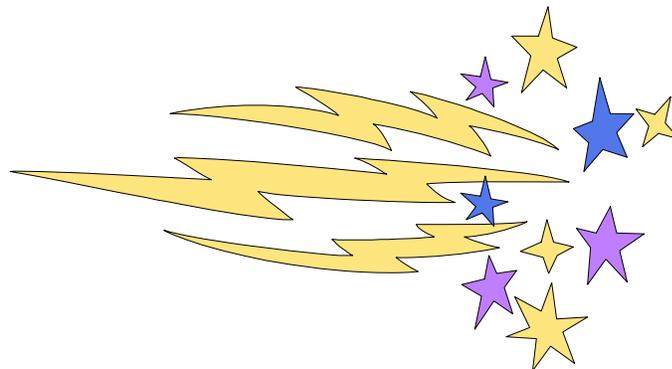


**DIVISION OF CHILD DEVELOPMENT &  
EARLY EDUCATION**  
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

**EMERGENCY  
PREPAREDNESS and  
RESPONSE PLAN**



**July 2014**

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*Note that page numbering in the Web/Electronic version of the Disaster Plan is slightly different from numbering in the original hard copy of the plan.*

## **I. OVERVIEW OF DISASTER CONCEPT**

The Division of Child Development and Early Education (DCDEE) serves as a member of the Department of Health and Human Services State Emergency Response Team (SERT) which is a member of the North Carolina SERT team. The disaster mission of DCDEE to the state is to support the Child Care community with continued assistance or temporary to emergency solutions due to disaster related events. Disaster planning is sorted into four phases: Preparedness, Response, Recovery, and Mitigation.

DCDEE will prepare by identifying four distinct teams to respond to Disaster events: Communication Team, Regulatory Team, Assessment Team, and Subsidy Team.

DCDEE has identified planned steps and courses of action in a Disaster Situation:

**Before** – In some events we may be able to anticipate hazards that will impact DCDEE, i.e. Hurricanes.

- Communication - Update staff, partners, and providers on possible events. Encourage a readiness and preparedness posture.
- Ensure section phone trees updated with accurate information.
- Provide information on shelter locations.
- Assist with information on evacuations or emergency transportation.
- Assess provider operations and need to evacuate children.
- Prepare to activate SERT Team.

**During** – Monitor, communicate and if safe, assess vulnerable areas.

**After**

- Activate DCDEE phone tree to assess damage to DCDEE staff & partners.
- Alert partners (Head Start, Smart Start, CCR&R, County DSS) to assess/communicate damage and needs.
- Assess provider operations: Consultants use “survey” to report damages.
- Assess need for emergency subsidy or subsidy payment assistance.
- Assess need for temporary licenses (Regulatory Staff) - Consultants conduct facility inspections.
- Coordinate with local DSS to address emergency child care at shelters and continued Abuse and Neglect investigations.
- Assess provider needs or supplies. Advise local resources or donation opportunities.
- Advise partners and providers of local, state, federal resource assistance. (SERT)
- Work with partners on clean-up issues – DENR (mold), DPH (Health), DSS, Emergency Management (Aid)
- Track cost.

## **II. PLAN SUMMARY**

## A. Plan Purposes

In the event of an emergency, the role of DCDEE is to support child care providers and to assist in the provision of safe and healthy child care alternatives for families during and after disasters or emergencies. DCDEE's Disaster Plan provides specific actions that the Division may take in emergency situations. This includes provisions for: the coordination and communication in the event of a disaster or emergency, coordination in the relocation of children in affected child care settings, the assessment of the ability of DCDEE/partner agencies to function, the assessment of providers' needs, and provision for the establishment of temporary child care.

DCDEE has developed this plan to support providers and give families safe and healthy alternatives for the care of their children during and after disasters. These aims tie into "common functions" outlined in the latest State of North Carolina Emergency Operations Plan (2012) such as "mass care." This plan provides information to instruct staff regarding emergency preparedness, disaster response, and disaster recovery.

## B. Emergency Preparedness

DCDEE's emergency preparedness efforts include:

- Training for disaster functions, dialogue with early childhood partners about their roles, review and update as necessary DCDEE disaster plan, and communications encouraging providers to be trained and prepared for all hazards.
- Ongoing development of partnerships with emergency response agencies.
- Year-round training of DCDEE State Emergency Response Team (SERT) members and distribution of alerts about potential disasters.
- DCDEE Disaster Coordinator/Safety Officer's ongoing maintenance and testing of emergency procedures.
- Nightly automatic backup of DCDEE and state information systems.
- Ongoing maintenance of section phone trees for DCDEE local and field staff.
- Extra preparations if given notice of an imminent disaster.

## C. Possible DCDEE Disaster Functions

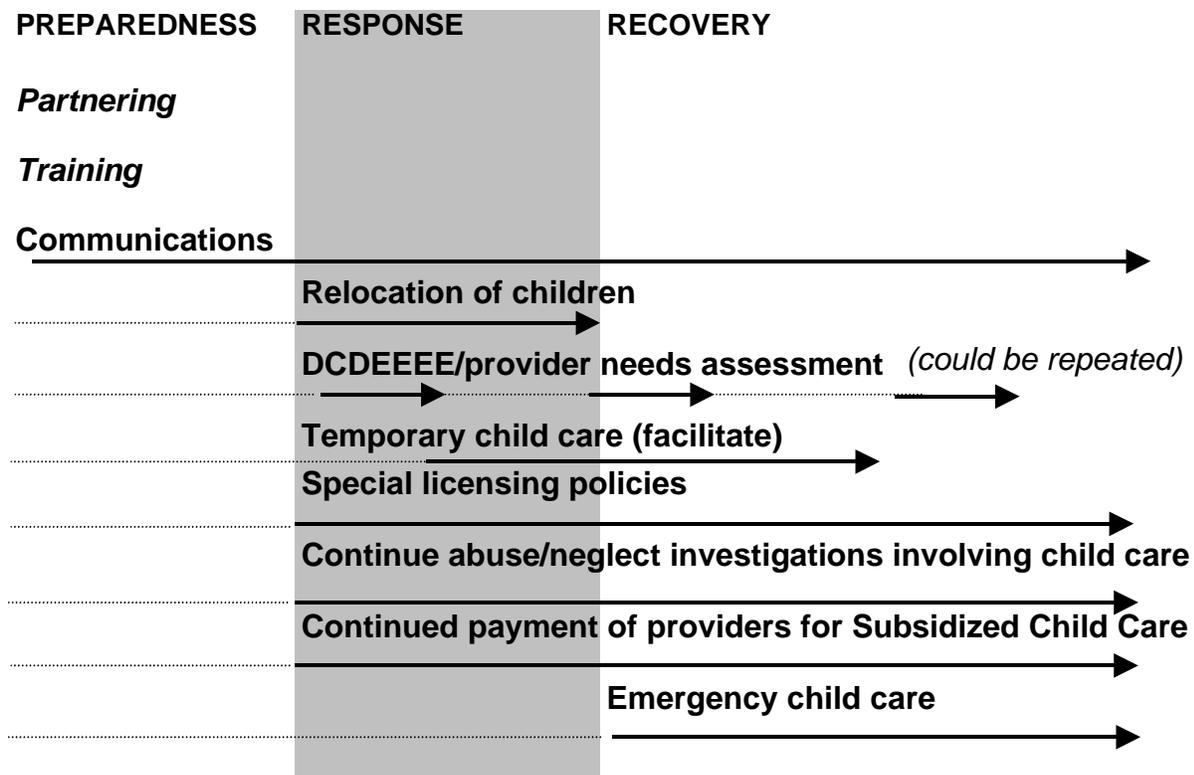
DCDEE has identified the following functions or possible actions it *might* carry out before, during, or after a disaster to make sure that children remain safe and healthy:

- Communicating with employees, partners, and customers throughout all phases or stages of an emergency event.
- Ensure that children are relocated off-site if hazardous materials, fire, or another emergency poses a threat to their safety while they are in child care.
- Assess whether the Division's capacity to carry out its roles has been affected by the disaster and making provision for the continuation of core Division functions (e.g., abuse/ neglect investigations, subsidized child care services).
- Assess all child care facility damages and needs resulting from a disaster.
- Facilitate the development of temporary child care arrangements to improve access to child care.

- Activate special licensing policies and reestablish safe and healthy child care options.
- Ensure the continuation of child care child abuse and neglect investigations.
- Implement use of subsidy funds to pay for emergency child care.
- Other tailored assistance as needed to specific disaster needs.

The diagram below shows approximately when in the disaster/emergency management cycle DCDEE disaster functions might be initiated. (Dotted/dashed lines show when staff would prepare for the disaster function.) Disaster *response* refers to actions that occur immediately before, during, or directly after a disaster. Disaster *recovery* refers to assistance that occurs later to return the community to normal or near-normal conditions. Phases of disaster/emergency management tend to overlap to some degree.

### Timeline -- Disaster Preparedness, Response, Recovery



It should be noted that disaster functions could require extra staff, equipment, supplies, or financial resources. Whether or not DCDEE carries out an individual disaster function depends on the specific needs at the time, as well as the resources available to DCDEE. DCDEE Management Team will determine which disaster activities or functions should be carried out.

#### D. Coordination of Effort In Carrying Out Disaster Response Functions

The Department of Health and Human Services (DHHS) Division of Social Services (DSS) State Emergency Response Team (SERT) representative will notify the DCDEE Disaster Coordinator when Emergency Management (EM) has been activated. The DCDEE Disaster Coordinator will: notify the Division Director and Administration Section Chief to report the activation, email section managers to include regional managers, disaster team leaders, and phone all DCDEE SERT members and backup SERT members letting them know the situation. This communication will continue during the disaster or emergency. Decisions will be made at the Division level by an Emergency Management Team assembled by the Division Director.

If called upon, the Disaster Coordinator will also confirm that DCDEE SERT members are able to report to the Emergency Operations Center (EOC) to ensure coverage of shift assignments. The specific role of DCDEE will be clarified during the assignment at the EOC. DCDEE SERT members will coordinate with other DHHS SERT members and communicate needs and issues back to DCDEE Director or designee. Municipalities, such as county governments, have the lead responsibility for emergency response and formal support requests to the state via North Carolina Emergency Management.

The DCDEE Director or Management Team will determine which disaster teams to activate and which functions in the DCDEE Disaster Plan are to be executed. DCDEE field staff and Raleigh-based staff and partner agencies will be called upon, as needed, to assist in support response and/or facilitating communication. DCDEE staff may also be temporarily reassigned to carry out specific duties.

Whenever possible, DCDEE SERT members should coordinate with the State Division of Social Services (DSS) SERT members to ensure that efforts are not duplicated in the communication with impacted county departments of social services.

Any support requests made during a disaster or emergency should be made to the local governing body (county, city, town etc...) who in turn if they can't support should request assistance from the state through WebEOC (the tracking software for EM), including those on behalf of the child care facilities, for such needs as transportation, staff, and special food or supplies. A large part of DCDEE communication efforts should be on advising partners and providers of the process for requesting assistance and facilitating their efforts to do so. The DCDEE web site information and GIS mapping may be utilized in identifying which child care facilities are impacted by the disaster or emergency and assisting in their recovery efforts. Under certain specific circumstances, special licensing policies may also need to be implemented.

After the disaster or emergency, recovery functions will be put into place. Assessments should continue periodically thereafter until DCDEE determines that child care providers impacted by the disaster or emergency are able to offer families safe and healthy child care.

#### E. DCDEE/Partner Agency Responsibilities by Disaster Function (See Appendix 11 for acronyms)

<b>Disaster Function Team</b>	<b>DCDEE section/staff responsible for function *=lead responsibility</b>	<b>Partner agencies who may play a role</b>
<b>Emergency Preparedness</b> DCDEE preparations, including disaster plan update/training	<ul style="list-style-type: none"> <li>Administration*</li> <li>Director's Office, including Personnel</li> </ul>	<ul style="list-style-type: none"> <li>DHHS disaster coordinator (DSS)</li> <li>Div. of Emergency Mgmt. (DEM)</li> <li>Local Emerg. Mgt. Coordinators</li> <li>Partners listed in plan</li> </ul>
<b>Coordination of Disaster-Related Communications</b> Making the public/partners aware of DCDEE assistance; facilitating communication among partners to improve disaster response and recovery	<ul style="list-style-type: none"> <li>Director's Office*</li> <li>DHHS Public Information Office (with Governor's Office/EOC Joint Information Center)</li> </ul>	<ul style="list-style-type: none"> <li>DEM/local EM, DHHS coords.</li> <li>Smart Start (NCPC/local)</li> <li>CCR&amp;Rs/NC CCR&amp;R Council</li> <li>NC DSS/county DSSs</li> <li>State health director/health depts.</li> <li>Providers</li> <li>Head Start, other partners</li> </ul>
<b>Assistance with Relocation of Children Off-Site</b> if a disaster strikes while children are in child care ( <i>DCDEE: facilitation role</i> )	<ul style="list-style-type: none"> <li>Regulatory Services*</li> <li>Director's Office*</li> <li>Administration</li> <li>Subsidy Services</li> </ul>	<ul style="list-style-type: none"> <li>DEM/SERT/DHHS disaster coord.</li> <li>Local EM Coordinator(s)</li> <li>Local Smart Start partnerships</li> <li>Local CCR&amp;Rs</li> </ul>
<b>Assessment of DCDEE/ Partner Agency Functionality</b>	<ul style="list-style-type: none"> <li>Director's Office*</li> <li>Administration and all other Sections</li> </ul>	<ul style="list-style-type: none"> <li>CCR&amp;Rs/NC CCR&amp;R Council</li> <li>Smart Start (NCPC/local)</li> <li>NC DSS and LPAs; others</li> </ul>
<b>Assessment of Child Care Providers' Damages and Needs</b>	<ul style="list-style-type: none"> <li>Regulatory Services*</li> <li>Subsidy Services*</li> </ul>	<ul style="list-style-type: none"> <li>For follow-up: partners listed for DCDEE/partner assessment</li> </ul>
<b>Facilitating the Development of Temporary Child Care</b> Help establish to: 1) keep children safe during and immediately after disasters; 2) expand capacity/ access to child care; 3) enable emergency workers with children to work	<ul style="list-style-type: none"> <li>Regulatory Services*</li> <li>Subsidy Services*</li> <li>Director's Office</li> <li>Workforce Support</li> </ul>	<ul style="list-style-type: none"> <li>Head Start Collaboration Office</li> <li>NC Baptist Men</li> <li>Church of the Brethren</li> <li>Red Cross/EM personnel</li> <li>State DSS, LPAs</li> <li>CCR&amp;Rs/NC CCR&amp;R Council</li> <li>Smart Start (NCPC/local)</li> <li>Head Start, other partners</li> </ul>
<b>Special Licensing Policies and Reestablishment of Safe/Healthy Care</b> Enable providers to operate if assurance of safe/healthy care	<ul style="list-style-type: none"> <li>Regulatory Services*</li> <li>Director's Office</li> </ul>	<ul style="list-style-type: none"> <li>Local building, fire, environmental health inspectors</li> <li>CCR&amp;Rs/NC CCR&amp;R Council</li> <li>Smart Start (NCPC/local)</li> </ul>
<b>Continuation of Abuse/Neglect Investigations Involving Child Care</b>	<ul style="list-style-type: none"> <li>Regulatory Services – Child A/N staff*</li> </ul>	<ul style="list-style-type: none"> <li>Local DSS -- CPS workers</li> <li>Attorney General's Office (attorney for DCDEE)</li> </ul>
<b>Continuing the Reimbursement for Subsidized Child Care</b> Enable providers who offer subsidized care to continue to get reimbursed after a disaster	<ul style="list-style-type: none"> <li>Administration*</li> <li>Subsidy Services</li> </ul>	<ul style="list-style-type: none"> <li>LPA automation contacts</li> <li>County child care coordinators</li> <li>DHHS Controller's Office</li> <li>DIRM</li> <li>Smart Start (NCPC)</li> </ul>
<b>Child Care Subsidy Emergency Procedures ("Emergency Child Care")</b> subsidy services for families rendered needy by a disaster	<ul style="list-style-type: none"> <li>Subsidy Services*</li> <li>Administration</li> <li>Director's Office</li> </ul>	<ul style="list-style-type: none"> <li>Local purchasing agencies (LPAs)</li> </ul>
<b>Other Assistance</b> – solutions tailored to the disaster	<ul style="list-style-type: none"> <li>Director's Office*</li> <li>Other sections, TBD</li> </ul>	TBD

### III. COMMAND AND CONTROL

#### A. Disaster Response Activation Process

- The decision for activation of overall DCDEE disaster response will be by DCDEE Director. The notification and process to consider activation will normally be the Disaster Coordinator to notify Administrative Section Chief who will notify Director for activation decision. Director will notify section chiefs with activation guidance.
- Considerations for activation of a disaster response:
  - ⇒ Declaration of state of emergency by the President of the United States, Governor of North Carolina, or other leader(s)
  - ⇒ Activation of State Emergency Response Team/State Emergency Operations Center
  - ⇒ Need for action by DCDEE
- Because disasters may require immediate action, the Director or her designee has full authority to activate disaster functions and temporarily reassign staff as needed to carry out response functions.

#### B. Management Structure

DCDEE will use a team structure to plan and oversee its disaster response: an *Emergency Management Team* will provide oversight, and specific disaster response tasks will be managed by position specific *disaster function teams*. Regional coordination and collaboration across functions will be managed by *Regional Teams* (Appendix 8.)

- The **DCDEE Management Team** will make important decisions about emergency strategies, policies, and resources and will serve as the Division's *Emergency Management Team*. (See Appendix 2 ) Examples of decisions with which Management Team may assist the Director:
  - ⇒ activation of disaster function teams, which vary per function (See Appendix 3-6).
  - ⇒ development of new disaster responses/policies as required for a specific emergency.
  - ⇒ development of requests for emergency resources (funding/personnel/equipment).
  - ⇒ temporary reassignment of staff as needed to cope with a disaster or participate as part of a functional team.

On top of pure “emergency management” functions, Management Team will consider other team recommendations for new disaster functions and review the annual update of the DCDEE Disaster Plan.

- DCDEE will use **disaster function teams** to carry out specific disaster response/ recovery activities and deploy resources to meet specific needs. A team leader and co-leader or alternate team leader are designated by position for each disaster function, and team positions are designated in this plan (Appendix 3-6). Disaster function team leaders will report to DCDEE's “Emergency Management Team.”

- **Regional disaster teams (“Regional Teams”)** will be used to facilitate communication and collaboration among DCDEE, partner agencies, and providers, as well as promote clear communication between regional and state levels. See Section VI of this plan for a full description.

#### C. Linkages to the Broader Disaster Response

- DCDEE will collaborate with other agencies on disaster response activities through the State Emergency Response Team (SERT). Led by the Division of Emergency Management, the SERT is the coordinating team through which government, military, and nonprofit partners work during and in the recovery phase of a disaster. DCDEE staff members are assigned to the SERT and are on standby to report to the state Emergency Operations Center (EOC) for up to 24-hour coverage if a disaster occurs that requires support for child care providers or children in child care. At the Emergency Operations Center, DCDEE SERT members will work alongside other agency SERT members to identify needs and solve problems. As DCDEE SERT members consider disaster response actions, they will interface with the overall Disaster Coordinator for the Department of Health and Human Services (DHHS) and Division of Emergency Management Human Services Coordinator.
- The DCDEE Director or designee will participate in any statewide emergency planning processes and make strategic decisions about coordination with other agencies and support for partners and providers.
- The DCDEE Disaster Coordinator will participate in DHHS-sponsored Disaster Coordinators meetings and share information about emergency management/DHHS efforts with DCDEE Management Team and SERT members.

### IV. **EMERGENCY PREPAREDNESS**

#### A. Regular Review and Update of Disaster Plan

The DCDEE Disaster Plan will be reviewed annually. The DCDEE Disaster Coordinator will oversee the annual review of the plan, which will involve review by disaster function and regional teams (with input from partner agencies), updating of team member and partner lists as needed, and development of recommended changes for Management Team’s review. After Management Team decides on changes, the Administration Section will finalize the plan and distribute the revised version to DCDEE staff and partners.

#### B. Training of DCDEE Staff and Partners

- **Distribution of Plan Materials** – All DCDEE Management and SERT Team members will be provided with copies of the current Disaster Plan and DCDEE’s emergency procedures. All DCDEE staff members and key partners will have access via DCDEE’s Intranet to the Disaster Plan and a short emergency procedures document that explains what to do in case of emergencies or disasters that take place during the workday.

- Disaster function team lists will be by positions. DCDEE Management Team list with names and contact information will be a confidential document maintained by the Disaster Coordinator and reviewed quarterly and updated as needed. Each DCDEE Management Team member will be provided a copy.
- Orientation for staff with disaster preparedness/response roles – Orientation sessions will be tagged onto existing meetings, where possible, for all disaster functions.
- Training of team leaders and SERT members – Team leaders and SERT members may be asked to participate in emergency drills or attend meetings to discuss disaster roles or procedures.
- Disaster scenario drills – Prior to the update of the Disaster Plan each year, the teams (including partners to the extent possible) may be asked to walk through a given disaster scenario and identify the steps they would take to respond to the situation. The Disaster Coordinator, with feedback from the Division Director, would plan and facilitate the “table-top” drills. After the drill, each disaster team would discuss the challenges it faced and how, in a real disaster, the “response” could be improved. Teams will be encouraged to use the disaster scenario drills to test their procedures and develop recommendations to improve the plan.
- For DCDEE staff members (and possibly partners) tasked with disaster response roles, DCDEE will explore the possibility of training that the Federal Emergency Management Agency, Department of Health and Human Services, the NC Division of Emergency Management, or DCDEE itself could provide.

#### C. Specific DCDEE Preparations for Storms and Major Disasters

- *DCDEE/State backup of computer systems.* The Administration Section should ensure that regular backup processes are maintained. DCDEE backs up its network and all files maintained on its LAN server every night using a tape backup system. DCDEE computer applications that are part of the ITS system (the automated system for the Subsidized Child Care Program and the North Carolina Accounting System) are backed up according to state procedures and stored in a remote location. More detailed response actions contained in DCDEE Business Continuity Plan (BCP)
- *Backup and printing of key files.* Staff (particularly field staff with computers in home offices) should identify their own critical files and back them up/print out key documents on a regular basis.
- *Inventory of staff information.* DCDEE might, as part of its disaster plan or team list update process, ask staff each year to volunteer information to help DCDEE Management Team quickly develop solutions in emergencies. For example: Staff could be solicited for volunteers who live within five or 10 miles of the office, staff who live within an impacted area, speak a foreign language, or have other resources or attributes that could be useful in an emergency.

- *Quick review of disaster roles and processes.* If DCDEE is alerted to the possibility of an impending disaster, the Division’s Management Team should put their staff on alert, ask them to review their disaster plans, verify contact lists and sectional or regional recall rosters, identify steps they might take to respond to the specific scenario, and contact partners to walk through how they might work together to respond to the disaster.
- *Actions to prepare DCDEE offices.* Management Team and DCDEE’s Safety Officer should encourage DCDEE staff to take simple steps to reduce the risk of injury (e.g., if an emergency occurs while staff are in the office) or damage to DCDEE property. The Safety Officer will be responsible for maintaining a safe environment and carrying out periodic emergency drills. The Purchasing Officer and disaster function team leaders will be responsible for stocking and continually restocking the office with minimal materials and supplies that DCDEE should have on hand during an emergency. Disaster function team leaders should also gather information they may need to respond to the emergency.
- *Communications to child care providers prior to disasters.*
  - ⇒ Each year, the Division will provide copies or make available via the web site materials for all regulated child care centers and homes in the state regarding emergency preparedness, safe response to disasters, and emergency contacts.
  - ⇒ The Regulatory *Child Care Handbook* added the “Emergency Plan Template” as Appendix H.

The Division will maintain information on its web site about how child care providers can prepare for emergencies and develop their own emergency/disaster plans. (See Child Care Facility Emergency Plan Template in Appendix 12.)

## **V. DISASTER TEAMS AND FUNCTIONS**

**DCDEE could undertake the following disaster functions in order to fulfill the Division’s role in supporting child care providers and providing families with safe and healthy alternatives for child care during and after disasters or emergencies.**

### **A. COMMUNICATIONS TEAM (Appendix 3)**

- Help develop and disseminate emergency preparedness information.
- Disseminate information to help child care providers in areas affected by a disaster.
- Help disseminate information about Emergency Child Care and other types of assistance to parents in affected areas.
- Coordinate efforts to ascertain operating status of providers and partnerships and damages incurred.
- Collect and share information on response/recovery efforts with DCDEE partners (act as a central clearinghouse to reduce the chance of duplication).

<h3><b>1. Coordination of Disaster-Related Communications</b></h3>
--

*Ensure that child care providers, the general public, and partners are aware of DCDEE and other agencies' assistance. Facilitates communication among partner agencies to improve collaboration and avoid duplication.*

**A. DCDEE Partners Who May Be Enlisted to Help Carry Out Function**

- North Carolina Partnership for Children (NCPC, a.k.a. Smart Start)
- Local Smart Start partnerships in affected areas
- NC Child Care Resource & Referral (CCR&R) Council and local CCR&Rs
- Head Start programs, NC Head Start Association, DHHS Office of Economic Opportunity
- Division of Social Services (contact DSS Communications Center in emergencies)
- Division of Emergency Management Public Information Office (PIO)/SERT
- Local departments of social services (directors and/or child care coordinators)
- Office of Citizen and Community Services (Governor's Office)
- Local emergency management coordinators (possibly via Web EOC Tracker system)
- Providers in affected areas -- may be a conduit for information to families
- State health director and local health departments
- Division of Mental Health, Developmental Disabilities, Substance Abuse Services
- Community colleges
- DHHS Offices of Citizen Services and Public Affairs contacts who can translate materials

**B. Before a Disaster**

- 1) The Disaster Communications Team, in conjunction with the Regulatory Services Section Chief, Regional Managers, and Disaster Coordinator, develops a plan for information to convey to DCDEE staff, partners, child care providers, and families in preparation for emergencies.
- 2) The Disaster Communications Team and the Disaster Coordinator work to develop and disseminate information to DCDEE staff and partners.
- 3) The Disaster Communications Team and three Regional Managers develop/collect information to share with providers to encourage them to be prepared for disasters. Examples include: Emergency Preparedness Tips for Child Care Providers; Child Care Facility Emergency Plan Template in Appendix 10 and available on the web site; adding the emergency plan template in the Regulatory Section's Child Care Handbook.

In areas especially prone to disasters, the Disaster Communications Team and Regional Teams may develop/collect preparedness information to disseminate to parents of children in child care.

**C. Implement Special Response**

- 1) The DCDEE Director or his/her designee activates disaster communications.
- 2) The Director's Office takes the lead in preparing and reviewing press releases, disaster updates, and other written communications regarding the disaster. The Disaster Communications Team

Leader assigns all communications responsibilities. DCDEE Management Team and the leaders of disaster function teams will work closely with the communications team on all perceived communications needs.

- 3) If children need to be relocated from child care facilities facing potential dangers, the Disaster Communications Team will work with DCDEE field staff, DCDEE SERT team, NC Emergency Management personnel, and/or providers to obtain information about relocation and assist as needed in contacting parents.
- 4) The DCDEE Director or Disaster Communications Team Leader asks DHHS's Public Information Office (PIO) to help disseminate information via media outlets in the affected areas. (The department will in turn work with the Governor's Office and Division of Emergency Management PIO to ensure the appropriate contacts are made that will enable timely dissemination of all information.)
- 5) The Administration Section updates DCDEE's web site to include pertinent information that needs to be disseminated to providers.
- 6) Regional Managers and staff serve as the funnel for general information between the local and state levels, and among regions. (Regional Managers communicate with field staff, Regulatory Section Chief, local partners, and each other.)
- 7) Subsidy Services and Regulatory Services' field staff (Services Consultants and Licensing Consultants) work closely with local partners to disseminate information to child care providers and families regarding local relief/recovery efforts.

As coordinated by the Disaster Communications Team Leader or designee, DCDEE will ask partners to assist DCDEE with communication efforts, and will in turn seek opportunities to make partners' activities known to child care providers and families. DCDEE will work with local departments of social services, state health agencies, the Division of Emergency Management, and other partners to determine what information related to their disaster efforts should be disseminated to providers.

## **2. Assistance with Relocation of Children Off-Site**

*"Relocation" (also known as "off-site evacuation") refers to the movement of children away from regulated child care facilities to a safer location during an emergency.*

The Division does not have the authority to require child care providers to relocate children, but will assist providers, parents, and emergency personnel as needed. The Division assumes that child care providers will have a plan for relocating children as part of their emergency procedures. The Division recommends that providers designate in advance the site where children would be relocated, periodically notify parents of this relocation site, and plan for safely transporting the children. Providers are expected to follow instructions from local authorities regarding when to relocate children.

The Division's role in case of relocation will be to serve as a central point of contact to:

- ensure that emergency personnel who may be activating the evacuation/relocation have accurate information so that they can find all the providers in the area
- ensure that all providers in the area being relocated by local authorities are aware of evacuation
- inform providers, as needed, of sites designated by local authorities where they might relocate
- assist providers, as needed, in locating transportation to relocate children
- obtain information as to where evacuating providers are relocating and when they leave (to relay to parents or emergency personnel as needed)
- remind providers who are relocating children of safe transportation procedures so that there is the safe accounting for every child
- inform local Smart Start agencies and/or local child care resource and referral agencies of providers who are relocating and whether they need assistance
- enlist local Smart Start agencies and/or local child care resource and referral agencies in contacting providers or parents as needed, or in helping to transport children as needed

**A. Partners Outside DCDEE to Help with Function:**

- DHHS Disaster Coordinator/Division of Emergency Management
- SERT members (including representatives of Office of Economic Opportunity)
- Local Emergency Management Coordinators
- Incident Commander for the specific emergency
- Local Smart Start partnerships and/or child care resource and referral agencies
- Division of Mental Health, Developmental Disabilities, & Substance Abuse Services

**Before a Disaster**

- 1) Team Leaders, SERT members, and the Disaster Coordinator identify information that may be helpful for SERT members to have at the Emergency Operations Center to assist with relocation of children. Division staff provides a quarterly update to data from the Regulatory databases to the laptop computer accessible 24/7 to be used at the Emergency Operations Center, and to make geographic information readily available to help the SERT and local EM coordinators identify providers who may be in danger zones.
- 2) Regional Managers and Licensing Supervisors determine the specific information Emergency Management Coordinators in their areas may desire to have in advance of a disaster – e.g., lists of child care facilities in their areas, estimates of the number of children/adults at each facility, and contact information for Regulatory Services field staff.
- 3) If possible, Regional Managers will obtain a list from Licensing Supervisors of locations designated by local authorities in advance as possible relocation/evacuation sites where affected children in child care arrangements could be taken.
- 4) Team Leaders, Regional Managers, and the Disaster Coordinator work with the Division of Emergency Management and DCDEE Information Management Services Unit to make key

information available.

**B. During Disaster – Steps to Implement a Special Response**

- 1) The Division will activate the relocation function to assist child care facilities once it is learned that local authorities are requiring public schools in an area to be evacuated, or that individual child care providers may face health/safety concerns due to the emergency. Team Leaders work with Management Team to determine which roles DCDEE may play in offering guidance to providers or giving information to parents during relocation.
- 2) DCDEE's SERT members and Disaster Coordinator would work with the Division of Emergency Management, the DHHS Disaster Coordinator, Regulatory Services staff, and other staff as needed to collect information about the nature of the threat, the geographic area involved, child care providers that may be at risk and the number of children and adults who should be relocated. If time allows, providers in the affected area could be polled to determine whether they have child seats/vehicles that could be used to transport children and adults to safety.
- 3) The DCDEE SERT member on duty would immediately discuss the needs with the DHHS Disaster Coordinator, NC DSS Disaster Coordinator, and DEM Human Services Coordinator, and request help from emergency management resources using the WebEOC Tracker system.
- 4) Child care providers in the threatened area(s) would be alerted about the relocation and told what key supplies and child records to gather. DCDEE staff will be in contact with other SERT members to determine whether state or local emergency personnel are contacting child care facilities. If so, DCDEE will ensure that emergency personnel have the latest information on location of child care facilities, and find out where emergency personnel are directing facilities to relocate. DCDEE and partners could then assist providers in locating transportation, if needed. If emergency personnel are not contacting facilities, DCDEE will find out from state or local emergency personnel where providers could relocate, if needed. DCDEE will enlist partners (such as the local Smart Start partnership or local child care resource and referral agency) to assist in calling child care facilities to alert them of the relocation, and to share information from emergency personnel on relocation sites. DCDEE and partners could also assist providers in locating transportation, if needed. Regional Managers and Licensing Supervisors will be alerted so that they will know and pass the information that is being communicated to providers on to child care consultants.
- 5) To the extent possible, DCDEE staff or partners would work with child care providers throughout the relocation to coordinate records on the location and status of children/adults who were evacuated. Information would be made available to parents as quickly as possible concerning where their children are and how/when the parents could pick up their children. DCDEE will keep other SERT members or local emergency personnel informed of providers who have relocated with the affected children. Strict procedures would be established to make sure that children are released only to adults who have been authorized by each child's parent/guardian and that the names/contact information of these authorized persons is recorded and

taken to the relocation/evacuation site.

- 6) Depending on the nature of the relocation, DCDEE staff could work with the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) to offer mental health services to children who might have been traumatized by the evacuation.

**B. ASSESSMENT TEAM (Appendix 4)**

Evaluate how DCDEE staff, equipment, and offices may have been affected by the emergency in order to develop appropriate Division responses. Assess key early childhood partners about their functionality to be able to provide appropriate services or disaster response activities. Assess providers on ability to continue healthy and safe operations.

**1. Assessment of DCDEE/Partner Agency Functionality**

*Determine how DCDEE and/or key partners' ability to function has been affected by the emergency.*

**A. Partners Outside DCDEE to Help with Function:**

- NC Child Care Resource and Referral Council/child care resource and referral agencies
- North Carolina Partnership for Children/local Smart Start partnerships
- NC Division of Social Services/county departments of social services
- ITS, or Information Technology Services (if state computer systems have been affected)
- Landlord (if Raleigh office has been affected)
- Utilities (e.g., if power, phones are down)
- Environmental and Public Health Departments.

**B. Before a Disaster**

Team Leader will clarify with team members which roles they may be likely to assume in assessing DCDEE/key partner functionality.

**C. Following Disaster -- Steps to Implement Special Response**

*As soon as possible after the disaster:*

- 1) If the Raleigh area were impacted by the emergency, the Division Director would work with the Management Team to identify any impacts on Raleigh-based staff, the Division office, and computer/phone systems – and what resources may be needed to address negative impacts. DCDEE Continuity of Operations Plan (COOP) should be reference under this scenario. Key personnel of the DCDEE Raleigh based staff, if necessary, could relocate to alternate sites.

- 2) Regulatory Services and Subsidized Child Care Services Section Chiefs would activate phone trees to determine how their field staff have been affected, what resources would be needed to enable the field staff to resume operations, and any information the field staff know about the status of providers and partners in their areas.
- 3) Subsidy Services staff members in Raleigh contact Subsidy Services Consultant and Program Compliance Consultants and the Division of Social Services to learn the general status of Subsidy Services field staff and local departments of social services that serve as Local Purchasing Agencies (LPA).
- 4) If the Raleigh office were so severely impacted that Raleigh-based staff were unavailable to assume leadership roles in the immediate aftermath of the emergency, the Western Regional Team Leader could play the primary leadership role for the Division until Raleigh staff were available to reassume these responsibilities. The Western Regional Team Leader would coordinate with the team members and the other Regional Team Leaders to carry out the assessment of DCDEE functionality and the status of staff.
- 5) If areas outside Raleigh were impacted, Regulatory Services and Subsidy Service Section Chiefs would activate phone trees to determine how their field staff have been affected, what resources would be needed to enable the field staff to resume operations, and any information the field staff know about the status of partners in their areas.
  - ⇒ Raleigh-based Regulatory Services staff survey the Regional Managers, who survey supervisors of Licensing Consultants to determine how they and their areas have fared in the disaster, what disaster-related conditions may interfere with their work, and what help they may need.
  - ⇒ Subsidy Services staff in Raleigh contact Subsidy Services Consultants and Program Compliance Consultants and the Division of Social Services to learn the general status of Subsidy Services field staff and local departments of social services that serve as Local Purchasing Agencies (LPA).
- 6) At the direction of the Division Director or designee, DCDEE might contact key state partners such as the Division of Social Services, NC Child Care Resource and Referral Council, and the NC Partnership for Children to determine the status of their local counterparts.
- 7) DCDEE's SERT members and Disaster Coordinator would work with Division of Emergency Management, the DHHS Disaster Coordinator, Regulatory Services staff, and other staff as needed to collect information about the nature of the threat, the geographic area involved, child care providers who may be at risk and the number of children and adults who should be relocated. If time allows, providers in the affected area could be polled to determine whether they have child seats/vehicles that could be used to transport children and adults to safety.
- 8) The DCDEE SERT member on duty would immediately discuss the needs with the DHHS Disaster Coordinator, NC DSS Disaster Coordinator, and DEM Human Services Coordinator, and request help from emergency management resources using the WebEOC Tracker system.

- 9) Child care providers in the threatened area(s) would be alerted about the relocation and told what key supplies and child records to gather. DCDEE staff will be in contact with other SERT members to determine whether state or local emergency personnel are contacting child care facilities. If so, DCDEE will ensure that emergency personnel have the latest information on location of child care facilities, and find out where emergency personnel are directing facilities to relocate. DCDEE and partners could then assist providers in locating transportation, if needed. If emergency personnel are not contacting facilities, DCDEE will find out from state or local emergency personnel where providers could relocate, if needed. DCDEE will enlist partners (such as the local Smart Start partnership or local child care resource and referral agency) to assist in calling child care facilities to alert them of the relocation, and to share information from emergency personnel on relocation sites. DCDEE and partners could also assist providers in locating transportation, if needed. Regional Managers and Licensing Supervisors will be alerted so that they will know and pass the information that is being communicated to providers on to child care consultants.
  
- 10) To the extent possible, DCDEE staff or partners would work with child care providers throughout the relocation to coordinate records on the location and status of children/adults who were evacuated. Information would be made available to parents as quickly as possible concerning where their children are and how/when the parents could pick up their children. DCDEE will keep other SERT members or local emergency personnel informed of providers who have relocated with the affected children. Strict procedures would be established to make sure that children are released only to adults who have been authorized by each child's parent/guardian and that the names/contact information of these authorized persons is recorded and taken to the relocation/evacuation site.
  
- 11) Depending on the nature of the relocation, DCDEE staff could work with the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) to offer mental health services to children who might have been traumatized by the evacuation.
  
- 12) Assessments should be continued or repeated periodically until the Division and key partners have returned to normal operations. Management Team, State Emergency Response Team members, and the DCDEE Disaster Coordinator would be provided with the latest information on needs in order to develop appropriate responses.

## **2. Assessment of Child Care Providers' Damages and Needs**

*Identify child care facilities affected by the disaster/ the extent of the damage.*

### **A. Partners Outside DCDEE to Help with Function (mostly in follow-up stage):**

- NC Child Care Resource and Referral Council and local CCR&R agencies.
- The North Carolina Partnership for Children and local Smart Start partnerships
- NC Division of Social Services

- County DSS/other Local Purchasing Agencies (LPA), including state-level contractors.
- DHHS Office of Economic Opportunity (Head Start), NC Head Start Association.
- NC Department of Public Instruction, Office of School Readiness, Cooperative Extension Service (care of preschool/school-age children)

## **B. Before a Disaster**

Team Leader will clarify roles team members may be likely to assume in assessing the needs/damages of child care centers and homes.

## **C. Following Disaster -- Steps to Implement Special Response**

- 1) The DCDEE Director will implement the needs assessment function and the lead for responsibility will be with Regional Managers.
- 2) Implementation steps for assessments
  - ⇒ Regional Managers will coordinate the Licensing Consultants/Supervisors to use a survey (Appendix 10) for gathering information about licensed child care providers in their area.
  - ⇒ Subsidy Chief will have Subsidy Services Consultants ask Local Purchasing Agencies to use a similar survey for assessment of non-licensed providers and transportation-only providers who are approved for subsidy payments.
  - ⇒ DCDEE field consultants utilizing partner assistance will give information they gather to their supervisors and indicate which child care programs may require additional follow-up. Supervisors forward this information to designated functional team members. (Note: The disaster function team leader will establish how frequently information should be reported.)
  - ⇒ Additional staff (Raleigh/Regional) may be required to help follow up assessments by making phone calls to child care providers whom local consultants or partners could not reach.
- 3) The designated database/spreadsheet manager uses a database or spreadsheet to update the status of affected programs as the information from various sources is consolidated.
- 4) The disaster function team leader shares the data gathered through the needs assessment with Management Team. Management Team uses this information to help determine what types of disaster responses may be needed.
- 5) Assessments should be continued or repeated periodically until most, if not all, child care providers have resumed normal operations. The Division of Child Development should call on partners to help with follow-up efforts.

## **C. REGULATORY SERVICES DISASTER TEAM** (Appendix 5)

<h3><b>1. Facilitating the Development of Temporary Child Care</b></h3>
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***Work with partners to ensure that healthy and safe child care arrangements are accessible to meet the needs of children and parents.***

Definition of “temporary child care” for the purposes of this plan: organized supervision of unrelated children that may ordinarily be subject to child care licensure, but due to the severity of a disaster, may be allowed to operate without a license for a limited amount of time. Temporary child care arrangements would be allowed to protect the health and safety of children, as well as promote family and community efforts to recover from natural disasters.

**A. Partners Outside DCDEE to Help with Function:**

- NC Baptist Men – “Disaster Relief Temporary Child Care” program
- Church of the Brethren – “Disaster Child Care” program
- NC Child Care Resource & Referral (CCR&R) Council and local CCR&Rs
- NCPC and local Smart Start Partnerships
- NC Head Start Association/Migrant Head Start
- 4-H Youth and Development/local 4-H offices
- Red Cross chapters (Triangle chapter, which is the lead chapter for the state, and Red Cross offices in disaster-affected areas)
- Division of Social Services/local departments of social services (staff shelters)
- FEMA and (after first phase of emergency management) state Division of Emergency Management site coordinators for temporary housing sites
- NC Commission on Volunteerism and Community Service (Governor’s Office), Voluntary Organizations Active in Disasters (VOAD), other volunteer/community-based agencies, DHHS internship program (if established as in Floyd recovery)
- Possibly local Emergency Management coordinators

As a special emergency preparedness activity, the Temporary Child Care disaster function team works with the partners listed above to make them aware of conditions under which temporary child care may be allowed and encouraged:

- 1) Existing licensed child care providers are temporarily or permanently unable to continue providing services (i.e., overall supply of child care in the community is no longer sufficient, as determined through the needs assessment/other sources).
- 2) Families need child care while they are seeking disaster assistance or living in temporary housing/shelters so they can focus on recovering from the disaster and their children can get special attention.
- 3) Emergency workers with young children need child care to be able to report for duty.

**B. Following Disaster -- Steps to Implement Special Response**

- 1) DCDEE Management Team decides whether temporary child care arrangements are needed to supplement existing capacity or make child care more easily accessible to families and communities affected by the disaster or assisting with the relief effort. If temporary child care arrangements are needed, the Director determines the appropriate scope of DCDEE

involvement.

- 2) Using information on family needs gathered with the help of DCDEE SERT representatives, the Director works with Subsidy Services, Regulatory Services, and Workforce Support Section Chiefs to determine what kind of temporary child care arrangements may be allowed and encouraged. *Examples* might include:
  - ⇒ ad hoc child care arrangements set up at such locations as utility offices, police departments, or hospitals for the children of these employees who must work during or just after disasters, when licensed child care facilities may still be closed
  - ⇒ child care in emergency shelters if shelters are expected to be open for an extended amount of time (e.g., longer than a week)
  - ⇒ child care at Disaster Application Centers to provide safe supervision of children while parents work with Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), and other disaster relief representatives
  - ⇒ care offered at temporary housing sites if no existing child care providers in the area can accommodate extra demand (or if transportation obstacles prevent access)
  - ⇒ ad hoc child care arrangements set up through Head Start, 4-H, or other partners
  - ⇒ use of child care arrangements that are license-exempt and would not normally serve children receiving subsidy services
- 3) DCDEE's Budget Officer and Administration Section Chief determine whether funds could be made available to help local partners finance temporary care arrangements. Coordinate through SERT to solicit assistance through FEMA: reference FEMA Fact Sheet 9580.107 – Public Assistance for Child Care Services.
- 4) Subsidy staff will notify LPAs. LPAs will follow the “Procedures for Emergency Subsidized Child Care” detailed in the *Subsidized Child Care Services Manual* (see Appendix 6) regarding the enrollment of new or temporary providers into the Subsidized Child Care Program or the temporary expansion of capacity of current subsidized child care providers. Temporary child care providers may be approved for a period of up to four months. Regulatory Services Section staff members will key the change into the DCDEE online system.
- 5) The Workforce Support Section Chief will advise on strategies for local partners to recruit trained child care staff and screen volunteers who would assist staff.
- 6) The Team Leader convenes team meetings and works with partners as needed to facilitate local agencies' development of temporary care arrangements. DCDEE will maintain a *limited* role in the development of temporary child care, serving primarily to communicate with partners about child care needs and resources. Once local partners are in communication with each other and understand what their parameters/possible resources are, DCDEE's involvement may only need to be periodic communication to learn about the outcomes of temporary child care.

## **2. Special Licensing Policies and Reestablishment of Safe/ Healthy Care**

***Provide flexibility for child care programs meeting basic health and safety standards to reopen or expand capacity.***

**A. Partners Outside DCDEE to Help with Function:**

- Local building, fire, and environmental health inspectors
- Local Child Care Resource and Referral Agencies and Smart Start partnerships
- NC CCR&R Council and North Carolina Partnership for Children

**B. Following Disaster -- Steps to Implement Special Response**

- 1) Activation of special licensing policies occurs on a case-by-case basis; using criteria outlined in “Procedures for Programs in Disaster-Affected Counties” (see Appendix 8). Licensing Supervisors have the authority to approve special licensing policies.
- 2) DCDEE Licensing Consultants provide technical assistance to licensed providers who sustain damages. Consultants help providers whose facilities were damaged by the disaster determine whether they can continue operating, must temporarily close/reduce enrollment, or relocate. If a provider decides to relocate, consultants help the provider reestablish licensed care on a temporary basis in the new location.
- 3) If the local child care supply is impacted by the disaster and Management Team decides that it is necessary to expand capacity, DCDEE Licensing Consultants provide technical assistance to any of the largely-unaffected providers who are willing to provide care for additional children. (See “Procedures for Disaster-Affected Counties.”)
- 4) DCDEE Licensing Consultants, with communications assistance from the Raleigh office as needed, make it known that they can assist local organizations interested in providing temporary child care. Licensing Consultants who learn of temporary child care providers should make them aware of emergency child care funding and refer temporary providers who are interested in seeking emergency child care reimbursement to the Subsidy Services Consultant in the area.

If communication with providers or potential temporary care providers is interrupted, the Regulatory Section and Director’s Office may work with partners to send an alert to emergency management and through the media on how Licensing Consultants can provide assistance.

**3. Continuation of Abuse/Neglect Investigations Involving Child Care**

***Investigate reports of alleged abuse/neglect (A/N) in child care centers and homes.***

**A. Partners Outside DCDEE to Help with Function:**

- Child Protective Services (CPS) Social Workers at local DSSs
- DCDEE’s Attorney (Attorney General’s Office)

**B. Steps to Reestablish Function**

**If the disaster affects the Raleigh Office to the point that operations are disrupted, the following process may be followed:**

County departments of social services will refer A/N reports directly to their regional A/N Supervisors, rather than the Raleigh office. If the regional A/N Supervisor cannot be reached, the county department of social services will contact another A/N Supervisor in a contiguous territory to receive and process the report.

**Other area(s) affected:**

If A/N reports are received concerning child care facilities in areas affected by a disaster, regional A/N staff will make every reasonable effort to process the report. If regional staff needs assistance and if other staffs trained in A/N procedures are available to provide assistance, the DCDEE Child Abuse/Neglect Manager may temporarily give the backup staff A/N assignments. If the disaster prevents A/N staff from processing reports within the normal time frame, the A/N Program Manager will inform the Director of DCDEE.

**D. SUBSIDY SERVICES DISASTER TEAM (Appendix 6)**

**1. Continuing the Reimbursement for Subsidized Child Care**

*Ensure that child care providers who offer subsidized child care are reimbursed as quickly as possible.*

**A. Partners Outside DCDEE to Help with Function:**

- Division of Information Resource Management (DIRM)
- DHHS Controller’s Office
- Office of the State Controller (indirectly, through backup of payment processing capabilities)
- Automation contacts for counties
- Child care coordinators (county agencies)
- North Carolina Partnership for Children

**B. Steps to Reestablish Function**

- a) The first day of disruption, the disaster function team leader calls together the team. The team determines the extent and estimated duration of the disruption.
- b) If the Subsidized Child Care Reimbursement System is down throughout the state and it is not anticipated that the system can be reestablished within two weeks, the disaster function team identifies procedures for counties to follow in the interim. Subsidy Services staff members contact Local Purchasing Agencies to make them aware of new procedures. In the event that phone, fax, and email communications are disrupted, Subsidy Services Consultants will make

contact on-site if it possible to travel.

- c) If the Subsidized Child Care Reimbursement System experiences only partial disruption and the Raleigh system is not affected, the disaster function team continues automated procedures with unaffected counties. The team and LPAs follow the procedures for manual operation (described above) in the counties that were affected by the disaster.

## **2. Child Care Subsidy Emergency Procedures (“Emergency Child Care”)**

*Identify the needs of families currently receiving subsidy services, and implement procedures to process new applications for families needing assistance as a result of the emergency.*

### **A. Partners Outside DCDEE to help with Function:**

- Local purchasing agencies, including state-level contractors

### **B. Following Disaster – Steps to Implement Special Response**

- 1) Based on information provided by DCDEE staff, partners, or statewide disaster reports, the DCDEE Director or the Director’s designee determines that emergency child care procedures are needed. DCDEE Budget Officer or the alternate verifies that state funding is available for emergency child care. (The DCDEE Administration Section Chief, Budget Officer, or another member of DCDEE Management Team might seek assistance from the DHHS Division of Budget, Planning, and Analysis to quickly identify funding that may be used for emergency child care.)
- 2) After confirming that funding exists and obtaining permission from the DCDEE Director and/or Management Team to activate emergency child care procedures, the emergency child care disaster function team leader (with the help of the team) notifies LPA staff that emergency child care procedures have been activated.
- 3) LPAs in affected areas will have staff available to take calls and/or see families to process requests for assistance, in accordance with the Division of Social Services Disaster Plan. If shelters or Disaster Application Centers are set up following the disaster, LPAs are encouraged to go on-site to inform and enroll families in emergency child care. (Note that emergency child care may be offered elsewhere in the community.)
- 4) DCDEE staff will contact the Division of Social Services or individual LPAs in affected areas to determine the county’s situation (needs of families, number of children needing care, etc.) and identify a contact person/ information for the LPA. (Particularly for counties with severe damage, LPAs may have to reassign staff or move to different locations.)
- 5) The Division will also let all LPAs know who their primary contact with DCDEE will be and try to funnel information through that person to the extent possible. Depending on the disaster scenario, the DCDEE contact person could be a Raleigh-based or regional DCDEE Subsidy Services staff member.

- 6) The LPA will follow the instructions found in DCDEE's *Subsidized Child Care Services Manual*, "Procedures for Emergency Subsidized Child Care." These procedures outline an initial eligibility period of four months for families needing emergency child care. If extenuating circumstances continue beyond the four months, these families may be approved for extended emergency child care.

## VI. HISTORICAL OR OTHER FUNCTIONS

In addition to previously-listed functions, the Division of Child Development could take on other functions consistent with its overall mission in order to meet the needs of children, families, and child care providers affected by a disaster. DCDEE Management Team will approve each additional function, assign a disaster function team, and approve the assignment of other DCDEE staff to the team. These ad hoc functional teams will operate the same as other disaster function teams.

Examples of special activities undertaken to respond to the 1999 hurricanes and flooding:

- **Child Care Disaster Loan/Grant Fund** – Expanding on the existing Child Care Revolving Loan Fund funded through DCDEE and administered by Self-Help (a community development financial institution), DCDEE developed a Child Care Disaster Loan/Grant Fund to give child care facilities four years to reestablish their programs before having to repay the low-interest loans. In addition, depending on the level of quality achieved by child care providers when the loan is repaid (as measured by DCDEE "star ratings"), up to 50% of the loan may be forgiven. With the assistance of Self-Help, DCDEE was able to secure a \$3M grant from an anonymous foundation to match DCDEE's federal funding for the project 2 to 1 and enable Self-Help to make loans for capital costs that federal funding cannot cover.
- **Purchase and Distribution of Car Seats** – In collaboration with the Governor's Highway Safety Commission, DCDEE purchased car seats for families whose belongings (including infant/toddler car safety seats) were ruined by the flooding. DCDEE worked with a local partner to distribute the car seats to families and train them in the safe usage of the car seats.
- **Grants to Expand the Availability of Summer Care for School-Age Children** – DCDEE expanded funding for a contractor that manages an existing grant program for summer care, stipulating that the extra funds be targeted to summer care providers in flood-affected counties. The contractor, 4-H and Youth Development (part of the Cooperative Extension Service) offered financial support and technical assistance to summer care providers to enable them to serve more children than they would have been able to otherwise.

## VII. DCDEE REGIONAL DISASTER TEAMS

### 1. DCDEE Staff Involved in Regional Team Efforts

- DCDEE Director or designee (activates teams and deploys as appropriate)
- Regulatory Services Section Regional Managers
- All Regulatory Services Section Licensing Supervisors and Consultants
- All Subsidy Services Consultants

- All Abuse and Neglect Supervisors and Consultants

Regulatory Services Section's four Regional Managers will take the lead in coordinating disaster efforts related to child care in their designated areas. All Regulatory and Subsidy Services field staff (including Abuse and Neglect Consultants) will be assigned to teams in close proximity to their regularly assigned area.

## 2. **DCDEE Partners to assist regional teams**

- Local Emergency Management representatives
- Local Smart Start partnerships
- Head Start programs
- Child Care Resource and Referral (CCR&R) agencies
- local departments of social services
- local environmental health consultants
- local 4-H Youth and Development offices

Regional teams will also **interface with** the following local contacts to advise them of the Division's plans and desire to work in concert with their efforts to ensure the health, safety and well-being of children in care:

- local Red Cross chapter contacts
- area mental health agencies
- local health departments
- local fire inspectors
- area mental health programs
- other key partners that serve children or meet disaster-related needs

As a part of their special emergency preparedness efforts, regional team members will:

- Share information about the plan with their local counterparts so that all local child care contacts are familiar with the disaster plan and their roles. (For example, the CCR&R contact for a regional team will be responsible for sharing information with all other CCR&Rs in the region.)
- Once a year, review the members' respective roles/adjust responsibilities as appropriate; talk through a mock disaster scenario to clarify how agencies would work together; and make suggestions for the annual update of DCDEE's Disaster Plan.
- Participate in the development of local emergency management plans, working with local emergency management coordinators to make sure that plans address the need for safe care of children throughout the response and recovery phases of a disaster.

## 3. **After a Disaster – Steps to Implement a Special Response**

- The Director or designee activates the Regional Teams and charges them with specific duties.
- Regional teams in disaster-affected areas will use the regional team structure to communicate with one another and coordinate activities.

- Regional team leaders will communicate with Raleigh via the Regulatory Services Section Chief (to seek advice regarding licensing decisions) and the Disaster Coordinator, providing information about the local conditions and what local partners may be doing to meet providers' and families' needs.
- DCDEE Director directs Budget Officer and/or Administration Section Chief to transfer funds necessary to support efforts, where possible. This may include advancing funds for emergency subsidy payments and subsistence, travel and hotel cost for temporarily assigned teams.
- Where necessary, other regional teams will be deployed to provide support to the regularly assigned regional team to help reestablish normal DCDEE functions and carry out disaster functions approved by the Emergency Management Team.
- In the event of a Raleigh office shut-down, the Western Regional Team may take the helm to carry out certain functions and operations of the Raleigh office. (Example: if Raleigh is directly affected by a disaster and communications are disrupted in the Raleigh area, this regional team may carry out a telephone needs assessment and make recommendations to DCDEE's Director regarding the need for certain disaster relief actions.) The alternate lead regional team or other regional teams that are closer to the disaster may be deployed to assist the lead team in its functions.

### **VIII. GENERAL SUPPORT/DCDEE ASSISTANCE WITH PARTNER-LED EFFORTS**

To help DCDEE address the child care needs of disaster-stricken children and families without duplicating other agencies' efforts, the Division has (with the input of partners) identified collaborative activities that could be carried out in a future disaster. The following are services that would generally be led by other agencies, or services that involve especially flexible responses by DCDEE and therefore do not lend themselves to the step-by-step descriptions included in section IV of this plan.

- A. **Assistance to parents so they know where to find child care** – NC Child Care Resource and Referral (CCR&R) Council, local CCR&R agencies, departments of social services/other local purchasing agencies, and DCDEE (Regulatory and Subsidy Services Sections). As resources and communications allow, DCDEE will maintain information on child care programs that are operational (including relocated, new and temporary child care) in the disaster area. Partners may help with outreach.
- B. **Inspections required for child care facilities to reopen**— Environmental health consultants (DENR – Division of Environmental Health), local building inspectors, and local fire inspectors. DCDEE Licensing Consultants will help owners/directors of damaged child care centers and homes work with these partners to get the necessary inspections/address hazards before reopening.
- C. **General assistance to regulated child care providers (child care centers and family child care homes)** – DCDEE Licensing Consultants; local CCR&Rs and Smart Start partnerships (with support from the NC CCR&R Council and the NC Partnership for Children); DCDEE

Subsidy Services Consultants; and (for school-age care programs that have chosen to be licensed) 4-H Youth Development. Needs and agency roles will vary depending on the disaster.

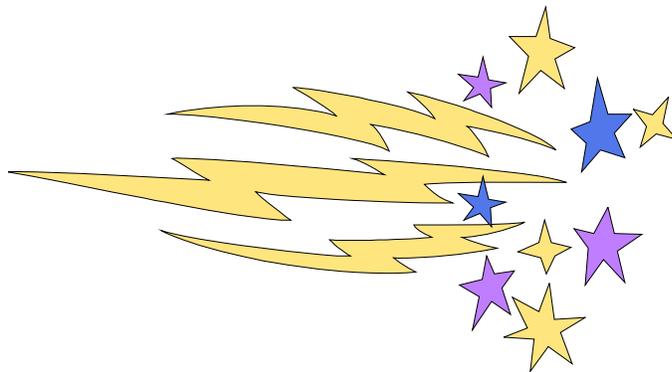
- D. **General assistance to license-exempt child care providers (including temporary care arrangements)** – DCDEE Subsidy Services Consultants; local CCR&Rs and Smart Start partnerships (with support from the NC CCR&R Council and the NC Partnership for Children); 4-H Youth Development. Needs and agency roles will vary depending on the disaster.
- E. **Donation collection/distribution** – DCDEE staff via the State Emergency Response Team (SERT), Child Care Services Association, Smart Start partnerships, the CCR&R Council/local CCR&R agencies, Cooperative Extension Service, and/or Frank Porter Graham Child Development Center. DCDEE will coordinate its efforts with agencies such as these to share its information on child care providers’ needs and find additional resources for the providers who have been impacted by the disaster. DCDEE may also coordinate with the NC Commission on Volunteerism and Community Service (Governor’s Office), which organized *general* donation collection/distribution efforts following Hurricane Floyd.
- F. **Volunteer coordination to assist child care providers**— Smart Start – primarily local Smart Start partnerships -- possibly in conjunction with statewide efforts organized by the NC Commission on Volunteerism and Community Service (Governor’s Office) and Volunteer Organizations After Disaster (VOAD). Volunteers could be used to help staff temporary care arrangements or improve caregiver/child ratios in licensed facilities that may be short-staffed temporarily (e.g., while teachers take care of their own families’ needs).
- G. **Efforts to help children and their providers cope with disaster-related stresses** – the Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMH/DD/SAS) and the Cooperative Extension Service, in conjunction with local CCR&Rs, the NC CCR&R Council, local Smart Start partnerships, the North Carolina Partnership for Children, DCDEE Licensing Consultants, and DCDEE Services Consultants. DMH/DD/SA and the Cooperative Extension Service could play the lead roles. Agencies that work with parents and providers (CCR&Rs, local Smart Start partnerships, and DCDEE field consultants) could help children, families, and child care providers access these services and materials.

Partners may want to clarify their roles after a disaster strikes. (The Regional Teams would be good vehicles for coordination with local and regional partners. See Section V.) Because disasters are inherently unpredictable, DCDEE and partners may need to modify functions and roles after the disaster event.

**DIVISION OF CHILD DEVELOPMENT &  
EARLY EDUCATION**

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

**DISASTER PLAN  
Appendices**



June 2013

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### DCDEEEE Authority to Promote Quality Child Care and Services for Families

**DCDEE mission: “The social and economic future of NC depends upon the success of our children. To that end, we implement quality standards, increase access for families, and collaborate to promote enhanced service delivery of care and education across the state.”**

The Division of Child Development & Early Education (DCDEE) is the state agency responsible for:

- Making funding available to localities for the Subsidized Child Care Program so low- moderate income families can afford quality child care;
- Licensing and monitoring child care providers to ensure that children are being cared for according to state regulations;
- Investigating complaints against child care providers to determine if abuse/neglect has taken place in facilities or identify noncompliance with child care requirements;
- Running criminal record checks on potential child care providers, tracking the educational standards met by child care providers, and promoting a better-educated child care workforce;
- Making parents aware of early childhood services and information that helps them make child care decisions;
- Funding initiatives that improve the quality and availability of child care for pre-school and school-age children; and
- Coordinating with other agencies to build seamless services for children and families.

The Division’s authority to assume these roles stems from the following laws, regulations, plans, and policies:

#### *Federal*

- Child Care and Development Block Grant Act of 1990
- Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193)
- Consolidated Appropriations Act of 2004 (Public Law 108-199)
- 45 CFR, Parts 98 and 99 (Child Care and Development Fund Final Rule)
- Child Care and Development Fund Plan for the State of North Carolina, FFY 2006-07

#### *State*

- North Carolina General Statutes, Article 7, Chapter 110
- Session Law 2003 – 284; Session Law 2004 – 124; Session Law 2005 - 276
- 10A NCAC Chapter 09 – Child Care Rules
- 15A NCAC 18A .2800 – Rules Governing the Sanitation of Child Care Centers
- DCDEE’s *Subsidized Child Care Services Manual* (revised October 2002)
- 10A NCAC Chapter 10 – Rules for Subsidized Child Care
- North Carolina Governor’s Executive Order No. 39
- North Carolina General Statutes, Article 36A, Chapter 14
- North Carolina General Statutes, Article 166A – 5(1) a.6
- North Carolina General Statutes, Article 143 B-476

The authority for disaster functions listed in the DCDEE Disaster Plan is implicit in these laws, regulations, plans and policies. Emergency child care is also explicitly referred to and described in the *Subsidized Child Care Services Manual*. DCDEE may take on other functions that are

consistent with its mission and supportive of the *public health* and *mass care* goals cited in the North Carolina Emergency Operations Plan.

**(Same as DCDEE Management Team for general Division oversight)**

<b>TITLE/ROLE</b>
<b>Division Director</b>
Division Deputy Director
Manager, Fiscal and Statutory Policy Unit
Attorney General Office
Section Chief, Administration Section
Section Chief, Subsidy Services Section
Personnel Manager, Personnel
Budget Officer
Section Chief, Regulatory Services Section
Section Chief, Workforce Standards Section
Business Operations Manager

January 2012 Rev

**APPENDIX 3  
PLAN**

**DCDEEEE DISASTER**

**Team 1: DCDEEEE Disaster Communications Team**

<b>Title</b>	<b>Unit</b>	<b>Disaster Function</b>
Fiscal & Statutory Policy Manager	Policy	Team Leader
Child A/N Assistant Section Chief	Regulatory	Alternate Team Leader
Policy Consultant	Policy	Team Member
Policy Consultant	Policy	Team Member
Subsidy Policy Consultant	Subsidy	Team Member
Policy Admin Support	Policy	Team Member
Education Evaluation Specialist	Workforce	Team Member

**Partners to Help DCDEE with Function:**

<b>Organization</b>	<b>Phone</b>	<b>Disaster Function</b>
Public Information Director, NC Partnership for Children (NCPC)	821-7999, x225	Work with DCDEE to coordinate communications with county partnerships re: services
DHHS - (DHHS SERT Leader)	855-4410	Help link DCDEE into DHHS CARELINE/State SERT/EM
NC Child Care Resource and Referral Network	202-4893	Work with Network of R&R's to gather and communicate info.
NC Division of Social Services(DSS)	733-3055	Help Communicate with County DSS's
Head Start State Collaboration Office	431-2005	Assist with regulated HS CC programs

**APPENDIX 4  
PLAN**

**DCDEEEE DISASTER**

**Team 2: DCDEEEE Disaster Assessment Team**

<b>Title</b>	<b>Unit</b>	<b>Disaster Function</b>
DCDEE Director	Director	Team Leader
Administration Section Chief	Admin	Alternate Team Leader
Business Operations Manager	Admin	Information Resources
Licensing Enforcement	Licensing Enforcement	Team Member
DCDEE Budget Officer	Admin	Team Member
NC ICC Director	Directors Office	Team Member
Workforce Asst Section Chief	Workforce Support	Team Member
Subsidy Section Chief,	Subsidy	Team Member
Human Resources Manager	Personnel	Team Member
Fiscal & Statutory Policy Mgr.	Policy	Team Member
Child A/N Asst Section Chief	Regulatory	Team Member
Workforce Section Chief	Workforce Support	Team Member
Regulatory Services Section Chief	Regulatory	Team Member
Assistant to the Director	Directors Office	Team Member
DHHS Criminal Record Check Unit	Criminal Record Check	Team Member
Purchasing Officer/DCDEE Safety Off	Admin	Purchasing, supplies, mail, physical plant, health and safety
Customer Service Supervisor	Regulatory	Team Member
Disaster Coordinator *	Admin	Team Member
DCDEE SERT Team (5-Members)*	Various Sections	Team Member

\*DCDEE member of the State Emergency Response Team (SERT) will be on standby to work out of the Emergency Operation Center (instead of DCDEE office) during a disaster.

TABLE 2. DCDEEEE Disaster Response Team

Title	Unit	Disaster Function
Section Chief, Regulatory Services	Regulatory	Team Leader
Section Chief, Subsidy Services	Subsidy	Alternate Team Leader (?)
Asst Section Chief, Regulatory Svcs	Regulatory	Regulatory Services Assistant Chief
Administration Section Chief	Admin	Emergency Preparedness
Licensing Enforcement	Licensing	Team Member
DCDEE Disaster Coordinator	Admin	SERT Coordination
Business Operations Manager	Admin	Information Resources
Policy Consultant	Policy	Team Member
Subsidy Services Supervisor	Subsidy	Raleigh-supervision of services consultants
Fiscal and Statutory Policy Manager	Policy	Alternate Team Leader
Subsidy Budget Officer	Admin	Assistance with SCC
Technology Support Analyst	Admin	Information Resources
Eastern Regional Manager	Reg. Field	Eastern NC Regional Team Leader
Licensing Supervisor	Reg. Field	Alt Regional Team Leader – Eastern NC
Licensing Supervisor	Reg. Field	Alt Team Leader - Western NC Team
Central Regional Manager –	Reg. Field	Alt Regional Team Leader – Central NC
Regional Manager – Western NC	Reg. Field	Work as Liaison between Raleigh and field
Licensing Supervisor	Regulatory	Assistance with Central NC
Subsidy Services Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Svcs Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Svcs Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Services Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Svcs Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Svcs Consultant	Sub. Field	Coord special subsidy procedures for territory
Subsidy Svcs Consultant	Sub. Field	Coord special subsidy procedures for territory

**APPENDIX 5  
PLAN**

**DCDEEEE DISASTER**

**Team 2: DCDEEEE Disaster Regulation Team Cont.**

<b>Title</b>	<b>Unit</b>	<b>Disaster Function</b>
Subsidy Unit Policy Supervisor	Subsidy	Raleigh Office; coordination subsidy svcs
Policy/Planning Consultant	Subsidy	Raleigh Office; Coordination of subsidy services
Policy Consultant	Subsidy	Raleigh Office; coordination subsidy svcs
Policy Consultant	Subsidy	Raleigh Office; coordination of subsidy services
Rate Setter Supervisor	Subsidy	Raleigh office; rate setter supervisor
Rate Setter	Subsidy	Raleigh office; rate setter for subsidy
Rate Setter – Acct Tech III	Subsidy	Raleigh Office, rate setter
Admin Assistant, Subsidy Services	Subsidy	Raleigh office; support staff for subsidy
Subsidy Support-Office Asst IV	Subsidy	Raleigh Office, support staff for subsidy
Program Compliance Supervisor	Policy	Raleigh-office supervision of Policy Compliance
Subsidy Services Consultant	Sub. Field	Coord special subsidy procedures for territory
Program Compliance Consultant	Sub. Field	Coord special subsidy procedures for territory
Program Compliance Consultant	Sub. Field	Coord special subsidy procedures for territory
Program Compliance Consultant	Sub. Field	Coord special subsidy procedures for territory
Program Compliance Consultant	Sub. Field	Coord special subsidy procedures for territory
Program Compliance Consultant	Sub. Field	Coord special subsidy procedures for territory
Child Asst A/N Section Chief	Regulatory	Team Member
Northeastern Child A/N Supervisor	Regulatory	Team Member
Child A/N Supervisor	Regulatory	Team Member
Central Child A/N Supervisor	Regulatory	Team Member
Western Child A/N Supervisor	Regulatory	Team Member
West Central A/N Supervisor	Regulatory	Team Member
Southeastern A/N Supervisor	Regulatory	Team Member

**Team 3: DCDEEEE Disaster Regulatory Team Cont....**

Partners to Help with Regulatory Team Functions

<b>Organization</b>	<b>Phone</b>	<b>Disaster Function</b>
Office of Public Affairs - DHHS	733-9190	Help Link DCDEE into DHHS communications
Public Information Director, NC Partnership for Children (NCPC)	821-7999, x225	Work with DCDEE to coordinate communications with county partnerships re: services
DHHS - (DHHS SERT Leader)	855-4410	Help link DCDEE into DHHS CARELINE/State SERT/EM
NC Child Care Resource and Referral Network	202-4893	Work with Network of R&R's to gather and communicate info.
NC Division of Social Services(DSS)	733-3055	Help Communicate with County DSS's
Head Start State Collaboration Office	431-2005	Assist with regulated HS CC programs
Local County Emergency Management		Contact DCDEE Disaster Coordinator
Local County Building & Fire Inspectors		County Govt. Directories
NC Dept. of Insurance	661-5880	Help assess safety of facilities
NC Dept. of Environment and Natural Resources (DENR)	715-3293	Info for providers on how to assure healthy/safe conditions after disasters. How to properly cleanup/what the hazards are (Mold, etc...)
NC Division of Emergency Management (NCEM)		Donations Management

**Team 4: DCDEEEE Disaster Subsidy Team**

<b>Title</b>	<b>Unit</b>	<b>Disaster Function</b>
Subsidy Services Section Chief	Subsidy	Team Leader
Subsidy Budget Officer	Subsidy	Alternate Team Leader (?)
Budget Officer	Admin	Team Member
Technology Support Analyst	Admin	Information Resources
Computing Consultant	Admin	Works with automated system
Technology Support Analyst	Admin	Works with automated system
Subsidy Services Supervisor	Subsidy	Raleigh-office supervision of services consultants
Subsidy Services Consultant	Subsidy	
Policy Consultant	Subsidy	Coordinates special subsidy procedures for his territory
Subsidy Svcs Consultant	Subsidy	Raleigh Office; coordination of subsidy services
Subsidy Svcs Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Services Consultant	Subsidy	Coordinates special subsidy procedures for territory
Program Compliance Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Services Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Svcs Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Svcs Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Unit Policy Supervisor	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Svcs Consultant	Subsidy	Raleigh Office; coordination subsidy svcs

**Locating Partner Agency Contact Information**

*Functional and Regional team leaders should keep and update throughout the year separate contact lists for organizations that have large networks of local contacts.*

*Web site addresses and/or phone numbers are provided below to help Raleigh-based team leaders locate up-to-date information on a sample of key partners.*

Name of organization or network	Location of contact information
Local Smart Start partnerships	<a href="http://www.smartstart-nc.org">www.smartstart-nc.org</a> (Click on “Local Smart Start Agency”) or call the NC Partnership for Children, 919/821-7999
Local child care resource and referral agencies	<a href="http://www.dhhs.state.nc.us/DCDEE/rrlist.htm">www.dhhs.state.nc.us/DCDEE/rrlist.htm</a> or call the NC Child Care Resource and Referral Council – 919/933-5090
<p>Local departments of social services – -comprehensive contact information (shows contacts for variety of DSS functions)</p> <p>Finding information specifically about... → child care coordinators (subsidized child care)</p> <p>→ directors of local departments of social services/Association of County Directors of Social Services (ACDSS)</p>	<p>use the comprehensive county directory at <a href="http://www.dhhs.state.nc.us/dss/cty_cnr/dir.htm">www.dhhs.state.nc.us/dss/cty_cnr/dir.htm</a> or call the Division of Social Services: 919-733-3055</p> <p><a href="http://www.dhhs.state.nc.us/DCDEE/dssphone.htm">www.dhhs.state.nc.us/DCDEE/dssphone.htm</a></p> <p>Call the Division of Child Development—919/662-4527 or (in NC only) 1-800-859-0829; or call the NC Division of Social Services (919/733-3055) or ACDSS (919/833-8020)</p>
Local purchasing agencies (similar to child care coordinator list but includes non-DSS agencies)	Call the Division of Child Development – 919/662-4527 or (in NC only) 1-800-859-0829
Cooperative Extension Service: 4-H Youth and Development; Family & Consumer Sciences	Call 4-H School-Age Care Project: 919-515-6387; Family and Consumer Sciences Dept.-919/515-9147. For list of county Extension offices, see <a href="http://www.ces.ncsu.edu/counties/">www.ces.ncsu.edu/counties/</a>
Local emergency management coordinators	Call the Division of Emergency Management at 919/733-3867 or go to: <a href="http://www.dem.dcc.state.nc.us/">www.dem.dcc.state.nc.us/</a>
Local chapters of the American Red Cross	<a href="http://www.redcross.org/where/where.html">www.redcross.org/where/where.html</a>

**DCDEEEE Regional Disaster Team Areas**

<b>Regional Team Leader</b> <i>(Alternate Team Leader)</i>	<b>Counties in Region</b>	<b>Team Members</b>
<b>Western Regional Team</b>	Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Cherokee, Clay, Cleveland, Davie, Forsyth, Gaston, Graham, Haywood, Henderson, Iredell, Jackson, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Polk, Rowan, Rutherford, Surry, Swain, Transylvania, Wilkes, Yadkin, Yancey	All Regulatory Services, Subsidy Services, and A/N field staff in Western counties
<b>North and South Central Regional Teams</b>	Alamance, Anson, Bladen, Cabarrus, Caswell, Chatham, Davidson, Durham, Franklin, Granville, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Orange, Person, Randolph, Richmond, Robeson, Rockingham, Sampson, Scotland, Stanly, Stokes, Union, Vance, Warren	All Regulatory Services, Subsidy Services, and A/N field staff in Central counties
<b>Eastern Regional Team</b>	Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Craven, Columbus, Cumberland, Currituck, Dare, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Johnston, Jones, Lenoir, Martin, Nash, New Hanover, Northhampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Wake, Washington, Wayne, Wilson	All Regulatory Services, Subsidy Services, and A/N field staff in Eastern counties

**PROCEDURES FOR EMERGENCY SUBSIDIZED CHILD CARE**

*\*From APPENDIX D DCDEE Subsidized Child Care Services Manual (October 2002 Rev)*

<http://info.dhhs.state.nc.us/olm/manuals/DCDEE/ccs/man/CCSxD.htm#TopOfPage>

**I. INTRODUCTION**

Child care is a critical part of the community infrastructure that enables families to rebuild and return to work after a state or federal declared disaster. The Division of Child Development (DCDEE) has developed a disaster plan to support child care providers and give families safe and healthy alternatives for the care of their children during and after disasters. The following information was developed to instruct staff regarding emergency preparedness, emergency management, and disaster recovery. DCDEE makes the decision to activate the following emergency procedures if conditions are severe enough and if funding permits.

**II. PARENT ELIGIBILITY**

When DCDEE has determined that emergency subsidized child care (SCC) will be offered, child care services can be provided to families affected by an emergency for up to four months without regard to income and without a parental fee. In certain circumstances, emergency services may be provided beyond the four (4) month period. Refer to [Section II.B](#) below.

A family is considered to be affected by the emergency when they have suffered loss due to property damage or loss of income as a result of damage to work facility. The local purchasing agency (LPA) may accept the client's statement that s/he was affected by the emergency, unless questionable. If the client statement is questionable, contact the Local Emergency Management Coordinator or other government agencies for verification and document that the family was affected in the comment section of the Emergency Child Care Voucher ([DCDEE-0447](#)).

**A. Child Care Voucher Information**

In situations where individuals need subsidized child care, an Application for Child Care Services ([DCDEE-0456](#)) does not have to be completed. However, if available, a Child Care Voucher ([DCDEE-0446](#)) must be completed by the LPA for all new children. Include the codes mentioned in Agency Information Needed, [Section II.A.2](#) on the Child Care Voucher.

The Emergency Child Care Voucher ([DCDEE-0447](#)) may be substituted if the Child Care Voucher ([DCDEE-0446](#)) is not available. The local DSS or LPA should develop a temporary voucher by hand if the Child Care Voucher ([DCDEE-0446](#)) and the Emergency Child Care Voucher ([DCDEE-0447](#)) are not available. The

information noted below must be obtained from the parent or guardian, and agency and provider information must be recorded on the temporary voucher.

1. Information needed from the parent or guardian includes:
  - a. Child's name;
  - b. Age of child and the date of birth, if available;
  - c. Parent's or guardian's name and address (must indicate if it is a relative's or friend's address);
  - d. Telephone number (must indicate if it is a relative's or friend's telephone number);
  - e. Eligibility period (up to four (4) months);
  - f. Hours that care is needed (the Division of Child Development will allow reimbursement for evening, overnight, and weekend care, if needed); and
  - g. Signature of parent/guardian and date the parent or guardian signed the voucher.
  
2. Agency information needed includes:
  - a. The county where the agency is located;
  - b. The date the form is completed;
  - c. The claim number, if available;
  - d. The family case number will be shown as EMERGENCY;
  - e. The assigned voucher number; **NOTE: A log of the vouchers issued must be maintained;**
  - f. The FEMA claim number, if available;

**NOTE:** Every family may not have a FEMA claim number;

  - g. The Child ID Number will be assigned later;
  - h. The Category Code is 019 and there is no family fee;
  - i. The Fund Source is 85;
  - j. The Need Reason is "Disaster Assistance" and the Need Reason Code is 851 for full-time care, 852 for 75% care and 853 for 50% care;

- k. The transportation code is 859 and the service provider must be in compliance for transportation requirements, such as having a valid driver's license and insurance; and
- l. The income and family size are not needed.

The agency representative must print their name, sign and date the form after it has been signed by the parent/guardian. The attendance sheets must be completed by the provider. The agency must collect the forms and attendance sheets. These forms must be submitted monthly to DCDEE for payment, if payment will not be made through the State's SCC Reimbursement System.

**NOTE:** These procedures apply to all types of child care programs currently enrolled in the subsidy program which must relocate due to the emergency, such as licensed and nonlicensed homes, and school-age care programs. Also, centers that are not licensed for specific age groups may serve those ages as long as reasonable staff/child ratio is maintained during the emergency period as approved by DCDEE staff.

3. Any provider accepting a Subsidized Child Care Voucher during an emergency period must include the:
  - a. Provider's name;
  - b. Provider's telephone number;
  - c. Facility name if it is different than provider's name;
  - d. Facility ID number or license number, if assigned;
  - e. County in which care is given;
  - f. Address of the site where the child is receiving care;
  - g. Owner or sponsor of the program;
  - h. Telephone number of the owner or sponsor of the child care program;
  - i. Mailing address for payment;
  - j. Signature of the person accepting the voucher and their name in print;
  - k. Provider's social security number or tax I.D. number; and
  - l. Enrollment date of the child.

The Provider must complete their portion of the voucher. The original voucher must be returned to the LPAs mailing address that is located at the top of the form. The provider must keep one copy of the voucher for the program's files. The provider must submit accurate attendance sheets to the LPA.

## **B. Procedure for Extending Emergency Care**

In some situations, there may still be a justifiable need for emergency subsidized child care beyond the four (4) month period. These cases must be approved for extended emergency care by the LPA and by the Subsidy Services Consultant or DCDEE staff in the Subsidy Services Section. The following procedures apply:

1. The local LPA must verify circumstances if a child still needs care after four (4) months of emergency child care;
2. The parent or guardian must apply for extended emergency care;
3. Family size must be documented;
4. The parent's or guardian's income must be documented, even if the income is zero; and
5. **The LPA should document in the case narrative a brief description of the need for and length of extended emergency subsidized child care.**

### III. PROVIDER PARTICIPATION

#### A. Licensed Programs Currently Enrolled that are Affected by a Disaster

If a licensed provider is already enrolled in the SCC Program, but is not operational due to flooding or fire from hurricane, adverse weather or other disasters, the program may operate temporarily in another location. The following procedures will apply:

1. A Division of Child Development (DCDEE) Regulatory Services Section Licensing Consultant, Subsidy Services Consultant, or other DCDEE staff must make an on-site visit to the temporary location.
2. Programs providing emergency child care must have at least **one (1)** qualified child care staff person present at the location. Other staff may be temporary. **Reasonable staff/child ratios will need to be maintained and approved by DCDEE staff.**
3. If DCDEE staff receives information that a licensed program is operating in a temporary location, every effort will be made to inform the LPA so they will be aware of the site where the children are being served.
4. If the LPA receives information that a licensed program is operating in a temporary location, then the LPA should immediately inform the local Regulatory Services Section Licensing Consultant or staff at the DCDEE office in Raleigh. Once DCDEE obtains the address of the site where the care is being provided they will arrange for an on-site visit of the program to be conducted.
5. If a provider temporarily relocates to another county they would not have to re-enroll unless a new family requests services for their child in the new county.

6. Reimbursement for child care will continue under the facility's existing name, facility ID number and payment rates.
7. Payment will be made through Fund Source **85**.
8. A Child Care Voucher must be completed on each child. See Emergency Child Care Voucher ([DCDEE-0447](#)).
9. Accurate attendance must be kept. The LPA should make a supply of attendance sheets available to the provider.

**B. Enrolling Licensed Programs on a Temporary Basis**

If a licensed provider is not already enrolled in the SCC Program, provider enrollment applications can be completed via telephone call with Raleigh-based DCDEE staff or during an on-site visit by a DCDEE Regulatory Services Section Licensing or Subsidy Services Consultants. A Subsidized Child Care (SCC) Approval Notice must be processed. The following procedures will apply:

1. The payment rate will be the county market rate for each age group;
2. The transportation rate will be \$38.00 per month for children ages three (3) years and older and \$42 per month for children under age three (3) and for children with special needs;
3. Payment will be made through Fund Source **85**;
4. A Child Care Voucher must be completed for each child. See Emergency Child Care Voucher ([DCDEE-0447](#)); and
5. Accurate attendance must be kept. The LPA should make a supply of attendance sheets available to the provider.

**C. Other Programs that are Eligible for Emergency Subsidized Child Care Reimbursement**

1. Religious-sponsored child care programs that are not licensed nor G.S. 110-106 approved;
2. Shelter based emergency programs that are not licensed;
3. Mothers Morning Out or Preschool Programs that are not licensed; and
4. Religious-sponsored programs that are operating under G.S.110-106 and are willing to provide emergency child care temporarily.

**D. Reimbursement Procedures for Other Programs that are Eligible for Emergency Subsidized Child Care Reimbursement**

The programs listed above must follow the procedures below in order to be reimbursed for providing Emergency Subsidized Child Care.

1. A Regulatory Services Section Licensing Consultant, Subsidy Services Consultant, or another DCDEE staff must make an on-site visit;
2. At least one (1) person present must be qualified to provide child care. Other staff may be temporary. **Reasonable staff/child ratio will need to be maintained and approved by DCDEE staff;**
3. A Child Care Voucher must be completed on each child. See Emergency Child Care Voucher ([DCDEE-0447](#));
4. Payment will be made directly by DCDEE;

**NOTE:** These providers will not be entered into the SCC Reimbursement System.

5. The payment rate will be the county market rate for each age group;
6. Transportation rate will be \$38.00 per month for children ages three years and older and \$42 per month for children under age three (3) and for children with special needs;
7. Payment will be made through Fund Source **85**;
8. A Child Care Voucher must be completed for each child. See [Section II.A](#), above, Child Care Voucher Information; and
9. Accurate attendance must be kept and the LPA should make a supply of attendance sheets available to the provider.

**Template for State Assessment of Child Care Facilities**

*(Note that this template is set up as a telephone survey, but DCDEE may decide to rely on child care consultants and local purchasing agencies to do the primary round of assessments instead of using a team of Raleigh-based phone callers. Also, DCDEE may want to modify the questions below to better fit the disaster at hand.)*

**Instructions:**

- Identify yourself as calling from DCDEE.
- Explain that the reason you are calling is to find out which child care facilities have been affected by the disaster and how, so the Division can help child care providers.
- Ask to speak with the director, if possible.
- Ask the following questions, recording the person's answers below.
- Record other relevant information the person gives you that is not reflected in the questions.
- If the person asks questions you cannot answer, ask them to call their licensing consultant if it relates to child care; ask them to call emergency management phone numbers (see disaster plan) if it relates to resources in their community; or ask if they need someone from DCDEE to call them back at a later time.
- Questions in Section I and IV should be asked of all providers; questions in Section II and II pertain to providers based on whether or not they are operational at the time of the call.

**Information to pull from administrative records:**

Name of Facility \_\_\_\_\_

Owner name \_\_\_\_\_

Center or Home? Child Care Center \_\_\_\_\_ Family Child Care Home \_\_\_\_\_

Licensed or Unlicensed Facility? Licensed \_\_\_\_\_ License-Exempt \_\_\_\_\_

If licensed - facility ID # \_\_\_\_\_

If not licensed, type of care arrangement:

GS-110 \_\_\_\_\_ School \_\_\_\_\_ Camp \_\_\_\_\_ License-Exempt Home \_\_\_\_\_ Other \_\_\_\_\_

County: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Fill out for each call:**

-----**Section I**-----

Name and Position (director, etc.) of person interviewed \_\_\_\_\_

Number called: \_\_\_\_\_ Date of call: \_\_\_\_\_

Time called: \_\_\_\_\_ DCDEE staff making call: \_\_\_\_\_

**Specific questions to ask:**

1. **Which of the following best describes the extent of damages to your program and the status of your operations?** {Surveyor should circle the appropriate letter.}

- a) No damage to the facility, supplies, or equipment (or completely repaired by the time of this survey) – can operate at full capacity.
- b) Some damages, but can still operate at full capacity. [*Note: the next set of questions will address the types of damages.*]
- c) There were damages and the program can only operate at partial capacity as a result.
- d) Program is temporarily closed, but will be able to reopen.
- e) Program is closed and may not be able to reopen (at any location).
- f) Program is closed or only operating at partial capacity, but due to reason(s) other than physical damages. *Explain briefly:* \_\_\_\_\_
- g) Program is able to reopen, but only at another, temporary location.
- h) Other (*explain*): \_\_\_\_\_

**2. Which of the following types of damages/problems does your program face due to the disaster?** (*Say “yes” to all that apply. If you know specifics and/or can give estimates of the cost to repair, please do so. If no problems, I will skip to Section 2.*)

- a) Structural damages – Yes No
- b) \_\_\_\_\_  
Damage to heating/cooling system – Yes No
- c) \_\_\_\_\_  
Damage to outdoor playground equipment and/or surfacing – Yes No
- d) \_\_\_\_\_  
Damage to kitchen equipment – Yes No
- e) \_\_\_\_\_  
Damage to other equipment and/or loss of general facility supplies – Yes No
- f) \_\_\_\_\_  
Loss of toys, supplies for activities, and/or educational materials – Yes No
- g) \_\_\_\_\_  
Loss of electricity – Yes No
- h) \_\_\_\_\_  
Loss of gas service, if the program is reliant on gas – Yes No
- i) \_\_\_\_\_  
Inadequate supply of good drinking water – Yes No
- j) \_\_\_\_\_  
Food spoilage/inadequate supply of food – Yes No
- k) \_\_\_\_\_  
Problems with sewage/septic system – Yes No
- l) \_\_\_\_\_  
Other health/safety risks (e.g. mold/mildew; chemical leaks; etc.) -- Yes No
- m) Other (*describe briefly*): \_\_\_\_\_

-----Section II-----

***{If the program is operational, please ask the following questions. If program is not operational, skip to Section III.}***

1. What hours are you currently operating? \_\_\_\_\_
2. Are all of your regular staff able to report to work? Yes No  
If no, how many staff are coming to work? \_\_\_\_\_ out of \_\_\_\_\_
3. Are all of the children enrolled in your program attending? Yes No
  - a) If not, how many children are attending now? \_\_\_\_\_
  - b) If not, do you know where the children are? (At home with family; staying with relatives or friends; at the shelter; ... ?) \_\_\_\_\_
  - c) What was the average attendance before the disaster? \_\_\_\_\_
  - d) What is the age range of children attending now? \_\_\_\_\_
4. Is transportation a barrier to full attendance by workers and/or children?  
Yes No If yes, please explain: \_\_\_\_\_
5. Does your program participate in the Subsidized Child Care (SCC) program?  
Yes No  
  
*If yes...*  
How many children from the SCC program attended before the disaster? \_\_\_\_\_  
How many are currently attending your program? \_\_\_\_\_  
  
*If no...*  
Would you be willing to serve children whose services would be reimbursed by the state (--either children that qualify for the regular Subsidized Child Care program or children rendered needy by the disaster)? Yes No
6. Would you be willing to accept more children at your center if we would allow you to temporarily exceed your licensed capacity? Yes No  
(Note: You may not exceed your licensed capacity unless your licensing consultant or another DCDEE representative gives you permission.)  
  
If yes, how many more children could you take? \_\_\_\_\_  
If yes, are there certain ages of children you could not take? \_\_\_\_\_
7. Could you extend your hours beyond your current hours of operation?  
Yes No  
If yes, what extra hours could you operate? \_\_\_\_\_
8. If you have a kitchen that is operational, would you be willing for it to be used to provide food for more than just the children in your center? Yes No

-----Section III-----

*{If program is not operational at the time of the call, please ask these questions. Otherwise, skip to Section IV.}*

1. Why is your program not able to operate?  
\_\_\_\_\_

2. Would you be willing to set up your program in another location? Yes No

a) If yes, are you aware of another place where you could relocate? Yes No

If yes, where is the location? \_\_\_\_\_

b) Do you need information about where you could relocate? Yes No

-----Section IV-----  
*{General questions to ask all programs, whether open or not:}*

1. Does your program need any items to keep operating or to open up? Yes No

If yes, what do you need? \_\_\_\_\_

2. What assistance has already been provided to your program, and by whom?  
\_\_\_\_\_  
\_\_\_\_\_

3. What do you know about the status of other child care programs in your area?

(Are many open, closed, with or without power, etc.?) \_\_\_\_\_

4. **IMPORTANT TIP:** If you've been ordered to boil your water, then **do not give boiled water to infants or pregnant** women due to high nitrate content in water. Infants and pregnant women should only drink bottled water.

5. Do you need other information about resources or conditions in your area?

Yes No

If yes, what information do you need? \_\_\_\_\_

6. Can we reach you at this number in the next few days/weeks?

If not, how can we reach you? \_\_\_\_\_

7. In case we need to locate you – {read the address we have for the facility} – is this the correct address for your location? {Check list} Yes No

If not, where are you located? \_\_\_\_\_

Is there another street name or highway number that is not reflected in the address we have for you? \_\_\_\_\_

*Thank you for all of your time. This information will help DCDEE help providers like you.*

Attention Provider: Form Marked Original Must be Returned To: \_\_\_\_\_

By (Date): \_\_\_\_\_

Address: \_\_\_\_\_

Voucher No.: \_\_\_\_\_

**EMERGENCY CHILD CARE VOUCHER**  
**DIVISION OF CHILD DEVELOPMENT**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

(PLEASE PRINT)

Child's Name: \_\_\_\_\_

Child ID No.: \_\_\_\_\_ Child's Age and/or Date of Birth: \_\_\_\_\_

Parent's Name or Guardian's Name (Please print.): \_\_\_\_\_

Address (indicate if a relative's or friend's address): \_\_\_\_\_

Telephone Number (indicate if relative's or friend's telephone number): ( ) \_\_\_\_\_

Eligibility Period of Care: From: \_\_\_\_\_ Through: \_\_\_\_\_ (maximum of four months)

Hours Care is Needed: From \_\_\_\_\_ a.m./p.m. Through \_\_\_\_\_ a.m./p.m.

From \_\_\_\_\_ a.m./p.m. Through \_\_\_\_\_ a.m./p.m.

Signature of Parent/Guardian: \_\_\_\_\_ Date Signed: \_\_\_\_\_

**Agency Section:** County: \_\_\_\_\_ Date Form Completed: \_\_\_\_\_

FEMA Claim Number: \_\_\_\_\_ Family Case Number: **EMERGENCY**

CATEGORY CODE: **019** FUND SOURCE: **85**

Need Code for Child Care and/or Transportation. Circle the code number(s) that apply.

# **851**: 100% Care # **852**: 75% Care # **853**: 50% Care # **859**: Transportation

Agency Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Agency Representative Name: \_\_\_\_\_

**To be completed by Child Care Provider:**

Provider Name: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_

Name of Facility: \_\_\_\_\_

License No. or Facility ID No., if assigned: \_\_\_\_\_

County in which care is given: \_\_\_\_\_

Location (address) of where child care is provided: \_\_\_\_\_

Owner/Sponsor of Program: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Person Completing Voucher (Please print and sign name): \_\_\_\_\_

Provider's Social Security No. or Tax ID No.: \_\_\_\_\_ Date Child Enrolled: \_\_\_\_\_

**COMMENTS:** \_\_\_\_\_

Original: Local DSS/LPA

Copy: Provider

List additional comments on back of page

DCDEE-0447  
Rev. 10/02

**Procedures for Programs in Emergency Situations**

**(based on special licensing procedures used after Hurricane Floyd)**

**TEMPORARY LOCATIONS**

The operator must contact the Division to discuss the plan for the program prior to operating.

**When first open –**

**SITE REQUIREMENTS**

- Emergency communication plan in place ( i.e., cell phones)
- Fire extinguisher on site
- Toilets available; port-a-johns acceptable if approved by the health department
- Safe drinking water – bottled water is acceptable
- Handwashing accommodations if no running water, including gloves, sanitized hand washing gel, paper towels
- If no electricity, natural light must be available, screens in windows, adequate ventilation
- Outdoor activities optional
- Use of generators allowed if used safely, made inaccessible to children, and if approved by fire inspector.
- Providers will need to offer developmentally appropriate activities for the children, and establish a routine for the program. It is important for children who have experienced a major disruption in their lives to maintain a familiar routine.

**STAFFING REQUIREMENTS**

- At least one person at the site must be in compliance with minimum licensing requirements to care for children
- Must maintain staff/child ratio, but staff do not have to meet preservice or inservice requirements
- Staff must be at least 16 years old
- Need emergency information paperwork and health questionnaire completed by staff

**CHILDREN’S RECORDS**

- Emergency information and application on file, and permission/authorization to get medical treatment.

**During the first 30 days –**

- Division staff will visit. If major health/safety concerns about the site, staff will discuss with health department/supervisor
- One staff on site must have first aid/CPR, or complete training within the first 30 days

**If planning to operate more than 30 days -**

- The operator will need to obtain a statement from building, fire and sanitation that there are no hazards, safe for temporary occupancy (similar to statements done for summer camps, not full inspection form)
- Staff complete criminal records, medicals

The program can operate with a letter from the Division giving permission for up to 45 days. If operating longer than 45 days the Division would issue a Temporary License if they have signed

statements from inspectors. This letter will allow subsidy payments to be made. A copy of the letter will be sent to the Rate Setting Unit at DCDEE.

---

## **CHILDREN RELOCATED/PLACED IN FACILITIES**

- When children first enroll, the operator needs emergency information/application, and permission/authorization to get medical treatment.
  - The law gives 30 days to get a medical; the provider can request a waiver if records were lost/destroyed in the emergency. There may be children who haven't been in care who need the immunizations. They should not be exposed to infectious diseases, plus this provides an opportunity for an evaluation by a health professional.
  - During the first 30 days, parents can sign a discipline statement.
- 

## **OPERATORS EXCEEDING CAPACITY**

- To exceed capacity, Division staff visit, if possible, to determine capability of rooms/supplies (are there enough cribs or would they need more to take babies). Staff recommends the number of additional children the facility could enroll.
- If Division staff are unable to visit immediately, then a determination will be made by the licensing consultant in conjunction with the licensing supervisor. Based on a review of the file, the number of children the program can enroll will be determined. A visit will be made subsequently to verify appropriateness of the capacity change.
- The Division sends an approval letter with the time period the facility can exceed their licensed capacity and the number of children allowed for each age group. The initial approval would be for six weeks, and then the consultant will reassess and extend if needed.
- The program would need to maintain staff/child ratio, but could exceed group size.
- Additional staff that need to be hired do not need to meet preservice requirements but could not have sole responsibility for a group of children if they did not.
- Paperwork for additional staff –
  - Staff must be at least 16 years old
  - Need emergency information paperwork and health questionnaire completed by staff.
  - If new/temporary staff continue to work after the approved time frame then all requirements would apply.

# Child Care Facility

## Emergency Plan Template

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**Assistance in preparation of this emergency plan provided by:**  
**Wake County Emergency Management Agency**  
**Emergency Preparedness Team**

# EMERGENCY EVACUATION PLAN POLICY

A. It is the responsibility of the Child Care Facility to prepare plans whereby the facility, or parts thereof, can be evacuated quickly in the case of an emergency. Causes for evacuation could be fire, bomb threats, explosion, flood, severe thunderstorm, severe winter storm, hurricane, tornado, toxic fumes, electrical failure or structural failure. In an emergency, evacuation of the Child Care Facility should proceed as rapidly and safely as possible. The plans shall be developed considering three scenarios of evacuation.

Those being:

1. **In-place evacuation:** Keeping children and staff members in place but securing location for the emergency at hand. Example: (tornado and chemical release)
2. **On-site evacuation:** Movement of children and staff members out of buildings affected and relocated to other areas on campus.
3. **Off-site evacuation:** Movement of part or all children and staff members off campus to another designated area.

These plans shall include:

- a) Authority
- b) Evacuation Routes
- c) Evacuation Procedures/locations
- d) Evacuation of Handicapped
- e) Collection points
- f) Accounting of Personnel
- g) Assignment of Responsibilities

Further areas of the plan shall include:

- a) Command Post
- b) Medical/Triage Post
- c) Communication
- d) Public Relations
- e) Transportation
- f) Shelters
- g) Records Retention
- h) Food/clothing
- i) Evacuation Cost Assessment
- j) Rescue and Clean-up

- B. The Facility Director shall be presented with the completed plan and shall review for approval. The plan shall be reviewed annually and updated as needed. A copy of a summary of this plan should be forwarded to the local Fire Department and the local Emergency Management Agency.
- C. Each employee at the facility shall be made familiar with the plan and trained in his/her responsibilities within the plan annually. New employees shall receive this review during their orientation period.
- D. Each child, if of capable age, shall receive training concerning emergency evacuation procedures during their orientation period.
- E. Floor plans shall be developed for each area and posted in public view showing exits and directional paths for traffic flow. Copies of the floor plan shall be given to the local Fire Department and the local Emergency Management Agency.
- F. Fire drills will be held monthly.
- G. Tornado drills should be held annually and scheduled to occur during Severe Weather Awareness Week (usually the last week of February each year), sponsored by the North Carolina Emergency Management Division and the National Weather Service.
- H. Power generators (when present) are to be tested at least every two weeks. All other emergency equipment shall be tested at pre-determined times.

# **EMERGENCY PROCEDURES AND EVACUATION**

## **I. GENERAL INFORMATION**

- A. The safety of the children and staff members at a Child Care Facility is the highest priority. The purpose of this directive is to provide procedures to be followed by the staff members of a Child Care Facility to insure the safety of its children and staff members in the event of an emergency.
- B. In the event of an emergency the Child Care Facility director (or his/her designee) will be notified as soon as possible regarding the situation and the response on it.
- C. In the event of an emergency the Child Care Facility Director, or designee, may require that all staff members on duty remain at work or return to work until the situation is no longer deemed an emergency.

## **II. FIRE**

- A. Evacuate the area of the fire (always stay low as smoke and heated gasses collect near the ceiling first)
- B. Activate the fire alarm (if so equipped)
- C. Call **911**, indicating the need for assistance from the fire department and law enforcement. Other communication networks should be identified and utilized in the event that the fire has causes the telephone system to be out of order.
- D. The facility director, or designee, will designate a person, or persons, to go to the nearest intersection to direct the fire department vehicles to the scene.
- E. Evaluate the situation; determine quickly, if possible, the size, nature, and location of the fire within the facility.
- F. Upon the arrival of the fire department the facility director, or designee, shall establish contact with the senior fire department official and coordinate subsequent activities with him or her.

- G. Make certain that all children and staff members are accounted for and safe. Move to other locations as required. A fire deemed in any way to be a threat to the safety of the children or the staff members calls for evacuation to the outside area, away from the building.
- H. All windows and doors in the facility should be closed, and all electrical switches and breakers turned off. However, do not waste time doing this if the condition is an emergency.
- I. Any of the steps above may be done simultaneously as the number of staff members on duty permits. The decision not to follow any of these steps is justifiable only when there is certainty that there is imminent danger.
- J. If the fire is small, any of the facility's fire extinguishers may be used to put it out, if the staff member has received proper training. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is no imminent danger.
1. The Child Care Facility's fire extinguishers are located as follows:
    - a) \_\_\_\_\_
    - b) \_\_\_\_\_
    - c) \_\_\_\_\_
    - d) \_\_\_\_\_
  2. Each staff member is responsible for becoming familiar with the use of fire extinguishers (if so required by the facility).
- K. The nature of the fire is a key factor in determining a course of action. Smoke color may indicate the potential danger of the situation as follows:

1. **Yellow smoke** may indicate the presence of toxic gases. Evacuation should proceed immediately, and no effort should be made to extinguish the flame.
2. **Gray smoke** with brown wisps is indicative of any electrical fire. Again the area should be evacuated immediately, and all should stay clear of the area.
3. **Gray-black** smoke is indicative of a primary fire. The first priority remains evacuation of the immediate area. Staff members may attempt to extinguish the fire only if there is no severe danger of smoke inhalation.

L. Ensure that no re-entry is attempted until authorized by the fire department

### **III. INCLEMENT WEATHER**

(See separate Appendix B for Hurricane and Appendix C for Severe Weather Plans)

### **IV. ILLNESS OR INJURY**

#### **A. MINOR**

1. Treat with medical supplies on hand.
2. Evaluate periodically to see if further medical attention is required.
3. Document treatments and evaluations in children's file.
4. Consult family members.

#### **B. MAJOR**

1. Employ first aid techniques as trained, if needed (Please see the Attached Appendix A for detailed information)
2. Contact **911**, if immediate medical attention required.
3. If an illness or an injury requires a doctor's care, but emergency services are not required, the staff members should then arrange for transportation to the emergency room, pediatric clinic, or hospital per instructions of the family member.

## C. DEATH

1. If a death occurs at the Child Care Facility the following should be contacted immediately:
  - a) Call **911**, request emergency assistance.
  - b) Contact local Law Enforcement; allow them to notify the family members.
  - c) The facility director
2. The body should not be moved or tampered with.
3. All children should be moved to a part of the building away from the body.
4. The children should only be told what is essential for them to know about what has occurred, but should be offered comfort and counseling as needed.
5. No news media should be contacted. If a news reporter is aware of what has occurred and solicits information, he/she should be referred to the facility's director.

No filming or photography is to be allowed inside the building.

**\*\*\*NOTE: Never move or touch unidentified or suspicious objects.**

## V. BOMB THREATS

### A. GENERAL PRECAUTIONS

1. Any bomb threat should be treated as real until proven otherwise.
2. Unidentified or suspicious objects should be reported to the authorities.
3. Evacuation should be to an outdoor area as far from the building as safely possible. The area to be evacuated to should be searched quickly before evacuation.
4. Upon evacuation, all windows and doors should be left open, if possible, to minimize shock damage from blast.

5. Upon arrival of law enforcement authorities the facility director, or designee, will assist with search (i.e.: unlocking doors, identify strange or suspicious objects).
6. The appropriate authorities should be consulted prior to re-entry into the building.
7. See Appendix D for threat information sheet

**B. TELEPHONE THREAT**

1. The staff member that received the call should tell another staff member that a bomb threat is in progress so that:
  - a) The building may be immediately evacuated, and
  - b) Local Law Enforcement may be contacted via 911.
2. The receiver of the call should keep the caller on the line as long as possible.
3. Information should be recorded on the Bomb Threat Form as quickly as possible. Information sheets are kept near each phone, or specifically record the following information:
  - a) The exact time the call was received. \_\_\_\_\_
  - b) The caller's exact words. \_\_\_\_\_
  - c) A description of the caller's voice. \_\_\_\_\_
4. If the call receiver has time and opportunity he/she should ask the caller for:
  - a) The location of the bomb. \_\_\_\_\_
  - b) The exact time of explosion. \_\_\_\_\_
  - c) A description of the nature and appearance of the bomb. \_\_\_\_\_
  - d) The caller's name and their location. \_\_\_\_\_

### C. **WRITTEN THREAT**

1. The staff member receiving the written threat should handle it as little as possible, (to preserve finger prints), and should save all materials including any envelope or other container.
2. Local Law Enforcement should be contacted first, followed by the facility supervisor on duty, and/or the facility's director.
3. The building should be evacuated until it is determined that there is no longer a danger.
4. All materials involved in the threat should be turned over to the authorities.

## VI. **UTILITIES AND MAINTENANCE EMERGENCIES**

### A. **GAS LEAK**

1. If any staff member or children smells gas, act quickly.
2. Open windows immediately.
3. Call **911** and report the possible gas leak.
4. Do not turn any electrical switches **on OR off**. Eliminate all flames.
5. Check all gas taps and turn them off.
6. If necessary, turn off the gas main. The shutoff valve is next to the meter.  
Using a wrench turn the valve a quarter turn in either direction.
7. If the gas odor remains strong, evacuate the area immediately.
8. Do not return to the building until the fire department announces it is safe.

### B. **POWER FAILURE**

1. The building's emergency lights, if so equipped, should come on automatically. They are connected to the facilities emergency generator, or back up batteries, which will start automatically upon loss of power (if a

generator is present and connected properly).

2. The center has \_\_\_\_\_ flash lights which are located \_\_\_\_\_.  
There are spare batteries located \_\_\_\_\_.
3. A battery-operated radio is located \_\_\_\_\_. The radio may be used to monitor weather conditions, etc. The official Wake County Emergency Action Stations are 94.7 WQDR-FM and 105.1 WDCG-FM.
4. In the event of a power failure, the staff members on duty should contact the following:
  - a) Local Power Company. Phone:\_\_\_\_\_
  - b) The Child Care Facility's on-duty supervisor, and/or the Director.

#### **C. LOSS OF WATER**

1. There is an emergency supply of water located \_\_\_\_\_ .  
This water should be used sparingly, and only for emergency.
2. In the event of the loss of water, the staff members on duty should contact the following:
  - a) Local Public Works (Only if loss of water is neither the result of a general power failure nor the result of an internal plumbing problem).  
Phone:\_\_\_\_\_
  - b) The facility's supervisor on duty and/or the Director.

#### **D. LOSS OF TELEPHONE SERVICE**

1. There is a cellular phone located \_\_\_\_\_ which may be used in the event that regular telephone service is disrupted. Use of the cellular phone is costly, however, and as such should be limited to absolute need.

2. In the event of loss of telephone services, the staff members on duty should contact the following:

a) Local Telephone Company repairs service. (Only if loss of service is not the result of a general power failure).

Phone: \_\_\_\_\_

b) The facility's supervisor on duty and/or the Director.

**E. LOSS OF HEAT/AIR CONDITIONING (emergencies only)**

1. Contact the facility's supervisor on duty and/or the Director

2. The supervisor or staff member on duty should contact the installer of system and/or the company that services the units.

Contact Information: \_\_\_\_\_

**F. PLUMBING PROBLEMS (emergencies only)**

1. Contact the facility's supervisor on duty and/or the Director

2. The supervisor or staff member on duty should contact the following plumbing company:

Contact Information: \_\_\_\_\_

**G. PROBLEMS WITH LOCKS AND KEYS**

1. Contact the facility's supervisor on duty and/or the director.

2. The supervisor on duty may contact: \_\_\_\_\_.

## **VII. EMERGENCY EVACUATION**

- A. In the event of a fire, bomb threat, electrical, chemical or other emergency that would require the evacuation of the building, all staff members should adhere to the following:
1. Call **911**, indicating the need of assistance from the local Fire Department and law enforcement.
  2. Make certain all children and staff members are accounted for and are safe.
  3. Evacuate all children and staff members to an area as far from the building as safely practical.
    - a) Adhere to predetermined evacuation routes, if possible; however, do not hesitate to adjust these routes to avoid dangerous areas.
    - b) All children and staff members with special needs are to be assisted as needed.
  4. Conduct a second head count for children and staff members.
  5. Notify the Director as early as possible.
  6. Do not approach or re-enter the building until consultation with the proper authorities.

## Appendix A of the Emergency Plan Template

### SERIOUS INJURY OR ILLNESS

The immediate concern is to the aid of the sick or injured person. Proceed according to the following plan:

- A. No staff member should place themselves at risk in the rescue of an injured child or staff member member. Call Emergency **911** and request the needed emergency responders.
- B. Do not move the victim, especially if their injury is the result of a fall, unless they are in a life threatening or dangerous environment.

C. Notify a qualified first aid person in the facility. Qualified first aid personnel are:

NAME: \_\_\_\_\_ LOCATION: \_\_\_\_\_

D. Treat Immediately life-threatening injuries first in priority order:

(Emergency 911 should be called first for each of the following) :

1) Impaired Breathing	2) Heart or Circulatory
3) Severe Bleeding	4) Shock

- a) **Impaired Breathing** - Work Efficiently. The average person will die in six minutes or less if their oxygen supply is cut off. Place victim on his/her back, loosen collar, remove any obstructions to the airway, and apply mouth-to-mouth resuscitation (if so trained). After the victim is breathing alone, treat for shock.
  - b) **Heart / Circulation Failure** - Work quickly. If possible, get trained help and work as a team. Apply cardiopulmonary resuscitation (CPR). If successful, treat for shock.
  - c) **Severe Bleeding** - Act Quickly. Apply direct pressure on the wound with your hands, using a clean cloth if one is available. If there are no fractures, elevate the wound. If bleeding is of a spouting or pumping nature, apply pressure to the appropriate arterial pressure point. Never use a tourniquet except as a last resort.
  - d) **Shock** - If there is no head or chest injury, keep head lower than the rest of the body. Loosen clothing and cover with blankets. Encourage fluids if victim is conscious and there is no abdominal injury or nausea.
- E. Other injuries / illnesses should be treated in priority with respect to threat to life.
- F. Depending on the seriousness of the injury the victim should be taken to a nearby hospital by ambulance, or driven by someone else.

**Appendix B of the Emergency Plan Template**

**HURRICANE PLAN**

A. The safe place designated by the Facility Director is the

\_\_\_\_\_.

1. All children will be moved to the safe location.
2. Maintain flashlight and voice contact among staff members at all times.
3. Direct all children to sit on the floor in designated area, not in front of doors.
4. Advise all children to wear shoes.
5. Make sure to do a head count before moving to safe place, after arriving at safe place, and after leaving designated area.

B. After absolutely certain that the storm has passed, staff members should do a head count and check the complete building for any damages such as fire, water, or structural.

C. Notify the Director as soon as possible with an update of conditions.

D. Notify all agents that services are needed.

## Appendix C of the Emergency Plan Template

# TORNADO/SEVERE WEATHER WATCHES AND WARNING PROCEDURES

A. The safe place designated by the Facility Director is the

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1. All children will be moved to the designated location.
2. Maintain flashlight and voice contact among staff members at all times.
3. Direct all children to keel down on their knees with their head between their legs covering their head with their hands.
4. Advise all children to wear their shoes.
5. Make sure to do a head count before moving to a safe place, after arriving at a safe place, and after leaving the designated area.

B. After absolutely certain that the storm has passed,

1. Staff members should do a head count.
2. Provide any necessary first aid and call 911 for any necessary response agencies.
3. Check the complete building for any damages such as fire, water, or structural.
4. Turn on and test utilities.

C. Notify the Director as soon as possible with update of conditions.

D. Notify all agents that services are needed.

E. Severe **Thunderstorm WATCH**

1. Advise all staff members of the weather condition.
2. Monitor radio / television news for updates and/or the NOAA Weather Radio.
3. Modify outdoor activities to ensure that relatively quick access to shelter is available.

## **TORNADO/SEVERE WEATHER WATCHES AND WARNING PROCEDURES**

### **F. Severe Thunderstorm WARNING**

1. Advise all staff members of the weather condition.
2. Monitor radio / television news for updates and/or NOAA Weather Radio.
3. Terminate outdoor activities and seek shelter.
4. Monitor sky conditions. If you see a dark, funnel shaped cloud, seek shelter and if possible, call **911** and report it.

### **G. Tornado WATCH**

1. Take all precautions included in a Thunderstorm Watch and in addition:
2. Upon approach of thunderstorms, cease any outdoor activity that would delay the seeking of shelter.
3. Monitor sky conditions. If you see a dark, funnel shaped cloud seek shelter and if possible, call **911** and report it.

### **H. Tornado WARNING**

1. Monitor radio / TV continuously.
  2. Monitor sky conditions continuously. If you see a dark, funnel shaped cloud seek shelter and if possible, call **911** and report it.
  3. Turn off all utilities if time permits.
  4. Move all staff members and children to designated location:
-

Appendix D of the Emergency Plan Template

Bomb Threat Information Form

Exact Time of Call : \_\_\_\_\_ Date of Call: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

QUESTIONS TO ASK:

1. When is bomb going to explode? \_\_\_\_\_

2. Where is the bomb? \_\_\_\_\_

3. What does it look like ? \_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_

7. Why? \_\_\_\_\_

8. Where are you calling from? \_\_\_\_\_

9. What is your address ? \_\_\_\_\_

10. What is your name? \_\_\_\_\_

DESCRIBE CALLER'S VOICE (circle)

Male / Female	Approximate Age _____			
calm	disguised	nasal	angry	broken
stutter	slow	sincere	lisp	rapid
giggling	deep	crying	squeaky	excited
stressed	accent	loud	slurred	normal

THREAT LANGUAGE

Well Spoken (educated)	Irrational	Message read or recorded
foul / vulgar	Incoherent	

If voice is familiar, whom did it sound like ? \_\_\_\_\_

Were there any background noises? \_\_\_\_\_

Remarks made by caller: \_\_\_\_\_

\_\_\_\_\_

Person receiving the call: \_\_\_\_\_

Telephone Number/line call received: \_\_\_\_\_

**Appendix E of the Emergency Plan Template**

**FLOOD PLAN**

When Flash Flood conditions are forecast, the following guidelines shall be used:

- A. Contact the on duty supervisor and / or the facility director.
- B. Monitor television, radio, and/or NOAA Weather Radio for forecast updates.
- C. Move records and valuable equipment to higher floors. Store chemicals where flood waters cannot reach them and cause contamination.
- D. Make transportation preparations to move children and staff members in the event that evacuation is needed.
- E. Safe area to be evacuated to is: \_\_\_\_\_  
Safe Route there is: \_\_\_\_\_
- F. Evacuation
  - 1. If the facility is in a low lying area venerable to flooding, evacuation will be immediate.
  - 2. Evacuation is to follow the safest route possible (listen to weather and news reports for routes). Maintain voice contact among staff members and ensure all children and staff members are accounted for.
  - 3. If time and conditions permit, unplug all electrical appliances.
  - 4. All loose outdoor articles are to be brought in or tied down.
  - 5. Lock all doors.

## Appendix F of the Emergency Plan Template

### HAZARDOUS MATERIALS ACCIDENTS

- A. Evacuate the area immediately.
  - 1. Do not turn any electrical switches **on or off**.
  - 2. Eliminate all open flames.
  - 3. Evacuation should be to an area (if possible) upwind and uphill of the facility.
- B. Call **911**, and report that there has been a Hazardous Materials Spill.
- C. Do not attempt to contain, touch, or identify (if unknown) the hazardous material.
- D. Do not attempt to rescue someone who has been overcome by fumes.
- E. If a child or staff member has had contact with chemicals, the chemicals should be washed off immediately.
- F. Do not return to the building until authorized to do so by the fire department.

**Glossary of DCDEEEE Disaster Plan Terms and Acronyms**

- “**A/N**” – Abuse/Neglect
- “**Activated**” – functions or teams are “activated” when authorities decide to carry out a function or use a team to solve problems.
- “**BCP**” – Business Continuity Plan
- “**CCR&R**” – Child Care Resource and Referral agency
- “**COOP**” – Continuity of Operations Plan
- “**CPS**” – Child Protective Services
- “**DCDEE**” – Division of Child Development & Early Education - a division of the North Carolina Department of Health and Human Services
- “**DCDEE Emergency Management Team**” - DCDEE Management Team members led by the DCDEE Director. The Team is responsible for short-term emergency management and all final decisions regarding emergency policies, disaster response activities, and the use of resources to meet disaster needs.
- “**DEM**” – Division of Emergency Management – a division of the North Carolina Department of Crime Control and Public Safety
- “**DHHS**” – North Carolina Department of Health and Human Services
- “**DIRM**” – Division of Information Resource Management - a division of the North Carolina Department of Health and Human Services
- “**Disaster**” – A natural or man-made event that causes a great deal of damage. Although “disaster” and “emergency” are used interchangeably, a *disaster* generally calls for a response that exceeds local capabilities, while an *emergency* can be handled with resources routinely available to the community.
- “**Disaster Application Center**” (**DAC**) – A Disaster Application Center is a one-stop processing center for individuals to apply for many government disaster relief programs. Set up by local government, the Disaster Application is the primary mechanism for delivery of assistance to individual disaster victims. Depending on the size of the disaster, multiple Disaster Application Centers could be set up.
- “**Disaster function teams**” (also known as “**functional teams**”) carry out disaster response functions activated and coordinated by the DCDEE Emergency Management Team. Functional teams are composed of DCDEE staff from the appropriate section(s), and are set up to work closely with partners.
- “**DMH/DD/SAS**” – Division of Mental Health, Developmental Disabilities, and Substance Abuse Services – a division of the North Carolina Department of Health and Human Services
- “**DSS**” – refers to either the North Carolina Division of Social Services (part of the Department of Health and Human Services) or county departments of social services
- “**EM**” – refers to Emergency Management
- “**EM Coordinator**” – refers in this plan to the local Emergency Management Coordinator. (Note, however, that there are also *Area* Emergency Management Coordinators who are NC Division of Emergency Management field staff who serve as liaisons between the state and local governments.) The local Emergency Management Coordinator heads up emergency preparedness efforts for a locality, leads the local Emergency Operations Center, and supports the “incident commander” for a specific emergency/disaster occurring in the

locality. All counties have an Emergency Management Coordinator. Some large cities have their own Emergency Management Coordinator.

- **“Emergency”** – A natural or man-made event that causes a great deal of damage. Although “disaster” and “emergency” are often used interchangeably, an *emergency* can be handled with resources routinely available to the community, while a *disaster* calls for a response that exceeds local capabilities.
- **“Emergency Child Care”** - refers to subsidized child care services that are extended to families affected by a disaster.
- **“Emergency Management”** – Organized analysis, planning, decision making, assignment, and coordination of available resources for the *mitigation* of, *preparedness* for, *response* to, or *recovery* from community-wide emergencies.
- **“EOC” – “Emergency Operations Center”** -- A protected site from which government officials and emergency response personnel exercise direction and control in an emergency. When “activated,” the State Emergency Response Team (SERT) operates out of the state Emergency Operations Center. There are also local Emergency Operations Centers.
- **“Evacuation”** – see **“Relocation”**
- **“FEMA” – Federal Emergency Management Agency** – the lead agency at the federal level for emergency preparedness, response, recovery, and mitigation efforts.
- **“Hazard”** – any situation that has the potential for causing damage to life, property, and the environment.
- **“Incident commander”** – the leader tasked with overseeing disaster response activities – oftentimes representing the first local agency to respond to the scene of an emergency. For example, a fire marshal might be the incident commander for a wildfire or explosion.
- **“ITS”** – Information Technology Services, the agency that supports the information technology infrastructure for North Carolina state agencies.
- **“Joint Information Center” (JIC)** – A combined public information office that serves two or more levels of government or federal, state, local agencies. (A Joint Information Center including representative(s) of the DHHS Public Information Office would be set up at the State Emergency Operations Center during a disaster in North Carolina.)
- **“LPA” – Local Purchasing Agency** – local agencies (often county departments of social services, or “DSSs”) that enroll providers in the Subsidized Child Care Program and use funding from DCDEE to reimburse child care providers for providing subsidized child care.
- **“Mass care”** – Efforts to provide shelter, food, and distribution of relief supplies following a significant natural disaster or other event to disaster victims.
- **“MH”** – refers to mental health.
- **“Mitigation”** – A deliberate and concerted preparation directed toward the elimination or reduction of disaster occurrence or disaster effects. Examples: safety codes, building specifications, flood proofing, general public information.
- **“NCPC”** – North Carolina Partnership for Children, the umbrella agency for Smart Start.
- **“Preparedness”** – Activities that facilitate disaster response to save lives and minimize damage. This includes development of shelter and evacuation plans, establishment of warning and communication systems, and emergency-related training or drills.
- **“Recovery”** – Assistance to return the community to normal or near-normal conditions. Short-term recovery returns vital life-support systems to minimum operating standards. Long-term recovery may continue for a number of years after a disaster and seeks to return

life to normal or improved levels. Recovery activities include temporary housing, loans/grants, reconstruction, and counseling programs.

- **“Regional disaster teams”** (also known as **“Regional Teams”**) carry out the disaster response functions in locally affected disaster areas. There are three regional teams, each led by a Regional Manager for Regulatory Services Section. All Regulatory Services, Subsidy Services, and Abuse and Neglect field staff serve on a regional team, based on the geographic area they serve. Partners are included as part of the local team.
- **“Relocation”** (also known as **“off-site evacuation”**) – movement of civilian population to safe areas when disaster, emergencies, or threats thereof necessitate such action. According to FEMA guidelines and the Division of Emergency Management, children in child care are considered a “special population” warranting special support from emergency personnel due to their unique needs in a relocation.
- **“Response”** – Actions that occur immediately before, during, or directly after an emergency or disaster. This includes life-saving actions such as the activation of warning systems, manning Emergency Operations Centers, implementation of shelter or evacuation plans, and search and rescue.
- **“SBA” – Small Business Administration** – the federal agency that offers loan programs for small businesses, including special loan programs to those affected by disasters.
- **“SERT” – State Emergency Response Team** – a team of senior-level agency representatives who work with other agencies to coordinate the disaster response. DCDEE has a SERT team who represent DCDEE at state EOC with 24-hour coverage in emergencies.
- **“Shelter”** (for general population) – A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. The responsibility for operating shelters in a disaster falls to departments of social services and the American Red Cross.
- **“Shelter in place”** – to stay inside, finding a “safe place” and (depending on the danger) sealing windows, doors, air vents and/or staying away from windows. Examples of emergencies requiring sheltering in place: tornadoes; (in some conditions) chemical releases.
- **“Special Needs Shelters”** – Designated shelters provided by local governments to meet the needs of special population groups, such as those with physical disabilities, severe mental illness, or illness that require medical attention. In North Carolina, the Division of Social Services offers primary support to special needs shelters.
- **“Temporary Child Care”** – establishment of short-term child care arrangements to:
  - 1) keep children safe after disasters,
  - 2) expand access to child care if the current supply is impacted, and
  - 3) enable emergency workers with young children to obtain child care to be able to work.Program examples: “Disaster Relief Temporary Child Care” (sponsored by the North Carolina Baptist Men); “Disaster Child Care” (Church of the Brethren).
- **“WebEOC”** – a software system used by the State Emergency Response Team and all county Emergency Management coordinators to allow for prompt transmission and tracking of reports and mission requests during an emergency/ disaster situation.