

Community Resource Guide: Heat Relief

Heat relief services are typically only available during summer months or during extreme weather warnings. Please reach out to the provider for details of their services.

MAG Network - Heat Relief MAP

Description: Coordinates heat relief map showing hydration stations, indoor cooling centers, emergency heat relief stations, and donation collection sites throughout Maricopa County during heat emergencies. Various sites offer water, and may also provide hats and sun block. Some sites accept leashed pets.

Eligibility: No restrictions

Intake: Visit website for map of locations

Physical Address: Various locations countywide, Phoenix, Maricopa, AZ, 85003

Hours of Operation: Mon-Fri 8am-5pm administration; Refuge sites are operational May-Sep and hours vary by site.

Website: <http://hrn.azmag.gov/>

Email: hsinfo@azmag.gov

ADHS Arizona Extreme Heat Preparedness

Description: Provides one-stop location for accessing statewide heat safety information, tools, and resources from trusted local, state, and national partners. Used for preparing for rising temperatures, looking for a place to cool off, or for assistance during a heat emergency. All resources are organized on a statewide map accessed by clicking on the State Heat Relief Site Map.

Eligibility: No restrictions

Intake: Visit website

Physical Address: 150 N 18th Ave, Phoenix, Maricopa, AZ, 85007

Hours of Operation: 24-hours website

Website: <http://heat.az.gov>

24-Hour Senior HELP LINE

Description: Provides information and referrals to services for older adults. Includes information about transportation, housing, long-term care, benefits, older worker referrals, caregiver respite, volunteer opportunities, counseling, senior centers, minor home repairs, support groups, home health aides, legal assistance, home delivered meals, and nurse visits. Coordinates planning, development, and delivery of needed services for seniors age 60 and older and adults with disabilities age 18 and older with long term care needs.

Eligibility: Seniors age 60 and older, adults age 18 and older with disabilities, and family caregivers

Intake: Call

Physical Address: 1366 E Thomas Rd, Ste 108, Phoenix, Maricopa, AZ, 85014-5793

Hours of Operation: 24-hours

Phone Number: 602-264-4357

Website: <http://www.aaaphx.org/program-services/24-hour-senior-help-line>

AZlinks.gov

Description: Website offers information and resources on aging and disability.

Eligibility: Anyone seeking information on aging and disability

Intake: Visit website

Physical Address: Confidential location, Phoenix, Maricopa, AZ, 85001

Hours of Operation: 24-hours website

Website: <http://azlinks.gov>

211 Arizona

Description: Provides information about and referrals to health and human services throughout Arizona by phone and website.

Eligibility: No restrictions

Intake: Call, email, or visit website. For those sending an email, include city and/or ZIP Code with a brief description of the needed services.

Physical Address: 1275 W Washington St, Ste 210, Tempe, Maricopa, AZ, 85281-1859

Hours of Operation: 24-hours

Phone Number: 211

Website: <http://211arizona.org>

Email: 211arizona@solari-inc.org

Mercy Care ACC-RBHA

Description: Provides an AHCCCS Health Plan for people located in Gila, Pinal, and Maricopa counties; does not include ZIP codes 85542, 85192, and 85550. Partners with a system of providers that deliver behavioral health and medical care to people who are signed up for AHCCCS/Medicaid. Offers non-emergency medical transportation to and from covered medical and behavioral health appointments. This service is available for members who are unable to provide or pay for their own transportation. Offers mental health screening, substance use disorder treatment, counseling and case management. Website offers a database of providers searchable by location and service. Accepts and attempts to resolve complaints.

Eligibility: Children and adults who are on AHCCCS in Gila, Pinal, and Maricopa counties; does not include ZIP codes 85542, 85192, and 85550

Intake: Call or visit website to locate a provider. Bring photo ID, AHCCCS card, Social Security card, list of medications, and name of family doctor to first appointment.

Physical Address: 4750 S. 44th Place, Ste 150, Phoenix, Maricopa, AZ, 85040-4015

Hours of Operation: Mon-Fri 7am-6pm member services; 24-hours nurse line

Website: <http://www.mercycareaz.org/acc-rbha/index.html>

This resource guide is a partnership between Mercy Care and 211 Arizona. You can create your own guide and search the 211 Arizona database or use the categories to find what you're looking for.

Need this guide printed? Call Mercy Care Member Services at 602-263-3000 or 1-800-624-3879 (TTY 711).

We're here for you 7 a.m. to 6 p.m., Monday to Friday.