NH Department of Health and Human Services

# State Child Care Emergency Plan

Support document to ESF 8 & RSF3 Annex of SEOP

DHHS Emergency Services Unit
9/26/2018

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## RECORD OF REVISIONS AND CHANGES

| Change # | Subject Area | Date | First Initial Last Name |
|---|---|---|---|
| 1.0 | Initial release of Plan version 1.0 | 9/26/18 | C.Mallory/C.Totzkay |
| | | | |
| | | | |

## COMMITTEE MEMBERS

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## PURPOSE

The New Hampshire State Child Care Emergency Plan (NH-SCCEP) has been developed to formalize the manner in which the State of New Hampshire Department of Health and Human Services (DHHS), Division of Economic and Housing Stability (DEHS), Bureau of Child Development and Head Start Collaboration (BCDHSC) will respond to and recover from emergencies affecting children, families, child care providers, and key stakeholders within New Hampshire.

The plan follows the guidance provided by the Administration for Children and Families (ACF), Office of Child Care (OCC) Information Memorandum issued on February 17, 2011 (Log No. CCDF-ACF-IM-2011-10), ACF, OCC Information Memorandum issued on November 27, 2017 (Log No. CCDF-ACF-IM-2017-01) and ACF, OCC Information Memorandum issued on November 27, 2017 (Log No. CCDF-ACF-IM-2017-02) and is in accordance with the Child Care and Development Block Grant Reauthorization Act of 2014.

## SCOPE

1) The NH-SCCEP was developed, per federal requirement and is:

    a. Complementary to DEHS/BCDHSC's Continuity of Operations Plan (COOP); and

    b. An attachment to the State Emergency Operations Plan (SEOP)'s Emergency Support Function 8 (ESF 8) Public Health and Medical Services Annex and the State Recovery Plan's Recovery Support Function 3 (RSF 3) Health and Social Services.

2) By coordinating with local, state, and federal agencies, the plan assists New Hampshire in minimizing the impact of disasters and emergencies affecting children, families, child care providers, and key stakeholders.

3) The Plan applies to all licensed child care providers, and to license-exempt child care providers receiving CCDF funds.

### PLANNING ASSUMPTIONS

1) Child care is an integral and essential part of a community's economic viability and should be restored as soon as possible following a disaster or emergency.

2) The extent of New Hampshire State Government operations in response to any disaster is dependent upon the duration, scope and type of disaster.

3) NH DHHS/DEHS/BCDHSC utilizes the principles of the National Incident Management System (NIMS) when coordinating response and recovery operations for all emergencies.

4) The NH DHHS key partners involved in child care program recovery have their own Emergency Operations Plan (EOP) and Continuity of Operations Plan (COOP) in place in order to support statewide child care program recovery efforts.

5) Licensed child care programs, and license-exempt child care programs receiving CCDF, are required by State rules to have written EOPs and COOPs.

6) Time frames in this plan, unless specifically noted, are approximate and may vary depending on the extent of the disaster or emergency.

## CONCEPT OF OPERATIONS

### INCIDENT MANAGEMENT SYSTEM

1) This operations-based plan follows the National Incident Management System (NIMS), which provides a consistent framework for use during all phases of emergencies.

2) The NIMS ensures that those involved in incident response and recovery understand what their roles are and have the tools they need to be effective.

3) The Incident Command System/Structure (ICS), established by NIMS, is a standardized, all-hazards approach to managing an emergency response.

4) The NH-State Child Care Emergency Plan (SCCEP) Task Force recognizes that adopting ICS enables members to respond more effectively to an incident and enhances cooperation, coordination, and communication among first responders and emergency managers.

5) All Task Force members are encouraged to complete IS-100.SCa *Introduction to Incident Command System for Schools* and IS-36 *Multihazard Planning for Childcare* web-based courses available at no charge from the Federal Emergency Management Agency's (FEMA) Emergency Management Institute (EMI), click https://training.fema.gov/is/extension.aspx .

### ACTIVATION OF THE NH SCCEP

1) After analyzing disaster-related child care program issues and the most recent SEOC Situation Report, the decision to activate all or parts of the NH SCCEP Plan will be made by:
    a. The ESF 8/RSF 3 Coordinator; or
    b. DEHS/BCDHSC Administrator.

2) A conference call may be established with the NH SCCEP Task Force members to discuss the situation and determine the appropriate response actions.

3) Plan activation is dependent upon many factors but most importantly the duration, size, and type of the incident.

## PHASES OF EMERGENCY MANAGEMENT

Emergency management is best conceptualized as a cycle of prevention, preparedness/protection, mitigation, response, and recovery activities as shown in Figure 1. The more complete the preparedness, the shorter the response and recovery time for any emergency.

FIGURE 1: PHASES OF EMERGENCY MANAGEMENT

| | |
|---|---|
| **Prevention** | Prevention includes actions taken to avoid, prevent, or stop all-hazard types of incidents before they occur. |
| **Preparedness/Protection** | Preparedness/Protection actions are pre-emergency activities that attempt to prepare organizations to effectively respond to disasters or emergencies. This phase involves planning, training, exercising, and resource identification and acquisition. |
| **Mitigation** | Mitigation includes actions that are taken before an emergency to eliminate or reduce the risk to human life and property from natural, human-made, or technological hazards. |
| **Response** | Response is the actual provision of emergency services during a crisis. These activities help to reduce casualties and damage and speed up recovery. |
| **Recovery** | Recovery is both a short-term and long-term process. Short-term operations seek to restore essential services. Long-term recovery focuses on restoring services to their normal pre-disaster, or an improved, state of affairs. The recovery period is also an opportune time to institute future mitigation measures, particularly those related to the recent emergency. |

## STRUCTURE OF STATE EMERGENCY MANAGEMENT

1) The State of New Hampshire Department of Safety's (DOS) Division of Homeland Security and Emergency Management (HSEM) has responsibility for planning and coordination of the State's response to major events including natural, human-made, and technological emergencies.

2) The HSEM Director is responsible for activating capability support functions. In New Hampshire, there are 15 ESF and 6 RSF annexes. ESFs and RSFs are activated as needed and on the basis of the duration, scope, and size of the incident.

## STATE EMERGENCY OPERATIONS CENTER (SEOC) ACTIVATION

1) The SEOC provides a central location from which State government can provide interagency coordination and executive decision-making in support of incident response.

2) When activated, the SEOC may expand to include all of the space allocated to the HSEM, as well as space allocated to other Divisions, as may be available and needed.

3) In the event the primary SEOC is compromised, an alternative SEOC may be activated. The State has three SEOC activation levels, which are described in Figure 2 below.

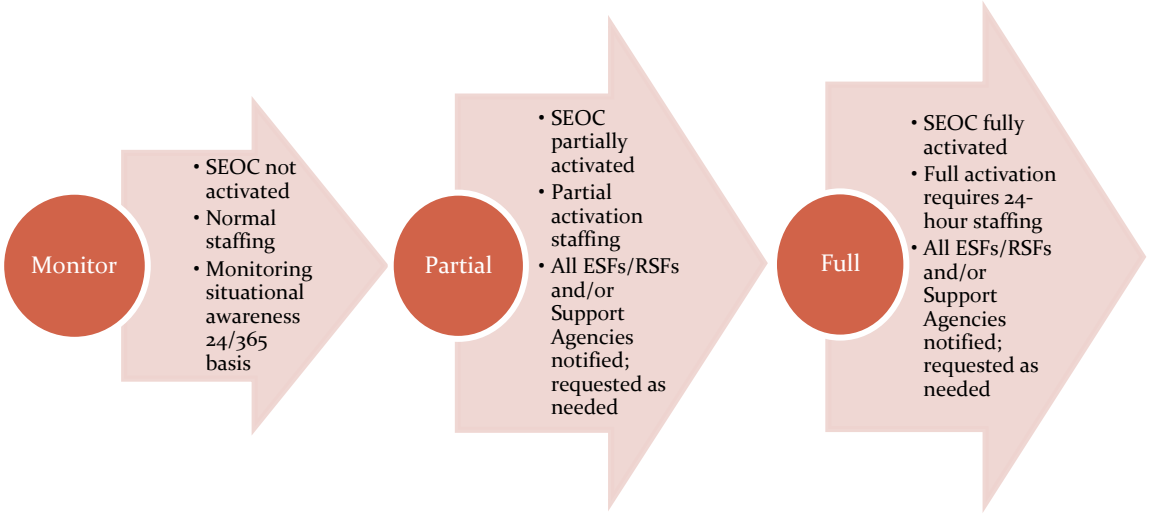


FIGURE 2: STATE EOC ACTIVATION LEVELS

## COORDINATION WITH EMERGENCY SUPPORT FUNCTION 8 (ESF 8) AND RECOVERY SUPPORT FUNCTION 3 (RSF 3) HEALTH AND MEDICAL AND ESF 6 MASS CARE, HOUSING, AND HUMAN SERVICES

1) In keeping with U.S. Homeland Security guidance, the National Response Framework and the National Recovery Framework, state level emergency response

and recovery is structured into support functions, which provide a framework for activating capabilities best able to address the needs of disaster impacted and recovery of, jurisdictions.

2) At the SEOC there are assigned ESF/RSF desks where the jurisdictional requests are coordinated. The ESF 8/RSF 3 desk is responsible for Public Health and Medical Services/Health and Social Services Recovery response both during and after disasters, with recognition of functional needs populations (e.g., children, children with disabilities and others with access and functional needs, etc.).

3) The ESF 8/RSF 3 coordinator, in conjunction with the HSEM Director, has resources to coordinate and network with partners to address health and medical issues as they relate to child care emergency planning.

4) In the event of a major disaster, some child care programs may require relocation of children and staff to a general population shelter. The ESF 6 desk is responsible for Mass Care, Housing, and Human Services. The ESF 6 desk coordinator may be asked to assist the ESF 8/RSF 3 desk coordinator as needed for child care program response and recovery activities.

## STATE RESPONSE TO EMERGENCIES OR SPECIAL EVENTS

1) Most emergencies and special events start and end at the local level and are handled by local emergency management officials in conjunction with police, fire, and emergency medical personnel.

2) The DOS HSEM becomes involved when an emergency or special event overwhelms local and mutual aid resources and additional help is needed from the state and federal government.

3) The Governor directs the state emergency response and requests assistance from other states or the federal government through the DOS HSEM.

## FEDERAL AID FOR EMERGENCIES

1) Once a disaster has occurred, and the Governor has declared a state of emergency, the DOS HSEM will evaluate the recovery capabilities of the State and local governments.

2) A Preliminary Damage Assessment (PDA) is conducted in the impacted jurisdiction(s) to determine a damage threshold that will be used for justifying a presidential declaration of disaster.

3) If it is determined that the damage is beyond their recovery capability, the Governor will normally send a request letter to the President, directed through the Regional

Director of Federal Emergency Management Agency (FEMA) (now part of the federal Department of Homeland Security) Region I (Northeast Region).

4) The President then makes the decision whether or not to declare a major disaster or emergency for the State.

5) After a presidential declaration has been made, FEMA will designate the jurisdiction(s)/area eligible for assistance and announce the types of assistance available.

6) FEMA provides supplemental assistance for State and local government recovery expenses, and the Federal share will always be at least 75 percent of the eligible costs.

7) Two examples of financial assistance available through FEMA are:
   a. Public Assistance (PA) is used to repair or rebuild damaged public infrastructure such as roads, bridges and buildings. Eligible applicants include states, federally recognized tribal governments (including Alaska Native villages and organizations so long as they are not privately owned), U.S. territories, local governments, and certain private non-profit (PNP) organizations. Applicants must file a Request for Public Assistance within 30 days of the date their respective area is designated by the federal declaration.

   b. Individual Assistance (IA) can take the form of vouchers for food and clothing, rental assistance for people displaced from their homes and financial aid for repairs to homes not covered by insurance.

8) Different types of federal aid are provided on a case-by-case basis, usually in conjunction with assistance from the U.S. Small Business Administration (SBA) and other federal and private agencies. Licensed child care programs that are nonprofit may apply for PA (see FEMA Public Assistance Program and Policy Guide - FP-104-009-2 / January 2018, pp. 14 & 132 https://www.fema.gov/media-library-data/1515614675577-be7fd5e0cac814441c313882924c5c0a/PAPPG_V3_508_FINAL.pdf ) and SBA funding.

9) All PA and IA activities for declared areas within the State of New Hampshire are coordinated through the DOS HSEM.

## KEY COMPONENTS FOR CHILD CARE RESPONSE AND RECOVERY

### 1. COORDINATING AND COLLABORATING WITH KEY PARTNERS

This plan includes the required key partners as identified by the CCDBG Reauthorization of 2014. This plan does not include the optional partners listed in 1.5, 1.6 and 1.8-1.11.

| | |
|---|---|
| 1.1 | The plan includes consultation with the State Advisory Council on Early Childhood Education and Care. |
| 1.2 | The plan has been developed in collaboration with the emergency management agency and formalizes coordination with child care within statewide emergency planning. |
| 1.3 | The plan includes coordination with Child Care Resource and Referral agencies (CCR&R) and incorporates provisions for communication with local child care providers in their respective geographic areas. |
| 1.4 | The plan includes consultation and coordination with child care licensing and regulatory agencies to ensure that providers engage in emergency preparedness and planning activities, including distribution of materials and resources to assist child care providers. |
| 1.7 | The plan includes coordination with state public health agencies to ensure timely and accurate communication with child care providers in the event of a public health emergency. |
| 1.12 | The plan includes coordination with the state human services agency. |

**1.1 The plan includes consultation with the State Advisory Council on Early Childhood Education and Care.**

A representative from NH's Governor Appointed Early Childhood Council, Spark NH, participated in the development of the plan.

**1.2 The plan has been developed in consultation with the emergency management agency and formalizes coordination with child care within statewide emergency planning.**

Child care programs are strongly encouraged to work with their local Emergency Management Director (L-EMD) regarding their program's Emergency Operations Plan (EOP).

All State and local emergency plans, guides, and procedures are developed using the *FEMA Comprehensive Preparedness Guide (CPG) 101 version 2.0*. Due to the increased complexity of events occurring in New Hampshire and the number of agencies/departments with a responsibility to respond, the State utilizes the National Incident Management System (NIMS) and the Incident Command System (ICS) as the operational system to manage disaster and emergency situations. A representative of the State's Department of Safety, Division of Homeland Security and Emergency Management was involved with the development of this plan.

NH DHHS ESU is responsible for the state-level ESF 6 Mass Care, Sheltering, and Human Services and ESF 8/RSF 3 Public Health and Medical Services. Child care is primarily a function under ESF 8/RSF 3. In the event of emergencies requiring activation of local jurisdiction general population shelters and if local and regional resources are exhausted, the ESF 8 and ESF 6 Coordinators at the SEOC will work together to ensure child-friendly spaces are available at local jurisdiction mass care shelters.

**1.3 The plan includes coordination with child care resource and referral agencies (CCR&R) and incorporates provisions for communication with local child care providers in their respective geographic areas.**

Child Care Aware of NH, the statewide CCR&R program, maintains a comprehensive list of child care programs throughout the State in a database. This database is consistently and regularly updated regarding child care program changes. The NACCRRAware database, which is part of The National System for Child Care through Child Care Aware of America, is backed up on the national server maintained by Child Care Aware of America.

Child Care Aware of NH also maintains a distribution list of all child care programs, in paper and electronic format, to disseminate electronic correspondence. In the event Internet service is unavailable, paper copies of the program information are kept at five regional CCR&R offices in binders. These binders are updated as programs close and open.

The state afterschool contractor also has access to this database, which is managed by the Division for Children, Youth and Families Bureau of Child Development and Head Start Collaboration Child Care Program Improvement Specialist.

Recovery of child care programs will be dependent on the data captured in this database, including the geographic location of the programs, which are geocoded in NACCRRAware. Access to this database is available via the internet and is supported by smart phones and tablets as well as laptop computers.

The database information has been shared with the NH Department of Safety, Homeland Security and Emergency Management, for the purposes of GIS mapping. In the event of an emergency, the State EOC will have access to this information.

Child Care Aware of NH will send updated provider information in June and December of each year in order to keep the GIS map as accurate as possible.

**1.4 The plan includes consultation and coordination with child care licensing and regulatory agencies to ensure that providers engage in emergency preparedness and planning activities, including distribution of materials and resources to assist child care providers.**

*He-C 4002.19 Prevention and Management of Injuries and Emergencies* is the CCLU rule requiring licensed programs to have an emergency operations plan (EOP) and a Continuity of Operations Plan (COOP). The EOP must include the federally required components for emergency preparedness and response. An EOP template has been prepared to provide guidance in the preparation of the program's EOP. COOP guidance, template, and provider training have been developed.

Additionally, the DEHS/BCDHSC has created rules for license-exempt programs that receive CCDF funding which include the federally required components for emergency preparedness and response and also continuity of operations. The EOP template that has been prepared for licensed providers will include a one-page guidance sheet that directs license-exempt providers on the required components for their plan. The COOP guidance, template, and training have been made available to license-exempt providers.

**1.7 The plan includes coordination with state public health agencies to ensure timely and accurate communication with child care providers in the event of a public health emergency.**

During a public health emergency, the DPHS Director and/or State Epidemiologist will consult with the DHHS Commissioner regarding the situation. Notification to all DHHS divisions and bureaus will be sent from the Commissioner's office.

DEHS/BCDHSC is responsible for disseminating public health emergency information to CCR&R and ACROSS NH to inform child care providers of the situation.

**1.12 The plan includes coordination with the state human services agency.**

The plan has been developed in coordination with the following DHHS divisions and bureaus: CCLU, DEHS, DCYF, ESU, OIS, and DPHS.

## 2. GUIDELINES FOR CONTINUATION OF CHILD CARE SUBSIDIES AND SERVICES

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|---|---|
| 2.1 | The plan includes provisions for continuing core CCDF program functions (e.g. continuing payments to CCDF providers or extending eligibility re-determinations for families, etc.) by Lead Agency management and staff during and after a disaster. |
| 2.2 | The plan includes requirements that sub-grantees and contractors administering the child care program make provisions for continuation of core functions. |
| 2.3 | The plan identifies how strategic communications, decision- making, and information sharing will be handled in different emergency or disaster situations. |
| 2.4 | The plan includes procedures for continuing payments to child care providers during and after a disaster. |
| 2.5 | The plan includes policies to temporarily continue to pay providers for absence days in the event that children are unable to attend due to a disaster. |
| 2.6 | The plan includes procedures that address systems data security and data storage to ensure adequate backup of family and child care provider records after a disaster. |
| 2.7 | The plan includes a mechanism to collect data and track families receiving subsidies and providers serving subsidized children that are impacted by a disaster. |
| 2.8 | The plan includes provisions for continuing services to families in the event the Lead Agency is unable to conduct eligibility re-determinations or families are unable to submit necessary documentation. |
| 2.9 | The plan includes policies to continue assistance for families receiving child care subsidies that are temporarily out of work or engaged in job search after a disaster. |
| 2.10 | The plan includes policies, which anticipate an increased need for child care subsidies among families impacted by a disaster, in addition to families already receiving assistance. |
| 2.11 | The plan includes provisions to quickly establish and manage a waiting list for families needing assistance, if the Lead Agency does not already have one. |
| 2.12 | The plan includes coordination with emergency management officials, voluntary organizations, and CCR&R agencies to implement temporary child care services after a disaster, including establishment of contracts or agreements. |
| 2.13 | The plan includes temporary operating standards (or provisions for temporarily waiving certain child care regulatory requirements) to accommodate providers that need to re-locate and/or the provision of temporary child care in alternate |

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| | facilities, such as shelters. |
| 2.14 | The plan includes a strategy for training and identifying pre- approved child care providers who have undergone criminal history and background checks that are willing to assist with provision of temporary child care after a disaster. |

2.1 **The plan includes provisions for continuing core CCDF program functions by DEHS/BCDHSC management and staff during and after a disaster.**

All actions to ensure Continuity of Operations (COOP) are undertaken in accordance with the New Hampshire emergency management system. The DOS HSEM directs all State agencies to prepare a COOP plan that includes agency personnel roles and responsibilities for maintaining critical and essential functions in the event of a disaster/emergency.

The DHHS/DEHS/BCDHSC COOP details how the BCDHSC will continue vital operations including plans for staffing, computer systems, and provider payments. DHHS/DEHS/BCDHSC's COOP is designed to coordinate with the State of New Hampshire Government COOP once it is finalized.

| Priority | Essential Functions for DHHS/DEHS/Bureau of Child Development and Head Start Collaboration |
|---|---|
| 1 | **Payments:** The NH DHHS Commissioner, DEHS Director and the BCDHSC Administrator will make a case-by-case payment determination for child care program(s) that have been closed due to a disaster. The disasters that will be covered can be determined by the BCDHSC Administrator, be Governor declared emergencies, or federally declared emergencies. The system has been designed to allow enrolled child care providers to select "D" for Disaster and bill for Child Care Scholarship for those declared days for which they are closed. |
| 2 | **Alternate Location:** The BCDHSC's alternate location to continue essential functions will be determined and the information made available by the Department to its staff dependent upon the disaster. In the event the primary and alternate locations are unavailable, staff will work remotely. Staff is strongly advised to maintain their remote login credentials at all times to allow for offsite work. |

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|---|---|
| 3 | **Essential Records:** Essential records pertaining to BCDHSC operations and programs are electronically stored within the electronic enrollment and payment system as well as the electronic eligibility system. The records can be accessed remotely at alternate locations.<br><br>A list of licensed and license-exempt providers enrolled in NH Child Care Scholarship is generated monthly and printed in order to have paper access to the updated list. That electronic list is also backed up onto an encrypted flash-drive. Additionally, the list is provided on a monthly basis to Child Care Aware of NH in order to have an accurate listing in the NACCRRAware database of programs that are enrolled to receive NH Child Care Scholarship. |
| 4 | **Staffing/Personnel:** The continuity plan for the available Bureau of Child Development and Head Start Collaboration staff relies on staff to:<br>• Be available to receive reports of incidents where child care providers have to use their individual Emergency Operations Plan;<br>• Provide support and guidance to child care providers who are implementing their individual Emergency Operations Plans. |

**2.2 The plan includes requirements that sub-grantees and contractors administering the child care program make provisions for continuation of core functions.**

New Hampshire does not have sub-grantees or contractors that administer core functions, such as eligibility determinations and payments to child care providers. These functions are handled by DHHS.

**2.3 The plan identifies how strategic communications, decision-making, and information sharing will be handled in different emergency or disaster situations.**

Emergency managers throughout the state take an all-hazards approach to strategic communications, decision making, and information sharing. A common operating picture is established and maintained by gathering, collating, synthesizing, and disseminating incident information to all appropriate parties.

In the event a major incident requires activation of the SEOC, operation staff in the SEOC issues situational reports every 12 hours. The reports are shared with all ESF partners. NH SCCEP Work Group members would receive this information virtually

via computer and possibly by phone to achieve a common operating picture. The Work Group has established processes and procedures for making resource priority decisions, roles and responsibilities determinations, and overall incident response courses of action. Once specific resources (funding/personnel/equipment) have been identified by the Work Group, the request is relayed to the ESF 8/RSF 3 Desk Coordinator to process.

Licensed and license exempt local child care programs are required by CCLU rules to have an EOP. All child care programs throughout the state are encouraged to enroll in NH Alerts that releases warnings and incident notifications. NH SCCEP Task Force members are enrolled in NH Alerts. Additional information on communications can be found in the Communications section of this Plan.

The HSEM maintains a crisis disaster management system, WebEOC, to manage large scale events, disaster, and support or increase public safety information sharing providing real time situational awareness. WebEOC is also used as:

a. A gateway to share information between the SEOC and federal, state, local public safety entities and critical infrastructure partners.
b. One of the primary means of communications and incident management for the SEOC.

**2.4 The plan includes procedures for continuing payments to child care providers during and after a disaster.**

The electronic billing system has built in the ability for DHHS to allow providers to bill for designated disaster days. If a provider is not able to bill electronically due to the emergency, authorized BCDHSC staff have the capability to proxy bill on behalf of the child care provider by entering the attendance information and submitting for payment in the electronic system. In the event the disaster is localized and only certain programs are authorized to bill, a message can be posted in the electronic web billing application detailing who is authorized to bill for the disaster.

**2.5 The plan includes policies to temporarily continue to pay providers for absence days in the event that children are unable to attend due to a disaster.**

Disaster billing has allowed programs to bill whether the child was absent or the program was closed, as if the child were present. This would not affect a child's annual absentee allotment.

**2.6 The plan includes procedures that address systems data security and data storage to ensure adequate backup of family and child care provider records after a disaster.**

The DHHS Office of Information Systems' Continuity of Operations Plan (COOP) contains procedures that address systems data security and data storage to ensure adequate backup of family and provider records.

**2.7 The plan includes a mechanism to collect data and track families receiving subsidies and providers serving subsidized children that are impacted by a disaster.**

The electronic billing system has a specific code that providers would use to indicate that they are billing for hours related to a disaster. Programs are able to bill if they are closed, in whole or in part, or on a case by cases basis, if children are impacted and unable to attend. A query could be run to identify the children and child care providers for whom child care payment was made for the disaster.

Additionally, a paper form, ***Preliminary Impact Assessment of Child Care Providers, Post Emergency/Disaster,*** has been created to collect information about child care providers who have been impacted by the disaster. Child Care Aware of NH and ACROSS NH will complete the form for all impacted programs in the disaster area, and also for programs that have not been impacted but are in the vicinity of the disaster. The completed forms will be submitted to the BCDHSC to compile in order to determine where spaces may be available for children who have been displaced by the disaster.

**2.8 The plan includes provisions for continuing services to families in the event the Lead Agency is unable to conduct eligibility redeterminations or families are unable to submit necessary documentation.**

In NH, eligibility is determined by DHHS/DEHS/Bureau of Family Assistance (BFA). Several options exist for families to apply for assistance. There are eleven District Offices (DO)s throughout the State. Families may apply at any DO. Additionally, families are able to apply through NH EASY, the electronic application system. Applications may also be submitted via fax, email, mail or by phone. Personal interviews may be conducted in person or over the phone.

In the event of a disaster, BFA will accept, as initial verification, handwritten or verbal self-attestation from families in lieu of the actual required documents. BFA will follow up with the families to verify accurate information was provided by requesting the written documentation. This may take the form of collateral contacts if

needed. Required verification must be submitted within 60 days of the child care application date.

NH has Preventive child care assistance available for families who meet the criteria of the program. Some families impacted by the disaster may qualify for this assistance.

**2.9 The plan includes policies to continue assistance for families receiving child care subsidies that are temporarily out of work or engaged in job search after a disaster.**

New Hampshire provides continuation of assistance for families who are experiencing a seasonal break in employment, experiencing any other reduction in work as long as the parent is still considered employed, on a student holiday or semester break from an approved training or education program, experiencing any other reduction in training or education hours, or not in attendance during school/training hours as long as the parent is still currently attending a training or education program. For those families who experience a permanent job loss or cessation of training or education due to a disaster, a 92 calendar day job search period is available.

If families are still considered employed, they can report a decrease in income which would result in a decrease in the family cost share.

**2.10 The plan includes policies, which anticipate an increased need for child care subsidies among families impacted by a disaster, in addition to families already receiving assistance.**

Families impacted by a disaster must meet all eligibility requirements in order to receive NH Child Care Scholarship. Families that may become homeless as a result of the disaster may apply for expedited child care, which allows eligibility to be determined without verification at the time of application. Within 30 days of application, verification must be provided. Existing families who have an established child care case would be eligible for a 92-day job search if the disaster affected their employment.

In order to support an increased need for NH Child Care Scholarship by families impacted by the disaster, BFA staff has the capacity to set up command centers, away from their traditional office settings, near the impacted area to assist those families.

**2.11 The plan includes provisions to quickly establish and manage a waiting list for families needing assistance, if the Lead Agency does not already have one.**

The State of New Hampshire has a mechanism in place to establish a wait list, if needed. The NH Child Care Scholarship budget is monitored on an ongoing basis to determine the status of funds. If the level of funding is insufficient to support additional families who apply for the NH Child Care Scholarship, a wait list is initiated.

If a wait list is in existence, the following exemptions apply:

- Families receiving Financial Assistance to Needy Families (FANF) benefits or have had FANF cash assistance closed within the past 92 days,
- Children currently experiencing homelessness, or whose families have found housing after experiencing homelessness within the past 92 days
- Children in families whose Preventive or Protective child care service has closed in the past 92 days,
- Children receiving NH Child Care Scholarship with a single parent who is placed on orders or deployed for military service:
    - If the single parent will be out of NH for more than 30 calendar days; and their legal guardian applies and is determined eligible for NH Child Care Scholarship
- Children whose single parent returns from military service-out-of-state and reapplies for NH Child Care Scholarship and is determined eligible.

**2.12 The plan includes coordination with emergency management officials, voluntary organizations, and CCR&R agencies to implement temporary child care services after a disaster, including establishment of contracts or agreements.**

All emergencies are local. Ideally, child care programs impacted by disaster would activate their EOPs and, if necessary, COOP plans. If the emergency is beyond the scope of the child care programs' ability to effectively implement their EOPs, request for assistance can be made to the local EMD. Some NH jurisdictions have established local area Volunteer Organizations Active in Disasters (VOADs). The Local EMD could inquire with the local VOAD regarding availability of assistance and/or resources.

At the SEOC, ESF 7 Resource Support is responsible for providing direct and active support to emergency response and recovery efforts during the initial response phase following a disaster. This support includes locating, procuring, and issuing resources, (e.g., supplies, office space, office equipment, fuel, contracting services, personnel, heavy equipment, generators) and the transportation of such in coordination with the

SEOC Logistics Section (when activated), ESF 14 – Volunteer and Donation Management, and Private Sector Coordination Support Annex.

Some missions may require assistance from State or National level Volunteer Organizations Active in Disasters (VOAD) which would be coordinated through ESF 14 Volunteer and Donation Management. Volunteer NH would coordinate VOAD activities to support child care program mission resource requests, if applicable.

**2.13 The plan includes temporary operating standards (or provisions for temporarily waiving certain child care regulatory requirements) to accommodate providers that need to re-locate and/or the provision of temporary child care in alternate facilities, such as shelters.**

New Hampshire does not offer provisions for temporary operating standards for licensed child care programs. Upon request by a child care program, CCLU would waive rules to allow ongoing provision of child care at the same or at alternate facilities. Some of the rules that potentially could be waived in the event of an emergency include, but are not limited to, ratios, group sizes, square footage, rules relative to diaper changing, number of bathroom facilities, staff and child records, including health records, and staff qualifications. CCLU cannot waive laws, including background checks for child care personnel. State life safety codes and local public health regulations also supersede licensing rules.

Rules for license exempt are under the jurisdiction of the BCDHSC. There is a provision within those rules to request a waiver of any rule not related to State life safety codes and local public health regulations.

**2.14 The plan includes a strategy for training and identifying pre-approved child care providers who have undergone criminal history and background checks that are willing to assist with provision of temporary child care after a disaster.**

CCLU and the NH State Police maintain electronic databases of child care providers that have undergone criminal history and background checks. Department of Safety, Department of Information Technology, and DHHS data systems are backed up daily.

Programs or facilities that cannot verify background checks for temporary personnel must make arrangements to directly supervise those child care personnel or utilize the staff in another non-direct care capacity.

NACCRRAware has a capability of tracking individuals who have had emergency preparedness training and are willing to assist in an emergency. Individuals indicate their willingness to assist in an emergency in the Portal side of the NH Professional Registry.

## 3. COORDINATION OF POST-DISASTER RECOVERY OF CHILD CARE SERVICES

| | |
|---|---|
| 3.1 | The plan includes strategies to provide ongoing technical assistance, training, resources, and support to center-based and family child care providers to help them better prepare for emergencies and disasters. |
| 3.2 | The plan includes strategies for engaging local CCR&R agencies to conduct training sessions for child care providers on how to be prepared for a disaster. |
| 3.3 | The plan includes a strategy to work with emergency management officials, licensing agencies, and public health officials to conduct timely assessments of the damage to and status of child care providers within the impacted area. |
| 3.4 | The plan includes engagement and training strategies for child care providers to ensure business continuity should a disaster occur, including adequate insurance coverage and protection of records and assets. |
| 3.5 | The plan includes strategies for providing information and resources to child care providers about financial assistance that is available for the rebuilding process if they need to rebuild. |
| 3.6 | The plan includes a strategy for engaging business associations, community development financial institutions, and other organizations that can potentially provide financial assistance or micro-loans to help providers re-open. |
| 3.7 | The plan includes preparedness planning with FEMA regional officials to clarify child care services that are eligible for reimbursement under the PA grant program. |
| 3.8 | The plan includes provisions to quickly establish and manage temporary child care in non-traditional settings when existing facilities have been severely damaged or destroyed. |

**3.1 The plan includes strategies to provide ongoing technical assistance (TA), training, resources, and support to center-based and family child care providers to help them better prepare for emergencies and disasters.**

Child Care Aware of NH, the statewide CCR&R program, provides ongoing technical assistance via phone, email and/or on-site. Training is offered face-to-face in the form of a two to three hour training and by day-long conferences or events. CCR&R also encourages providers to access the FEMA EMI child care online courses. TA is provided

through a Leadership Collaborative and the year-long Progressive Training and TA Program. TA on emergency preparedness is also provided directly to afterschool programs by ACROSS NH.

Child Care Aware of NH has a comprehensive website that includes information on emergency planning for child care providers at www.nh.childcareaware.org.

All licensed providers, and all license-exempt providers accepting CCDF scholarship, must take the required emergency preparedness health and safety training as outlined by the DHHS/CCLU and DHHS/DEHS/BCDHSC.

The CCLU staff educates providers at initial visits regarding the need for the EOP, provides information about where to find the EOP template, and monitors programs to ensure they have the EOP in place during site visits. Subsequently, the Licensing Coordinators monitor to assure that programs have an EOP, that it contains the components required by rule, that it's practiced and recorded, and will ask to see their COOP.

Additional funds through mini-grants and other sources will be used to support ongoing local and state collaborations for training and TA.

**3.2 The plan includes strategies for engaging local CCR&R agencies to conduct training sessions for child care providers on how to be prepared for a disaster.**

Child Care Aware of NH, the statewide CCR&R program, provides on-going training and technical assistance on emergency planning. Additionally, this is offered through the Progressive Training and Technical Assistance Program. This is a one-year commitment between CCR&R and with the selected program.

Collaborative efforts are made by Child Care Aware of NH with local emergency service personnel and Child Care Aware of America.

Child Care Aware of NH has a comprehensive website that includes information on emergency planning for child care providers at www.nh.childcareaware.org .

3.3 **The plan includes a strategy to work with emergency management officials, licensing agencies, and public health officials to conduct timely assessments of the damage to and status of child care providers within the impacted area.**

Municipalities that sustain damage to their critical infrastructure i.e., hospitals, roads, utilities, and schools would undergo a Preliminary Damage Assessment (PDA) with the local Emergency Management Director/Authority. Child care centers (CCCs), family child care (FCCs), and school-aged programs (SAPs) are not considered critical infrastructure except under the following instances:

a) If a CCC or SAP was inside a school, damage to that CCC or SAP would be included in the PDA.
b) Child care services are eligible for reimbursement under the *Category B, Emergency Protective Measures* provision of the Federal Emergency Management Agency's (FEMA) Public Assistance Program. FEMA will reimburse eligible applicants' reasonable costs associated with the provision of child care services during federally declared disasters and emergencies.[1]

See a sample child care program Preliminary Impact Assessment (PIA) tool in ***Appendix 1*** created by the SCCEP Task Force for completion after an emergency to determine level and range of damage to the child care program(s). CCCs and FCCs in the affected areas would be contacted by Child Care Aware of NH to complete the PIA. ACROSS NH would contact licensed SAPs and license exempt facilities that are enrolled to receive NH Child Care Scholarship for completion of the form. Completed PIA forms would be submitted to the BCDHSC and the CCLU for compilation and coordination between programs that have resources to offer those programs that were impacted by the disaster.

If child care providers need to relocate or have damage to their space, they will be advised by Child Care Aware of NH or ACROSS NH to contact the CCLU.

**3.4 The plan includes engagement and training strategies for child care providers to ensure business continuity should a disaster occur, including adequate insurance coverage and protection of records and assets.**

The child care provider COOP guidance includes information such as, but not limited to, business continuity, insurance coverage and protection of records and assets. Distribution of the COOP guidance is coordinated through CCR&R and ACROSS NH. The importance of the COOP is emphasized by the DHHS/CCLU. COOP training and/or technical assistance will be provided by CCR&R, ACROSS NH, DHHS/BCDHSC, CCLU, and the ESU. See ***Appendix 2*** for an excerpt from the COOP guidance, titled *Insurance Considerations*.

**3.5 The plan includes strategies for providing information and resources to child care providers about financial assistance that is available for the rebuilding process if they need to rebuild.**

The NH DOS, HSEM, Field Services Section and Planning Section work closely with FEMA and the SBA during declared federal disasters to provide community forums in jurisdictions impacted by the disaster and that are engaged in recovery. During these community forums, informational material on FEMA financial aid programs, SBA loans, and other sources of assistance are provided (see 3.6).

[1] See Sections 403 (a)(3) and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §5121-5207 (Stafford Act) and implementing regulations 44 CFR Part 206.

The FEMA Disaster Public Assistance (PA) Program for Child Care Services identifies services that are eligible for reimbursement during a federally declared major disaster and emergency. Specific information is provided in ***Appendix 3.***

**3.6 The plan includes a strategy for engaging business associations, community development financial institutions, and other organizations that can potentially provide financial assistance or micro-loans to help providers re-open.**

In the event of a disaster, information about FEMA approved financial assistance or micro-loan materials will be made available to business associations, community development financial institutions, and other organizations. Other potential financing (loans) and funding (grants) resources are listed below.

- NH Community Loan Fund Organization: The Child Care Loan Program could potentially provide financing in an emergency for both proprietary/for-profit and non-profit programs. The loan application and approval process does take some time. https://www.communityloanfund.org
- NH Charitable Foundation: Offers grants and loans for non-profit organizations (grant programs have application deadlines; loan program accepts rolling applications). https://www.nhcf.org/how-can-we-help-you/apply-for-a-grant/ https://www.nhcf.org/how-can-we-help-you/apply-for-a-grant/nonprofit-loan-program/
- NH Community Development Finance Authority (CDFA): Community Development Block Grant Program (CDBGP) is available for non-profit organizations only. The CDFA does have a provision for emergency facility grants and can provide community facility grants for planned projects. http://www.nhcdfa.org/block-grants/types-of-grants#emergency
- NH Health and Education Facilities Authority (NHHEFA): Direct loan programs are available for eligible non-profit organizations. http://www.nhhefa.com/program_directloan.html
- USDA Community Facility Loans and Grants – Community Facilities Direct Loan and Grant Programs: Provides low interest loans and small grants for non-profit facility projects located in eligible communities (< 20,000 in population). https://www.rd.usda.gov/programs-services/community-facilities-direct-loan-grant-program/nh
- NH Department of Justice (DOJ) – Charitable Trusts Unit: DCYF/BCDHSC is encouraged to contact the DOJ directly regarding contact information for the trusts and foundations. https://www.doj.nh.gov/charitable-trusts/documents/directory-purpose.pdf

**3.7 The plan includes preparedness planning with FEMA regional officials to clarify child care services that are eligible for reimbursement under the PA grant program.**

The State of New Hampshire's DOS/HSEM and DHHS/ESU have established relations with the FEMA Region I Office regarding all phases of emergency management. Representatives from DHHS/DEHS/BCDHSC, DOS/HSEM, and the FEMA Region I Office will work together to determine child care services that are eligible for reimbursement under the PA grant program in the event of declared emergency. General guidance regarding FEMA eligibility may be found in ***Appendix 3***.

**3.8 The plan includes provisions to quickly establish and manage temporary child care in non-traditional settings when existing facilities have been severely damaged or destroyed.**

In the event that non-traditional settings are used, a joint effort by child care program providers, local officials, and state agencies including, but not limited to, DHHS, Department of Safety, and the Department of Environmental Services will assist in ensuring the safety of these locations. Examples of non-traditional settings include, but are not limited to: faith-based facilities; community facilities; and possibly private sector facilities. The various State agencies will work in coordination with the child care providers in order to secure the locations and provisions needed.

Emergency child care provided outside of a shelter may be available on a temporary basis at designated child care programs within the greater community. Licensed child care programs that provide temporary emergency care are included in the DEHS/ BCDHSC, NACCRRAware database and can be contacted by CCR&R staff (a list of CCR&R offices can be found at www.nh.childcareaware.org) or by the Child Care Program Improvement Specialist in the BCDHSC.

These programs must meet all requirements as per the Child Care Licensing Unit regarding health and safety (Child Care Program Licensing Rules can be found at www.dhhs.nh.gov/oos/cclu/rules.htm). These programs, while they were not directly affected by the emergency, may request waivers from the CCLU around rules regarding ratios, group sizes, etc. in order to accommodate children who were in programs impacted by the event.

While community planning should include the establishment of agreements with existing child care programs and facilities such as Ys that are designed to provide services at least in part for children, communities are encouraged to consider agreements with other facilities that could be designated as child care program sites even though not already set up for children. As part of community disaster planning, a review of potential sites by community departments such as fire, health and zoning enables programs to mitigate any issues to ensure the health and safety of children whose families will need child care while they apply for assistance, get back to work, and/or provide recovery assistance to others in their community. The Child Care Licensing Unit has assigned Licensing Coordinators to monitor the compliance of

licensed child care programs with licensing rules and regulations. Child care programs are required to contact the Child Care Licensing Unit at 1-800-852-3345 extension 9025 within 24 hours of an emergency relocation for approval of temporary child care sites. By law, child care programs must obtain approval by local authorities in order to provide child care services at a new location, when the new location is needed for longer than an emergency evacuation. More information about the Child Care Licensing Unit may be found at http://www.dhhs.nh.gov/oos/cclu/index.htm.

Establishing pre-approved child care sites may assist with minimizing the time needed to obtain all required approvals so that children have a secure place to go where they can learn and play, helping to minimize stress. Families can take care of their immediate needs without having to worry about their children for at least a few hours, and when they can get back to work they know where they can take their children for child care in the event that their previous child care program is inoperable.

## 4. REQUIREMENTS FOR CCDF PROVIDERS AND OTHER CHILD CARE PROVIDERS

| | |
|---|---|
| 4.1 | The plan includes procedures for evacuation, relocation, shelter-in-place, and lock down. |
| 4.2 | The plan includes procedures for staff and volunteer emergency preparedness training and practice drills |
| 4.3 | The plan includes procedures for communication and reunification with families. |
| 4.4 | The plan includes procedures for continuity of operations. |
| 4.5 | The plan includes procedures for accommodation of infants and toddlers, children with disabilities, and children with chronic medical conditions. |

**4.1 - 4.5** All licensed child care programs are required to have an Emergency Operations Plan (EOP) and a Continuity of Operations Plan (COOP), regardless as to whether they are enrolled to receive CCDF Child Care Scholarship. The CCLU rules include provisions for evacuation, relocation, shelter-in-place, and lock down. The

CCLU rules also require licensed child care providers to include provisions for reverse evacuation, secure campus and bomb threat (scan). The rules also require emergency preparedness training, one of the required health and safety trainings, and minimum of 2 emergency drills per year, not including fire drills. Child care providers must also include procedures for communication and reunification with families. They must include procedures for accommodation of infants and toddlers, children with disabilities, and children with chronic medical conditions. Guidance has been provided in the State of NH Child Care Center, Family Child Care and School Age Program Emergency Operations Template and the Continuity of Operations Plan Template. The CCLU rules are found at https://www.dhhs.nh.gov/oos/cclu/documents/he-c4002.pdf

All license-exempt child care providers that are enrolled to receive CCDF Child Care Scholarship are required to have procedures for evacuation, relocation, shelter-in-place, and lock down. The rules also require emergency preparedness training in at least one of the required health and safety trainings, and a minimum of 2 emergency drills per year, not including fire drills, as part of their emergency preparedness activities. License-exempt child care providers must also include procedures for communication and reunification with families. They must include procedures for accommodation of infants and toddlers, children with disabilities, and children with chronic medical conditions. The license-exempt rules may be found at http://www.gencourt.state.nh.us/rules/state_agencies/he-c6900.html

## ASSIGNMENT OF RESPONSIBILITIES

As a critical component of the overall state response capabilities, Task Force agencies/organizations may be tasked to provide resource and logistic support in the form of personnel, equipment and/or supplies to support incident emergency response and recovery operations. If specifically tasked, these agencies will work through the ESF 8/RSF 3 Desk Coordinator.

The following Task Force agencies/organizations have pre-designated roles and responsibilities in support of this plan:

| **Organizations** | | **Role in Child Care Emergency Plan** |
|---|---|---|
| DHHS | ESU | 1. Co-lead for State Child Care Emergency Plan.<br>2. Coordinate ESF 6and ESF 8/RSF 3 response and recovery activities.<br>3. Provide Disaster Behavioral Health Response Teams (DBHRT) if needed.<br>4. Provide support for child-friendly spaces in general population shelters and other mass care facilities. |

| Organizations | | Role in Child Care Emergency Plan |
|---|---|---|
| | DEHS | 1. Support the development of required emergency preparedness plans for child care providers.<br>2. Facilitate and maintain a division wide COOP. |
| | DEHS/BCDHSC | 1. Co-lead for State Child Care Emergency Plan.<br>2. Coordinating agency for payment to child care providers.<br>3. Coordinate the development of communication protocols for sharing information following a disaster.<br>4. Collate information from PIAs and determine where child care spaces are needed and where child care spaces are available. |
| | CCLU | 1. Coordinating agency for waiving child care licensing rules; approving alternate child care space.<br>2. During monitoring visits, ensure compliance with child care rules regarding emergency operations plan and continuity of operations plan for licensed child care programs and for license-exempt child care programs enrolled in CCDF Scholarship.<br>3. Provide guidance to child care providers regarding child care rules around emergency preparedness and continuity of operations.<br>4. Facilitate and maintain a CCLU COOP. |
| | DPHS | Providing situational awareness to Regional Public Health community programs regarding child care programs impacted by the disaster. |
| DOS | HSEM | 1. Coordinate State incident management and response efforts to support local efforts.<br>2. Coordinate activities identified in the SEOP; the operation of the SEOC; incident action planning; situational awareness and information sharing.<br>3. Provide direction and control over the use of State resources. |
| Child Care Aware of NH (Statewide CCR&R) | | 1. Provide statewide child care program information to the NH DOS for the Geographic Information System (GIS).<br>2. Communicate information from the DHHS/DEHS/BCDHSC to child care providers.<br>3. Assist child care programs with preliminary impact assessments and share those assessment forms with the BCDHSC and the CCLU.<br>4. Provide emergency preparedness, response, and continuity of operations training and technical assistance to child care programs. |
| Spark NH (Governor Appointed Early Childhood Advisory | | 1. Assist the DHHS/DEHS/BCDHSC in disseminating information on the SCCEP to state and local, public and private early childhood leaders and disseminating information about |

| Organizations | Role in Child Care Emergency Plan |
|---|---|
| Council) | emergencies affecting children, families, child care providers, and key stakeholders by including information on its website www.sparknh.org.<br>2. Include the SCCEP as part of funding and sustainability in designing an early childhood infrastructure for NH.<br>3. Designate a Council member to participate in the annual review of the SCCEP. |

## DIRECTION, CONTROL, AND COORDINATION

The State EOC is the designated primary response agency during events and incidents requiring state-level response coordination and resource support. All mass care, public health and medical services requests made by affected jurisdictions will go through the SEOC and routed through the Health and Medical Branch Director at the SEOC.

## INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

1. Within a day of known notice events and following a disaster, Child Care Aware of NH and ACROSS NH will complete the PIA about the incident with child care programs and report the information to the BCDHSC. This incident information includes, but is not limited to:
    a. Operational status of the facility post-disaster
    b. Damage, if any, to the facility if remains operational
    c. Ability of the facility to accept new children, including children receiving NH Child Care Scholarship, if provider is already enrolled to accept NH Child Care Scholarship
    d. Damage to the facility if not able to continue operating
    e. Resources needed if not able to temporarily continue operating
    f. Interruption to utility service such as water, electricity, sewers, and gas
    g. Number of injuries, fatalities, etc. reported by the program.

    When available, partners will assist during extended hours to assess the needs of child care programs in the event of an emergency that takes place outside of normal operating hours.

2. Analysis of all child care programs' incident response needs will be completed by BCDHSC Administration and staff. Depending upon what actions or resources are needed by the impacted programs, the BCDHSC Child Care Program Improvement Specialist will notify the ESF 8/RSF 3 Desk Coordinator of the request.

3. The BCDHSC Child Care Program Improvement Specialist will provide a situational summary to the ESF 8/RSF 3 Desk Coordinator at designated times during SEOC activation. The information will include status of child care programs impacted by disaster, current activities, and objectives for the next 24-48 hours. This information is then shared during SEOC report briefings. Pertinent information is further communicated to state and federal emergency response agencies and other relevant partners.

4. In addition to the DHHS Public Information Office (PIO), the BCDHSC, primarily through its website and in conjunction with the Child Care Aware of NH, ACROSS NH and DOS/HSEM, provides information to child care providers, families and legal guardians with links to child care licensing and the state level emergency preparedness and response information websites.

5. The DHHS and state emergency officials will develop frequently asked questions pertaining to child care programs during disaster and recovery.

## COMMUNICATIONS

1. It is recommended that all SCCEP Task Force members sign up to receive NH DHHS Alerts to be notified of emergencies/disasters.

2. The DHHS has an emergency call list and both the CCLU Chief and Manager are included on that list. If a situation developed requiring after hours assistance by the CCLU, all of the Licensing Coordinators have state issued cell phones and could be available, depending on what their role would be.

3. The BCDHSC, in conjunction with its partners, maintains a contact list that is regularly distributed to ensure current emergency contact information for all individuals who would be mobilized in the event of an emergency. This list includes staff from the DHHS Emergency Services Unit, the BCDHSC, the CCLU, Child Care Aware of NH and ACROSS NH.

4. The CCLU maintains all licensed child care programs' contact information electronically and in hard copy. The BCDHSC maintains information on license-exempt providers both in electronic and printed formats. Child Care Aware of NH maintains licensed and license-exempt programs' information in electronic and printed formats. These lists would be accessed as needed to conduct the post-disaster assessments.

5. The BCDHSC maintains a Provider Relations Line to address calls regarding a variety of child care program issues, (e.g., billing, training, available child care programs, etc.). It is staffed Monday-Friday during the normal business hours of 8:00 am - 4:30 pm. This line could be used during those normal business hours to assist providers with inquiries.

6. In the event of an incident requiring a public inquiry line, information to child care providers and families/legal guardians will be coordinated by the DHHS PIO regarding relief/recovery efforts.

7. Information collected about child care programs by the BCDHSC regarding the emergency/disaster will be communicated to the Regional Office of Child Care. Status updates will be provided as requested by that Office.

## ADMINISTRATION, FINANCE, AND LOGISTICS

### PRESERVATION OF RECORDS

In order to continue normal operations following an incident, it is recommended that vital records be protected. These include legal documents and files on families' levels of financial assistance which are maintained electronically in the Bureau of Family Assistance through the Central Scanning Unit DEHS/BCDHSC and the CCLU will institute all or part of their COOP Plans, including the preservation of vital records.

### EXPENDITURES AND RECORDKEEPING

During declared emergencies, impacted jurisdiction(s) and other responding agencies are responsible for maintaining records made to support incident management operations for certain allowable response and recovery costs from the State and/or Federal government.

DHHS manages expenditure of funds to provide reasonable accountability and justification for federal reimbursement in accordance with established guidelines.

### LOGISTICS

Preliminary Impact Assessment of Child Care Providers Post Emergency/Disaster (***Appendix 1***) At BCDHSC's discretion, and/or at the request of the SEOC, BCDHSC staff will add information about the child care infrastructure such as: the disaster impact

to BCDHSC offices, impact to the child care facilities, resources needed to resume services, anticipated date of a fully operational child care infrastructure post-disaster, or any other related information.

## PLAN DEVELOPMENT AND MAINTENANCE

This plan is a living document and is the principal source of documentation concerning coordination of child care program emergency operations activities.

DHHS/DEHS/BCDHSC is responsible for the development and maintenance of this plan, in conjunction with the NH State Child Care Emergency Plan Task Force, reviewers, and other appropriate individuals. All revisions to this plan will be documented in the *Record of Revisions or Changes*. The plan will be reviewed annually and be subject to revision annually, unless disasters or other emergencies, planned exercises or drills, or other events dictate otherwise.

Substantive changes between review periods, such as changes in statutes, rules and regulations, roles or responsibilities, will require a draft document be generated and sent to relevant partners for review and recommendations. Minor edits such as grammar or spelling changes will require no notification.

## AUTHORITIES AND REFERENCES

### STATE STATUTES/RULES

1) R.S.A. Section 21-P:39 Local Organization For Emergency Management
2) R.S.A. Section 21-P:52 Incident Command System Adopted
3) R.S.A. Section 23: 457-461-A Domestic Relations; 458-A [2] Uniform Child Custody Jurisdiction and Enforcement Act
4) R.S.A. 170-E Child Day Care Licensing
5) He-C 4002 NH Child Care Program Licensing Rules
6) He-C 6914 Child Care Provider Enrollment Requirements
7) He-C 6916 Health and Safety Rules for Facility Based License-Exempt Child Care Providers Receiving Child Care Scholarship
8) He-C 6917 Health and Safety Rules for Family, Friend, or Neighbor Child Care Providers Receiving Child Care Scholarship

### FEDERAL STATUTES

1) The Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
2) The Homeland Security Act of 2002
3) Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003
4) The Post-Katrina Emergency Management Reform Act of 2006
5) Presidential Policy Directive 8, National Preparedness, March 30, 2011
6) Sandy Recovery Improvement Act (SRIA), January 29, 2013
    a. Other Needs Assistance Child Care Assistance, released January 17, 2014, Recovery Policy 9461.1
7) Disaster Relief Appropriations Act, 2013
8) Child Care and Development Block Grant Act of 2014
9) Uniform Child Custody Jurisdiction and Enforcement Act of 1997
10) Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99)
11) Health Insurance Portability and Accountability Act (HIPAA) of 1996
12) Title VIII of the Civil Rights Act of 1968 – "Fair Housing Act"
13) The Architectural Barriers Act of 1968
14) Section 504 of the Rehabilitation Act of 1973
15) Americans with Disabilities Act of ADA 1990 as amended by the ADA Amendments Act of 2008

## HEALTH INFORMATION PORTABILITY ACCESS AND ACCOUNTABILITY (HIPAA)

The HIPAA Privacy Rule that restricts disclosure of patient information is not suspended during emergency response because of hospitalization or fatality. However, the federal Secretary of Health and Human Services (HHS) may waive certain provisions of the Rule under the Project Bioshield Act of 2004 (PL 108-276) and section 1135(b)(7) of the Social Security Act.

Regardless of the activation of an emergency waiver, the HIPAA Privacy Rule permits disclosures for treatment purposes and certain disclosures to disaster relief organizations. For instance the Privacy Rule allows covered entities to share patient information with the American Red Cross so it can notify family member(s) or legal guardian(s) of the patient's location, see 45 CFR 164.510(b)(4).

US Department of Health and Human Services:
https://www.hhs.gov/hipaa/for-professionals/faq/1068/is-hipaa-suspended-during-a-national-or-public-health-emergency/index.html

## GLOSSARY OF ACRONYMS

ACF – Administration for Children and Families

ACROSS NH – A Comprehensive Resource for Out-of-School time Staff in New Hampshire

BCDHSC – Bureau of Child Development and Head Start Collaboration

CCC – Child Care Center

CCDBG – Child Care and Development Block Grant

CCDF – Child Care and Development Fund

CCLU – Child Care Licensing Unit

COOP – Continuity of Operations Plan

CCR&R – Child Care Resource and Referral

DCYF – Division for Children, Youth and Families

DEHS – Division of Economic and Housing Stability

DHHS – Department of Health and Human Services

DOS – Department of Safety

DPHS – Division of Public Health Services

EMD – Emergency Management Director

EMI – Emergency Management Institute

EOP – Emergency Operations Plan

ESF – Emergency Support Function

ESU – Emergency Services Unit

FCC – Family Child Care

GIS – Geographic Information Systems

FEMA – Federal Emergency Management Agency

HSEM – Homeland Security and Emergency Management

IA – Individual Assistance

ICS – Incident Command System

L-EMD – Local Emergency Management Director

MACE – Multi-Agency Coordination Entity

NIMS – National Incident Management System

OCC – Office of Child Care

PA – Public Assistance

PDA – Preliminary Damage Assessment

PIO – Public Information Office

PNP – Private Non-Profit

QRIS – Quality Rating and Improvement System

RSF – Recovery Support Function

SAP – School Age Program

SBA – Small Business Administration

SCCEP – State Child Care Emergency Plan

SEOC – State Emergency Operations Center

SEOP – State Emergency Operations Plan

TA – Technical Assistance

TANF – Temporary Assistance for Needy Families

VOAD – Volunteer Organizations Active in Disasters

# APPENDIX 1

## PRELIMINARY IMPACT ASSESSMENT OF CHILD CARE PROVIDERS POST EMERGENCY/DISASTER

## Preliminary Impact Assessment of Child Care Providers Post Emergency/Disaster

*This form is to be completed by Child Care Aware of NH (CCAoNH) or ACROSS NH staff when a facility has experienced a disruption of operations due to an emergency. Initial contact with programs in the affected area should be within 24 to 48 business hours of the event.*

***INTRO SCRIPT:*** *Suggested Script: Hi, this is _____ calling from _____. I am calling to check on your program and would like to offer some assistance, if possible. In order to do so, I would need a little bit of your time to acquire some information on how the_____ [identify the event] may have impacted your program. This information will be used to assess program impact and to determine if you are able to assist other affected programs in your region. Please note: The information collected in this process will be shared with state and local government agencies to facilitate recovery efforts.*

*If your program has been impacted by the event, I will plan to contact you again within 7 to 10 business days to further help assess your needs and potentially identify resources to assist in your recovery.*

| CONTACT INFORMATION (CCAoNH or ACROSS NH STAFF PERSON MAKING CONTACT) | | | |
|---|---|---|---|
| DATE | TIME | NAME OF STAFF MEMBER | COMMUNICATION TYPE (check one)<br>☐ Phone ☐ Email ☐ In person ☐ Closed |

| FACILITY INFORMATION (*fill in before making contact with the program, then verify during the call) | | | |
|---|---|---|---|
| *PROVIDER NAME | | *LICENSE NUMBER (if licensed)<br>* RESOURCE ID # (if enrolled in NH Child Care Scholarship Program) | |
| *DOING BUSINESS AS | | EMAIL ADDRESS | |
| *FACILITY ADDRESS | *CITY | *STATE | *ZIP CODE |
| PRIMARY CONTACT PERSON | *PHONE NUMBER | *LICENSED CAPACITY (if licensed)_____ | *ENROLLMENT CAPACITY (if license-exempt) _____ |

| CAPACITY (# of licensed slots if licensed) (# of enrollment slots if license-exempt) | | |
|---|---|---|
| **Classrooms** | **Licensed/License-exempt capacity** | **Current # of children served post disaster** |
| Infants | | |
| Toddlers | | |
| Preschool | | |
| Kindergarten | | |
| School age | | |

| INCIDENT DETAILS | | |
|---|---|---|
| Name & Title of Person Contacted | Date of Incident | Nature of Incident |

## FACILITY STATUS

Is the facility still operating? ☐ Yes ☐ No **(If NO, skip to #4)**

IF YES, did the facility incur any damage? ☐ Yes ☐ No

IF YES, Have you contacted:

- NH CCLU? ☐ Yes ☐ No
- Local fire inspector? ☐ Yes ☐ No
- Local health officer? ☐ Yes ☐ No

Has the program been cleared to remain open? ☐ Yes ☐ No **(If NO, skip to #4)**

**(1)** If you have been cleared to operate by the authorities, do you have any openings to accept new children?
☐ Yes IF YES, How many and at what ages? (Fill in table below) ☐ No

| Age | Number |
|---|---|
| Infants | |
| Toddlers | |
| Preschool | |
| Kindergarten | |
| School age | |

**(2)** Do you need more staff in order to continue operations?
☐ Yes IF YES, How many? _____
☐ No

**(3)** If you are enrolled in the NH Child Care Scholarship Program, are you willing to accept children who are receiving NH Child Care Scholarship?
☐ Yes IF YES, How many? _____
☐ No

## FACILITY IS NOT OPERATING

**(4)** Have you been in contact with the CCLU to report identified issues and discuss options such as temporary relocation, or to report the closing? ☐ Yes ☐ No (**IF NO**: Provide them with CCLU contact information: **Phone:** 1-800-852-3345, extension 9025 **OR** (603) 271-9025 **Fax:** 603-271-4782)

**(5)** If facility is **not** operating, is it temporarily closed?
☐ Yes IF YES, a) Effective date of closure: _____ b) Estimated date to reopen: _____
☐ No, facility is permanently closed. (**SKIP TO # 8**)

**(6)** If temporarily closed, how was the facility affected? ((Physical damage? Is there running water, working septic, heat, electricity; air quality, etc.)

**(7)** What repairs, supplies, or materials are needed immediately, if any, to continue resume caring for children?

**(8)** Do you have staff members who are willing to work in another facility? ☐ Yes ☐ No **(SKIP TO #9)**

IF YES: Name and contact information for each:

| Name | Address | Phone | Email |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

**(9)** During the disaster, were there injuries (as defined by the CCLU rules) or fatalities at your child care facility? This includes children, staff and others.

☐ Yes* ☐ No

***IF YES, have you reported the injuries and/or deaths to the CCLU as required by the rules?** ☐ Yes ☐ No

**Complete the following table if the program reported serious injuries and/or deaths:**

| STATUS OF EMPLOYEE/CHILD/OTHER | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **#Employed/ Enrolled** | **# Present** | **#Seriously Injured** | **# Missing** | **# Deaths** | **# Released** | **Other (specify and #)** |
| **Staff** | | | | | | | |
| **Children** | | | | | | | |
| **Others** | | | | | | | |

## Insurance

**Do you have insurance? If yes, please contact your insurance agent immediately. If no, contact the Small Business Administration (SBA) at (603) 225-1400. SBA loans may be available at participating financial institutions.**

# APPENDIX 2

## INSURANCE CONSIDERATIONS

(This document is being incorporated into the COOP guidance for child care programs)

1. **Do you have coverage for flood?**

   Most small businesses purchase flood insurance through the National Flood Insurance Program (NFIP). Flood coverage for "business interruption" (addressed in 3. Below) is not available through NFIP. If this coverage is desired, it must be obtained from a commercial insurer. Check with your insurance agent.

2. **If you are located near the coast or a river, "storm surge" may be classified as "flood" or as "windstorm".**

   The coverage for flood may be different than the coverage for a hurricane (windstorm coverage). In some cases, the storm surge that occurs as a result of a hurricane is classified as "flood"; in other cases, it is classified as "windstorm." After Hurricane Sandy, many policyholders found themselves underinsured since the storm surge was classified as "flood." They may have had adequate coverage for "windstorm," but they had inadequate coverage for "flood." Check with your insurance agent about this coverage.

3. **Do you have coverage for Business Interruption?**

   Business Interruption insurance covers policyholders for lost profits plus continuing expenses, such as wages, after an insured loss. This is important coverage, subject to specific limits in the policy.

4. **Do you have coverage for Service (electric) Interruption?**

   Service interruption coverage provides coverage for lost power. However, coverage is often excluded if the loss of power is caused by damage to overhead power lines within a certain distance from the insured property.

5. **Do you have coverage for Civil Authority?**

   Civil Authority coverage insures for business interruption losses if your business is impacted by an action by the government that restricts access to your location, such as a road or bridge closure. Be mindful, however, that this coverage has specific restrictions. Be sure to read your policy carefully.

6. **Are the limits under your policy sufficient?**

   All insurance policies have overall policy limits and specific limits for different types of coverage. Be sure to review your policy carefully to make sure your coverage is reasonable.

7. **What is the deductible under your policy for Windstorm? Flood? Other?**

   Insurance policies often have a single dollar deductible (e.g. $25,000 per occurrence) for most losses. However, some policies have specific deductibles for high risk types of losses. For example, if you are in a high risk hurricane zone, you may have a deductible that is "5% of insured values." Be sure to check your policy carefully and understand what your deductible can be.

8. **If you have multiple sites, have you considered how an incident at one location will impact the other location(s)?**

   For some businesses, a significant loss at one location can result in additional losses to another location due to interdependencies. For other businesses, if one location suffers a loss, another location can help to lessen the loss by shifting employees and other resources. It can be very helpful to think through how a catastrophic loss at one location can impact other locations.

***Contact your insurance agent or broker to discuss these and other questions about your business insurance coverage and needs.***

# APPENDIX 3

## PA GUIDANCE FOR PRIVATE NON-PROFIT (PNP) PROGRAMS

### DAMAGED CHILD CARE FACILITIES

**PNP Eligibility**

Public Assistance may be able to provide grants to certain PNP organizations that own or operate facilities that provide non-critical, essential governmental services, including child care facilities.

**To be eligible for Public Assistance:**

- A PNP organization must have a ruling letter from the U.S. Internal Revenue Service (IRS) or satisfactory evidence from the state that it is a nonprofit organization doing business under state law

- PNPs must own or operate an eligible facility and must be open to the general public

- PNPs must be legally responsible for disaster related repairs to the facility

- The State Department of Children and Family Services, Health and Human Services Commission, Department of Human Services, or similar agency recognizes the facility as a licensed child care facility. (In NH, this is the DHHS/CCLU.)

**Available Disaster Assistance**

- PNPs that provide child care services should apply simultaneously to FEMA and the U.S. Small Business Administration (SBA)

- Permanent Work: For PNPs that provide non-critical, essential governmental services, FEMA only provides Public Assistance funding for eligible Permanent Work costs that are not covered by an SBA loan

- Emergency Work: Public Assistance may provide assistance for debris removal and emergency protective measures related to a non-critical PNP's damaged facility; this is not contingent upon SBA assistance

- PNPs should file a claim with their insurance provider. PNPs should not wait for an insurance settlement before filing with FEMA or SBA

- FEMA will not provide assistance for work covered by an SBA loan or insurance, or where other Federal agencies have the specific authority to provide assistance

**How to Get Assistance**

- Contact the State emergency management agency to obtain information about attending an Applicant Briefing –meetings run by the State to provide information about the application process and potential assistance

- All applicants for FEMA Public Assistance must submit a Request for Public Assistance (RPA) through the State

**Eligible Costs:**

- Costs to repair buildings, replace contents and equipment, remove debris, and perform emergency work may be eligible for reimbursement

- Public Assistance grants are cost shared -typically, 75 percent Federal and 25 percent non-Federal

- For Permanent Work, Applicants should apply simultaneously to FEMA and SBA, as FEMA only provides funding for eligible Permanent Work costs that are not covered by SBA