



# DISASTER PLAN

July 2018

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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. 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 are 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.

**During** – Monitor, maintain communication with all partners 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, DHHS SERT Leader) 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.
- 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 aim to tie into "common functions" outlined in the latest State of North Carolina Emergency Operations Plan (2017) 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'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

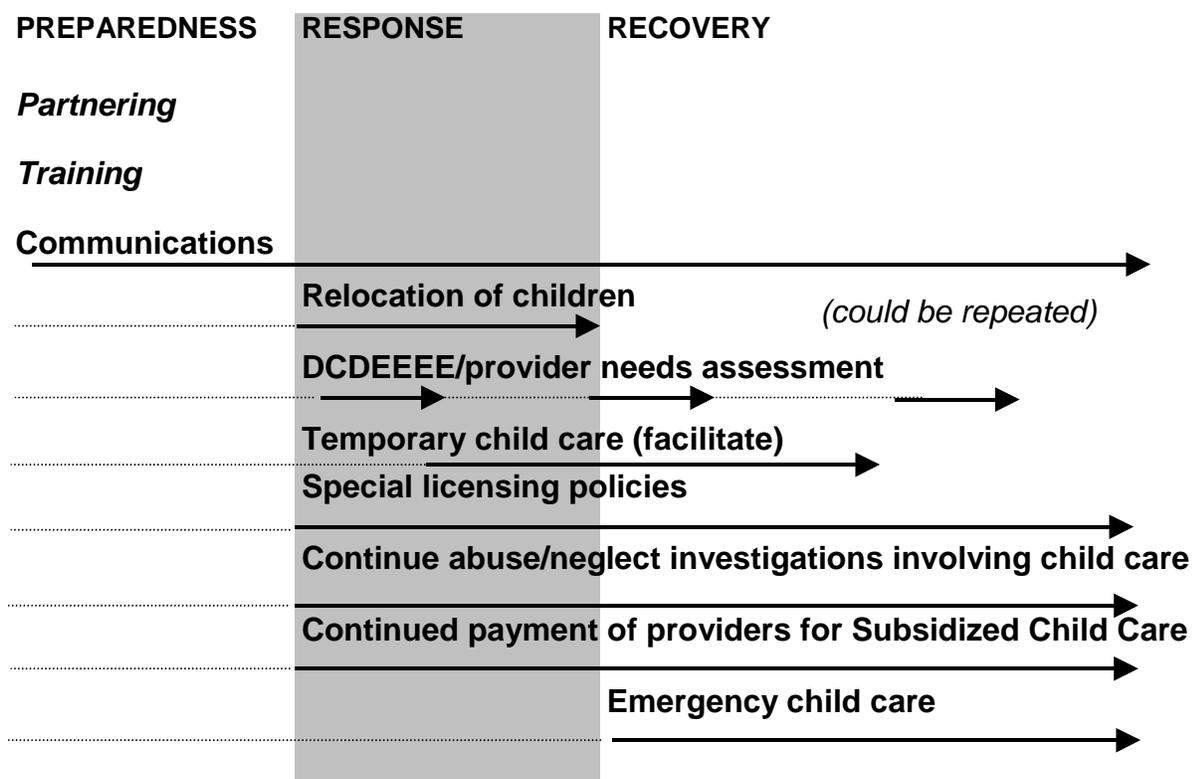
DCDEE has identified the following functions or possible actions it *might* carry out before, during, or after a disaster to make sure that children remain safe and healthy:

- 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, and NC Pre-K program).
- Collect assessments of child care facility damages and needs resulting from a disaster.
- Facilitate the development of temporary child care arrangements to improve and maintain access to child care in communities.
- 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 Executive 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 DCDEE Director 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 DCDEE 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 Executive 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</b> *=lead responsibility	<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	<ul style="list-style-type: none"> <li>• Director's Office*</li> <li>• DHHS Public Information Office (with Governor's Office/EOC Joint</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> </ul>

improve disaster response and recovery	Information Center)	<ul style="list-style-type: none"> <li>• Providers</li> <li>• Head Start, other partners</li> <li>• NC Pre-K Contractors</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 coor.</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 Maltreatment Investigations Involving Child Care</b>	<ul style="list-style-type: none"> <li>• Regulatory Services – Investigations staff*</li> </ul>	<ul style="list-style-type: none"> <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> <li>• NC FAST</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 DCDEE Disaster Coordinator will notify DCDEE Director for activation decision. DCDEE Director will notify Executive Team 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 another leader(s)
- ⇒ Activation of State Emergency Response Team/State Emergency Operations Center
- ⇒ Need for action by DCDEE

- Because disasters may require immediate action, the DCDEE 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 Executive 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 Executive 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, Executive 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 Safety Officer meetings and share information about emergency management/DHHS efforts with DCDEE Executive 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 Executive 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 Executive 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 Executive 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 Executive 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 – 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 DCDEE 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 DCDEE Disaster Coordinator, with feedback from the DCDEE 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 per 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 Executive 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 Executive 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.* DCDEE Executive Team and DCDEE’s Disaster Coordinator/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 Disaster Coordinator/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 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 and community partners 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).

#### **1. Coordination of Disaster-Related Communications**

*Ensure that child care providers, the 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

- NC Child Care Resource & Referral (CCR&R) Council and local CCR&Rs
- NC Partnership for Children (NCPC, a.k.a. Smart Start)
- Local Smart Start partnerships in affected areas
- 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 Public Affairs contacts who can translate materials
- NC Pre-K Contractors

**B. Before a Disaster**

- 1) The DCDEE Disaster Communications Team, in conjunction with the Assistant Director of Regulatory Services, 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 DCDEE Disaster Communications Team and the DCDEE Disaster Coordinator work to develop and disseminate information to DCDEE staff and partners.
- 3) The DCDEE 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 DCDEE 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 DCDEE 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 Executive 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 DCDEE 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 DCDEE 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, Assistant Director of Regulatory, 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 DCDEE 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 and reunification of 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
- NCEM and DHHS SERT members and Volunteer Partners
- Local Emergency Management Coordinators
- Incident Commander for the specific emergency
- Local Child Care Resource and Referral agencies and/or Smart Start partnerships
- Division of Mental Health, Developmental Disabilities, & Substance Abuse Services

**Before a Disaster**

- 1) Team Leaders, SERT members, and the DCDEE 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 DCDEE 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 Executive 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 DCDEE 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 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
- DHHS IT, 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 DCDEE Director would work with the Executive 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) Assistant Director of Regulatory Services and Senior Subsidy Compliance Manager 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 Services 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 DCDEE 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 DCDEE 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 child care resource and referral agency or local Smart Start partnership) 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. DCDEE Executive Team, State Emergency Response Team members, and the DCDEE Disaster Coordinator would be provided with the latest information on needs 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)
- NC Pre-K Contractors

## **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.
  - ⇒ Senior Subsidy Compliance Manager 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 the DCDEE Executive Team. The DCDEE Executive 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 and Early Education should call on partners to help with follow-up efforts.

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

### **1. Facilitating the Development of Temporary Child Care**

*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
- 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 Executive 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 DCDEE Director works with Subsidy Services, Regulatory Services, and Early Education

Branch 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 Assistant Director of Administration 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 Early Education Branch, Senior Manager 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 DCDEE Executive 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 aid.

**3. Continuation of Child Maltreatment Investigations Involving Child Care**

*Investigate reports of alleged child maltreatment in child care centers and homes.*

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

- DCDEE’s Attorney (Attorney General’s Office)

**B. Steps to Re-establish Function**

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

DCDEE Intake Supervisor/Consultants will check the after-hours intake voicemail in the Raleigh Office where individuals leave information regarding reports when no one is able to answer a telephone call in the intake unit. If DCDEE Intake Supervisor/Consultants are unable to access the intake voicemail, DCDEE Investigations Managers/Supervisors will do so. Intake Supervisor/Consultants and Investigations Managers/Supervisors will ensure child maltreatment investigations are initiated across the state as appropriate.

**Other area(s) affected:**

If child maltreatment reports are received concerning child care facilities in areas affected by a disaster, regional investigations staff will make every reasonable effort to process the report. If regional staff needs assistance and if other staff trained in child maltreatment investigations are available to provide assistance, the Investigations and Regional Managers may temporarily give the backup staff child maltreatment assignments. If the disaster prevents investigations staff from processing reports within the normal time frame, the DCDEE Regulatory Services Senior 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:**

- Department of Health and Human Services Information Technology (DHHS IT) and NC FAST.
- 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 NC FAST 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 and providers to follow in the interim. Subsidy Services staff members contact Local Purchasing Agencies to make them aware of new procedures. If phone, fax, and email communications are

disrupted, Subsidy Services Consultants will make contact on-site if it possible to travel.

- c) If NC FAST 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 Assistant Director of Administration, Budget Officer, or another member of DCDEE Executive 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 DCDEE Executive 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. 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 Investigations 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 Investigations Consultants) will be assigned to teams near their regularly assigned area.

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

- Local Emergency Management representatives
- Child Care Resource and Referral (CCR&R) agencies
- Local Smart Start partnerships
- Head Start programs
- 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 DCDEE 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 Assistant Director of Regulatory Services (to seek advice regarding licensing decisions) and the DCDEE 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 Assistant Director of Administration 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 DCDEE 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.

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

To help DCDEE address the child care needs of disaster-stricken communities 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

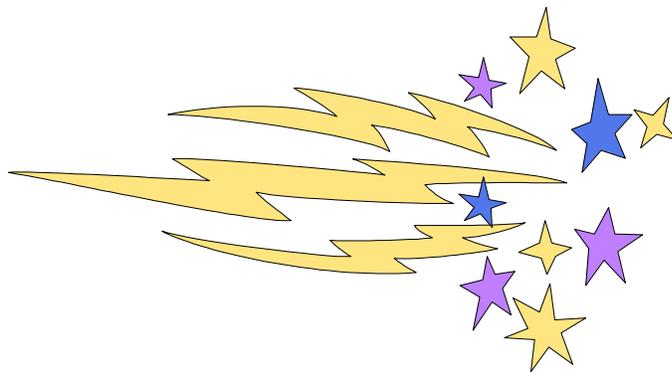
and providers (CCR&Rs, local Smart Start partnerships, and DCDEE field consultants) could help children, families, and child care providers access these services and materials.

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**



July 2018

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- Appendix 12: NC Child Care Emergency Preparedness and Response Plan Rule
- Appendix 13: Glossary of Terms and Acronyms

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

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 2014
- 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 2019-21

#### *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.

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

<b>TITLE/ROLE</b>
<b>Division Director</b>
Disaster Coordinator
Attorney General Office
Assistant Director, Administration Section
Senior Subsidy Compliance Manager
Personnel Manager, Human Resources
Budget Officer
Assistant Director, Regulatory Services Section
Senior Manager, Early Education Branch
IT Manager

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**Team 1: DCDEE Disaster Communications Team**

Title	Unit	Disaster Function
Senior Manager	Regulatory	Alternate Team Leader
Policy Consultant	Regulatory	Team Member
Policy Consultant	Regulatory	Team Member
Subsidy Policy Consultant	Subsidy	Team Member
Policy Admin Support	Regulatory	Team Member
Education Evaluation Specialist	Early Education	Team Member

**Partners to Help DCDEE with Function:**

Organization	Phone	Disaster Function
Public Information Director, NC Partnership for Children (NCPC)	919-821-9500	Work with DCDEE to coordinate communications with county partnerships re: services
DHHS - (DHHS SERT Leader)	919-527-6421	Help link DCDEE into DHHS CARELINE/State SERT/EM
NC Child Care Resource and Referral Network	919-967-3272	Work with Network of R&R's to gather and communicate information to providers.
NC Division of Social Services(DSS)	919-527-6335	Help Communicate with County DSS's
Head Start State Collaboration Office	919-807-3318	Assist with regulated HS CC programs

**Team 2: DCDEE Disaster Assessment Team**

<b>Title</b>	<b>Unit</b>	<b>Disaster Function</b>
DCDEE Director	Director	Team Leader
Administration Assistant Director	Admin	Alternate Team Leader
IT Manager	Admin	Information Resources
Licensing Enforcement	Licensing Enforcement	Team Member
DCDEE Budget Officer	Admin	Team Member
Senior Manager	Early Education	Team Member
Senior Subsidy Compliance Manager	Subsidy	Team Member
Human Resources Manager	Personnel	Team Member
Senior Manager (Compliance Branch)	Regulatory	Team Member
Regulatory Assistant Director	Regulatory	Team Member
Assistant to the Director	Directors Office	Team Member
DHHS Criminal Record Check Unit	Criminal Record Check	Team Member
Purchasing Officer	Admin	Purchasing, supplies, mail, physical plant, health and safety
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.

**Team 3: DCDEE Disaster Regulatory Team**

Title	Unit	Disaster Function
Regulatory Assistant Director	Regulatory	Team Leader
Senior Subsidy Compliance Manager	Subsidy	Alternate Team Leader
Senior Manager	Regulatory	Regulatory Senior Manager
Administration Assistant Director	Admin	Emergency Preparedness
Licensing Enforcement	Regulatory	Team Member
DCDEE Disaster Coordinator	Admin	SERT Coordination
IT Manager	Admin	Information Resources
Policy Consultant	Regulatory	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/NCFAST
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
North Central Regional Manager	Reg. Field	Alt Regional Team Leader – North Central NC
South Central Regional Manager	Reg. Field	Alt Regional Team Leader – South Central NC
Western Regional Manager	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

**Team 3: DCDEE Disaster Regulatory 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
Regulatory Senior Manager	Regulatory	Team Member
Northeastern Investigation Supervisor	Regulatory	Team Member
Investigation Supervisor	Regulatory	Team Member
Central Child Investigation Supervisor	Regulatory	Team Member
Western Child Investigation Supervisor	Regulatory	Team Member
West Central Investigation Supervisor	Regulatory	Team Member
Southeastern Investigation Supervisor	Regulatory	Team Member

**Team 3: DCDEE 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	919-855-4840	Help Link DCDEE into DHHS communications
NC Child Care Resource and Referral Network	919-967-3272	Work with Network of R&R's to gather and communicate info.
Public Information Director, NC Partnership for Children (NCPC)	919-821-9500	Work with DCDEE to coordinate communications with county partnerships re: services
DHHS - (DHHS SERT Leader)	919-527-6421	Help link DCDEE into DHHS CARELINE/State SERT/EM
NC Division of Social Services(DSS)	919-527-6335	Help Communicate with County DSS's
Head Start State Collaboration Office	919-807-3318	Assist with regulated HS CC programs
Local County Emergency Management	County Specific	Contact DCDEE Disaster Coordinator
Local County Building & Fire Inspectors	County Specific	County Govt. Directories
NC Dept. of Insurance/Office of State Fire Marshall	919-647-0000	Help assess safety of facilities
NC Dept. of Environmental Quality (DEQ)	919-707-8600	Info for providers on how to assure healthy/safe conditions after disasters. How to properly clean up/what the hazards are (Mold, etc...)
NC Division of Emergency Management (NCEM)	1-800-858-0368	24 Hour Operations Center
Donations	2-1-1	Provides resources to help people recover from tragic events.

**Team 4: DCDEE Disaster Subsidy Team**

Title	Unit	Disaster Function
Senior Subsidy Policy Manager	Subsidy	Team Leader
Budget Officer (NC FAST)	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	
Subsidy Policy Consultant	Subsidy	Coordinates special subsidy procedures for his territory
Subsidy Policy Consultant	Subsidy	Raleigh Office; coordination of subsidy services
Subsidy Policy Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Compliance Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Compliance Consultant	Subsidy	Coordinates special subsidy procedures for territory
Subsidy Policy Supervisor	Subsidy	Coordinates special subsidy procedures for territory

### 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, 919-821-9500
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 – 919-967-3272
<p>Local departments of social services – -comprehensive contact information (shows contacts for variety of DSS functions)</p> <p>Finding information specifically about...</p> <ul style="list-style-type: none"> <li>→ child care coordinators (subsidized child care)</li> <li>→ directors of local departments of social services/Association of County Directors of Social Services (ACDSS)</li> </ul>	<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: 919-527-6335</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—919-527-6335 or (in NC only) 1-800-859-0829; or call the NC Division of Social Services (919-527-6335) or ACDSS (919-782-4111)</p>
Local purchasing agencies (similar to child care coordinator list but includes non-DSS agencies)	Call the Division of Child Development – 919-527-6335 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 919-825-2500 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>

**DCDEE 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 Investigations 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 Investigations 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, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Wake, Washington, Wayne, Wilson	All Regulatory Services, Subsidy Services, and Investigations field staff in Eastern counties

**APPENDIX 9**

**DCDEE DISASTER PLAN**

**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 (SCCA) 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 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 assistance, the DSS/LPA should enter an application into NC FAST if the DSS/LPA has access to NC FAST. If the DSS/LPA does not have access to NC FAST, the application for Child Care Services ([DCDEE-0456](#)) can be completed.

Once determined eligible, a child care voucher should be issued via NC FAST if the DSS/LPA and chosen provider both have access to NC FAST. If there is no access to NC FAST, the Emergency Child Care Voucher ([DCDEE-0447](#)) may be substituted. The DSS/LPA should develop a temporary voucher by hand if there is no access to NC FAST or the Emergency Child Care Voucher ([DCDEE-0447](#)). The information noted below must be obtained from the responsible adult, 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. The responsible adult'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 and Early Education will allow reimbursement for evening, overnight, and weekend care, if needed); and
  - g. Signature of responsible adult and date the responsible adult 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 family case number will be shown as EMERGENCY;
  - d. The assigned voucher number; **NOTE: A log of the vouchers issued must be maintained;**
  - e. 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 without Regard to Income and there is no family fee;
  - i. The Fund Source is Emergency;
  - j. The Need Reason is “Disaster Assistance” with an indication of the level of care.
  - k. The income and family size are not needed.

If using a temporary voucher, the agency representative must print their name, sign and date the form after it has been signed by the responsible adult. The attendance sheets must be completed by the provider. The agency must collect the forms and attendance sheets.

**NOTE:** These procedures apply to all types of child care programs currently enrolled in the subsidy program which must relocate due to the emergency. 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 an Emergency Subsidized Child Care Voucher ([DCDEE-0447](#)) during an emergency period must include the:
  - a. Facility name;
  - b. Facility telephone number;
  - c. Facility license/ID Number;
  - d. County in which care is given;
  - e. Address of the site where the child is receiving care;
  - f. Owner or sponsor of the program;
  - g. Telephone number of the owner or sponsor of the child care program;
  - h. Mailing address for payment;
  - i. Signature of the person accepting the voucher and their name in print;
  - j. Enrollment date of the child.

The Provider must complete their portion of the voucher. The original voucher must be returned to the DSS/LPA 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 DSS/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 DSS/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 responsible adult must apply for extended emergency care;
3. Family size must be documented;
4. The responsible adult's income must be documented, even if the income is zero; and
5. The DSS/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 SCCA 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 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 DSS/LPA, so they will be aware of the site where the children are being served.
4. If the DSS/LPA receives information that a licensed program is operating in a temporary location, then the DSS/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 licensed program is operating in a temporary location, the facility should complete enrollment in the NC FAST Provider Portal and complete enrollment with the state's payment vendor.
6. A Child Care Voucher must be completed on each child. See Emergency Child Care Voucher ([DCDEE-0447](#)).
7. Accurate attendance must be kept. Attendance should be entered into the NC FAST Provider Portal if the provider has access. If the provider does not have access to the NC FAST Provider Portal, the DSS/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 SCCA Program, the provider must enroll through the NC FAST Provider Portal in order to receive payment. If they do not have access to the Provider Portal, provider enrollment applications can be completed via telephone call with the local DSS/LPA, Raleigh-based DCDEE staff. A Subsidized Child Care Assistance (SCCA) Approval Notice must be generated. The following procedures will apply:

1. The payment rate will be the one-star county market rate for each age group;

2. A Child Care Voucher must be completed for each child. See Emergency Child Care Voucher ([DCDEE-0447](#)); and
3. Accurate attendance must be kept. The LPA should make a supply of attendance sheets available to the provider.

**Template for Status Assessment of Child Care Providers**

*(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 later.
- 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 can 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 your regular staff able to report to work? Yes No  
If no, how many staff are coming to work? \_\_\_\_\_ out of \_\_\_\_\_
3. Are all 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? \_\_\_\_\_

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

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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.?) \_\_\_\_\_

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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 and EARLY EDUCATION**  
**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 in-service 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.

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## **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.

## NC Child Care Emergency Preparedness and Response Plan Rule

10A NCAC 09.0607 and .1714 of the Child Care Rules require the Emergency Preparedness and Response plan of both Centers and Family Child Care Homes to include:

- evacuation diagrams showing how the staff, children, and any other individuals who may be present will evacuate during an emergency;
- the relocation and reunification process;
- methods for communicating with parents and emergency personnel or law enforcement;
- specific considerations for non-mobile children and children with special needs;
- a description of how children's nutritional and health needs will be met (including infants);
- the location of a Ready to Go File. A Ready to Go File means a collection of information on children, staff and the facility, to utilize, if an evacuation occurs. The file shall include, a copy of the Emergency Preparedness and Response Plan, contact information for individuals to pick-up children, each child's Application for Child Care, medication authorizations and instructions, any action plans for children with special health care needs, a list of any known food allergies of children and staff, staff contact information, Incident Report forms, an area map, and emergency telephone numbers.

For other items that must be included in the EPR plan, go to the following link:  
[https://www.ncchildcare.nc.gov//PDF\\_forms/DCDEE\\_Rulebook.pdf](https://www.ncchildcare.nc.gov//PDF_forms/DCDEE_Rulebook.pdf)

10A NCAC 09.0102 (29) Defines lockdown drill.

10A NCAC 09.0102 (43) Defines shelter-in-place drill.

10A NCAC 09.0604(u); .1719 A shelter in place or a lockdown drill must be conducted every three months in both Centers and Family Child Care Homes.

Providers are required to complete the *Emergency Preparedness and Response in Child Care* training which provides details regarding what to include in each aspect of the Emergency Preparedness and Response Plan. <https://rmp.nc.gov/portal/#>

## Glossary of DCDEE Disaster Plan Terms and Acronyms

- **“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, 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.