warning-activated activities</p> <ul style="list-style-type: none"> ● Participate in the Heat Warning Table to support coordination of Heat Warning-activated services ● Work with Communications Division and other City divisions, agencies and corporations to enhance communication of heat safety tips and promote the Heat Relief Network ● Deliver heat safety outreach and education to high-risk clients and families, including: <ul style="list-style-type: none"> ○ developing and reviewing personalized heat safety plans, conducting proactive check-ins during Heat Warnings, and connecting clients to City resources such as Beat the Heat messaging and the Cool Spaces Near You map ○ reinforcing key heat safety messages (e.g., hydration, keeping cool indoors, identifying nearby Cool Spaces, recognizing signs of heat illness) using trauma-informed and culturally responsive approaches ○ for clinical services outreach staff, supporting access to Cool Spaces and water refill stations by providing directions and maps ○ for the Downtown CORE team, coordinating additional client supports as required, such as accompanying clients to Cool Spaces or arrange transportation ○ providing heat emergency education in outreach and clinical settings, including symptom recognition, hydration guidance, and distribution of water bottles

Organization	Responsibilities
Toronto Public Library	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Confirm with Toronto Public Health which library facilities will participate in the Heat Relief Network <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Maintain and operate facilities listed as Cool Spaces in the Heat Relief Network • Notify Toronto Public Health promptly of any changes to the availability to City facilities listed as Cool Spaces
Toronto Shelter & Support Services	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Work with Corporate Real Estate Management to confirm which downtown City facility can be made available for a 24-hour Cool Space during Heat Warnings • Ensure agreements are in place with service providers for heat relief services, as required • Provide comprehensive pre-season training on heat stress prevention for workers, including outdoor Streets to Homes staff • Initiate a process to select a community organization to support bottled drinking water distribution through frontline service providers in the heat season • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support the annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Continuously available services</i></p> <ul style="list-style-type: none"> • Monitor ECCC forecasts • Continue to operate shelters, drop-ins, and 24-hour respite sites that remain open as a critical, essential service response <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Deploy additional Streets to Homes outreach teams to support people living outside by conducting wellness checks, distributing bottled water and sunscreen, and encouraging them to access a Cool Space • Coordinate with Fred Victor to conduct targeted outreach • Activate the 24-hour Cool Space at 136 Spadina Avenue • Activate existing contingency spaces or provide additional relief, as required • Advise Toronto Water on water trailer placement based on historical data usage, anticipated foot traffic, and the available infrastructure for safe installation and operation • Work with Corporate Real Estate Management to provide security guards to monitor the water trailers

Organization	Responsibilities
Toronto Water	<p><i>Pre-season readiness</i></p> <ul style="list-style-type: none"> • Ensure the City-owned water trailers are properly maintained and ready for deployment • Oversee and administer contracts with external vendors supplying additional mobile drinking water trailers, as required • Participate in a pre-season Heat Warning Table tabletop exercise to test coordination and readiness for Heat Warning–activated services • Support annual review and update of Heat Warning Table protocol, in collaboration with Toronto Emergency Management <p><i>Heat Warning-activated services</i></p> <ul style="list-style-type: none"> • Participate in the Heat Warning Table to support coordination of Heat Warning–activated services • Deploy water trailers to locations directed by Toronto Shelter & Support Services • Ensure water trailers are properly installed and ready for use