

Better Together: Strengthening Relationships with Emergency Services and Child Care

Collaborative Efforts in Child Care

NH Emergency Preparedness Conference 2018 1 6/11/2018

Panelists

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- * Claudette Mallory, Child Care Program Improvement Specialist, NH DHHS/Bureau of Child Development & Head Start Collaboration
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Objectives

- ❖ Review the most current rule revision per Child Care Licensing Unit requiring a child care program to have an EOP and COOP with the ability to implement these plans effectively.
- ❖ Educate emergency authority personnel on current collaborative efforts and outreach by CCAoNH, CCAoA, DHHS and other entities/agencies pertaining to emergency preparedness.
- ❖ Bring awareness to emergency authority personnel of the challenges faced by child care programs in establishing successful emergency plans.

Today

- ❖ Review current [*NH Child Care Licensing Rule He-C 4002.19\(u\) and \(v\)*](#)
- ❖ Child Care Aware of NH Efforts
 - Training & Technical Assistance
 - Collaboration with local emergency response agencies
 - Cohort & Facebook Group
 - Child Care Map of Programs
- ❖ COOP in Child Care
 - Reference NH Child Care Licensing Rule He-C 4002.19 (v)

Child Care Aware of NH (CCAoNH)

Mission:

“The most trusted resource for referrals, technical assistance and professional development for the diverse needs of families, early childhood providers and community partners, is to improve the quality and accessibility of child care.”

CCAoNH's Efforts

Over the past few years we provided...

- Trainings & Conferences
- Technical Assistance
- Progressive Training & Technical Assistance Programs (PTTAP)

NH CCLU Rule He-C 4002.19 (u)(1)

Programs shall develop an emergency operations plan (EOP):

Is modeled on the NIMS, includes ICS, and is developed in coordination with local emergency response agencies in the community in which the program is located.

Emergency Services & Child Care

Local emergency response agencies can assist childcare programs in strengthening their EOP's by:

- Applying NIMS & ICS
- Response Actions & Drilling
- Communication & Warnings

Connecting to Your Child Care Programs


- ❖ Emergency Operation Plan in Child Care Cohort (EOPCCC)
 - [Manchester/Concord Area Map](#)

- ❖ Social Media
 - [CCAoNHEOP Facebook Group](#)

- ❖ Impact: [Child Care Mapping](#)

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Questions



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Continuity of Operations (COOP) for Child Care Programs

An Introduction to COOP

NH CCLU Rule He-C 4002.19(v)

“Programs shall develop Continuity of Operations Plan (COOP) to ensure that essential functions continue to be performed during, or resumed rapidly after, a disruption of normal activities...”

What is a Continuity of Operations Plan (COOP)?

COOP is a plan to eliminate or minimize interruptions to normal business operations in the event of an emergency/disaster.

Is a COOP Required?

- * All licensed child care programs must have a COOP by according to the current NH Child Care Licensing Rules
- * License-exempt child care programs that are enrolled to receive NH Child Care Scholarship must have a COOP according to the current NH License Exempt Rules

Why have a COOP?

- * Statistics show that 25% (1 in 4) businesses that are forced to close because of a disaster never reopen
- * A COOP may decrease the time a child care program experiences disruption following an emergency/disaster

Key COOP Planning Elements

- * COOP Teams
- * Essential Functions
- * Orders of Succession
- * Delegations of Authority
- * Alternate Facility(s)
- * Alternate Facility(s) Communications
- * Essential Records and Database Management
- * Recovery of Operations
- * Training and Practice

COOP Teams

- * A team has been assigned to write the COOP

- * Notification Team – Staff has been identified to:
 - * Notify staff of COOP activation
 - * Notify families of COOP activation
 - * Notify external partners of COOP activation

(Updated staff, family and external partners lists are maintained)

- * Relocation Team – Staff has been identified to:
 - * Move files
 - * Move records
 - * Move supplies and equipment

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Essential Functions

- * Essential functions are what you do from day to day.

- * In child care programs, essential functions may include:
 - * Infant Program Kindergarten Program
 - * Toddler Program School Age Program
 - * Preschool Program Administration office

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Essential Functions (cont.)

- * After a disaster, programs may find their selected alternate facility may not allow them to perform all of the essential functions due to space or other considerations. They will need to prioritize which functions they are able to continue in the alternate facility.
- * Consideration may be needed as to which programs (school-age, preschool, toddler, infant) generate the most income and have the least cost to operate, in order to maximize the income during the period of COOP activation

Orders of Succession

- * Programs will need to identify who will assume the program leader's role in the event that the individual is no longer able to continue in that role. (If possible, they will identify at least 2 alternatives.)
- * Programs will need to identify who will assume other key roles.

Delegations of Authority

- * Delegations of Authority are formal documents that identify, by order of succession position, the legal authority for individuals to make key decisions during a continuity event. Examples include, but are not limited to:
 - * Check signing
 - * Payroll
 - * Hiring
 - * Termination

- * It is encouraged that these documents are reviewed and approved by the program's legal counsel or other legal authority. They may need to be notarized.

Alternate Facility(s)

- * Alternate facility(s) should NOT be located in the same geographic area as the primary facility

- * Agreement(s) with the alternate facility(s) should be created, signed, and included with important documents

- * Detailed route(s) to the alternate facility(s) should be included in the COOP

Alternate Facility Communications

- * Programs will need to:
 - * Develop processes and procedures to communicate with:
 - * Leadership (administrators, executive director, BOD, etc.)
 - * Staff
 - * Families
 - * Alternate facility(s) owner(s)
 - * Identify how communication will take place (email, social media, mobile App., text, etc.)

Essential Records and Databases

- * Examples include, but are not limited to:
 - * Emergency Operations Plan
 - * Computer programs/databases
 - * Accounts receivable/payable
 - * Payroll
 - * Children and staff records
- * Programs will need to:
 - * Develop a plan to protect confidential information – hard copies and virtual
 - * Make decisions regarding storage/safekeeping of essential documents at alternate facility(s)
 - * Assure Go-Files are up-to-date and ready to transport, if needed

Activation of COOP

Programs must identify a decision-maker for COOP activation. Once activated, programs will:

- * Activate Orders of Succession and Delegation of Authority, if needed
- * Determine which alternate facility will be used
- * Notify internal and external contacts
- * Relocate to pre-identified alternate facility; transport Go-Files and Go-Kits
- * Perform essential functions at the alternate facility

Recovery of Operations

Programs will:

- * Designate staff to determine when the original or new primary facility is ready to be occupied
- * Designate staff to oversee the orderly transition back to the original or new primary facility
- * Resume operations at the original or new primary facility when equipment, records, etc. are in place
- * Notify appropriate partners indicating that operations have resumed at the original or new primary facility

Training and Practice

- * Annual training and practice of COOP policies and procedures (and if possible, at the alternate facility) is strongly recommended (could be one of the 2 required drills)
- * Orientation and refresher training for COOP staff is recommended

Additional Considerations

- * Program conducts, at a minimum, an annual review of the COOP
- * The COOP is updated annually and as needed to include, but not limited to:
 - * Changes in key leadership staff roles
 - * Alternate facility(s) no longer available, etc.

Additional Considerations (cont.)

Readiness and Preparation:

- * Program provides tools and resources to staff and enrolled families about personal emergency preparedness planning. See the Child Care Aware of NH website for information:
<http://nh.childcareaware.org/emergency-planning/>
- * Program has signed up for local and state electronic notification/alert systems
- * Program has reviewed insurance coverage with insurance agent


COOP and Recovery Planning Resources

For COOP Materials see the Child Care Aware of NH website:

<http://nh.childcareaware.org/emergency-planning/>

- * Materials include:
 - COOP Checklist
 - Insurance Considerations
 - Sample Contact List
 - Sample Delegations of Authority Letter
 - Recovery Resources

Questions



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