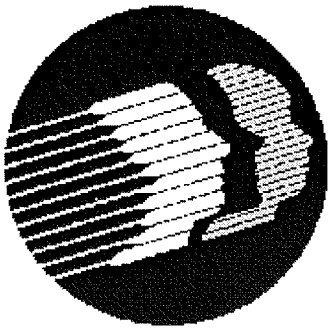
# Delaware Health and Social Services



# Child Care Disaster Plan

## FFY 2018

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# Preamble

The Division of Social Services has developed a Statewide Child Care Disaster Plan to comply with the Child Care Development Block Grant (CCDBG) Act of 2014.

Section 1.8 (658E(c)(2)(U)) of the Act requires that states include in the plan:

- *Guidelines for continuing CCDF assistance and child care services after a disaster, which may include provision for temporary child care, and temporary operating standards for child care after a disaster.*
- *The requirement that child care providers receiving CCDF have in place procedures for evacuation, relocation, shelter-in-place, lock-down, communication and reunification with families, continuity of operations, accommodation of infants and toddlers, children with disabilities, and children with chronic medical conditions.*
- *The requirement that child care providers receiving CCDF have in place procedures for staff and volunteer emergency preparedness training and practice drills.*

The policies and procedures set forth in the plan are subject for review and updating as circumstances dictate. A copy of the plan will be distributed to the federal Department of Health and Social Services and the Administration for Children and Families. In addition, the plan will also be shared with Delaware's Department of Health and Social Services, Division of Social Services, Division of Family Services, Office of Child Care Licensing (OCCL), Delaware Emergency Management Agency (DEMA) and appropriate stakeholders within the child care realm.

## A. Local and State agencies and Points of Contact:

*This section contains the list of local and state agencies, their disaster responsibilities, and their names, positions and phone numbers.*

| *Agency* | *Disaster Responsibilities* | *Names, positions and phone numbers* |
|---|---|---|
| State Agency Disaster Coordinator | Coordinates the Division's response to emergency incidents. Is the liaison between county, state and private non-profit agencies for assistance to individuals and families. | Ruth Campbell<br>DSS<br>302-424-7287<br>Fax: 302-424-2792<br>ruth.campbell@state.de.us |
| State CCDF Agency – Division of Social Services | Prior to the Disaster:<br>• Coordinate pre-planning efforts, including a full array of disaster options.<br>• Maintain liaison with federal, state and local agencies involved in disaster response.<br>• Ensure payment method in place.<br><br>When a disaster occurs:<br>• Request disaster waivers as appropriate.<br>• Identify local office contact for disaster services.<br>• Advise and assist local offices on CCDBG program and policy implementation.<br>• Train State and local agency staff as needed.<br>• Assure there are a sufficient number of application sites and that crowd control procedures are in place. | Ray Fitzgerald<br>DSS Director<br>302-255-9645<br>Cell: 215-416-0960<br>Fax: 302-255-9614<br>ray.fitzgerald@state.de.us<br><br>Tom Hall<br>DSS Deputy Director<br>302-255-9605<br>Cell: 302-358-4287<br>Fax: 255-4425<br>thomas.hall@state.de.us<br><br>Belvie Herbert<br>CCDF Administrator<br>302-255-9611<br>Cell: 302-367-6005<br>Fax: 302-255-4425<br>belvie.herbert@state.de.us<br><br>Takeya Perez<br>Chief Policy Administrator<br>302-255-9630<br>Cell: 302-388-1972<br>Fax: 302-255-4425<br>takeya.perez@state.de.us |

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| | • Provide applicants and recipients with information on how and where to apply for assistance.<br>• Provide statewide information to the media.<br>• Implement fraud control plan.<br>• Coordinate with other state and federal disaster agencies.<br>• Provide required reports to other state and federal agencies.<br>• Assure that contracts responsible for benefit issuance provide timely and adequate service. | Carolyn Kincaid Information Systems Unit<br>302-255-9756<br>Cell: 302-668-9404<br>Fax:302-255-4426<br>carolyn.kincaid@state.de.us |
| State POC Offices | Prior to the Disaster:<br>• Become familiar with POC requirements.<br>• Coordinate with other local agencies in disaster preparedness.<br>• Establish a contact person for State inquiries.<br><br>When a disaster occurs:<br>• Provide information and required reports to the State.<br>• Process POC applications.<br>• Implement fraud control plan.<br>• Coordinate disaster relief efforts with other county, state and federal agencies, and with other private and community-based organizations. | Ray Fitzgerald<br>DSS Director<br>302-255-9645<br>Cell: 215-416-0960<br>Fax: 302-255-9614<br>ray.fitzgerald@state.de.us<br><br>Tom Hall<br>DSS Deputy Director<br>302-255-9605<br>Cell: 302-358-4287<br>Fax: 255-4425<br>thomas.hall@state.de.us<br><br>Belvie Herbert<br>CCDF Administrator<br>302-255-9611<br>Cell: 302-367-6005<br>Fax: 302-255-4425<br>belvie.herbert@state.de.us<br><br>Takeya Perez<br>Chief Policy Administrator<br>302-255-9630<br>Cell: 302-388-1972<br>Fax: 302-255-4425<br>takeya.perez@state.de.us |

| | | |
|---|---|---|
| | | Carolyn Kincaid Information Systems Unit<br>302-255-9756<br>Cell: 302-668-9404<br>Fax: 302-255-4426<br>carolyn.kincaid@state.de.us |
| State – Delaware Emergency Management Agency | The Delaware Emergency Management Agency (DEMA) is the lead state agency for coordination of comprehensive emergency preparedness, training, response, recovery and mitigation services in order to save lives, protect Delaware's economic base and reduce the impact of emergencies. | A.J. Schall<br>302-659-3362<br>Main Facility – 877-729-3362<br>Fax – 302-659-6855<br>a.j.schall@state.de.us<br><br>Christopher Murtha<br>christopher.murtha@state.de.us<br>302-659-2202 |
| Department of Safety and Homeland Security | Promotes public safety by coordinating and advocating for related policy and resources as well as serving as liaison with the Governor's office, other state and non-state agencies and the community at large. Included in the department are the Delaware Emergency Agency and the Delaware State Police. | Robert Coupe<br>302-744-2665 or<br>Fax: 302-739-4874<br>rob.coupe@state.de.us<br><br>Kim Chandler<br>Deputy Secretary<br>302-744-2667<br>Fax: 302-739-4874<br>kimberly.chandler@state.de.us |
| State Police | Establishes procedures for the command, control, and coordination of all state law enforcement personnel and equipment to support local law enforcement agencies during catastrophic and disaster situations. | Col. Nate McQueen<br>302-739-5911<br>Fax – 302-739-5966<br>nathaniel.mcqueen@state.de.us |
| National Guard | The governor can activate members of the National Guard in time of domestic emergencies or need. The | General Carol Timmons<br>302- 326-7000<br>carol.a.timmons.mil@mail.mil |

| | | |
|---|---|---|
| | National Guard's state mission is protection of life, property and preserves peace, order and public safety. These missions are accomplished through emergency relief support during natural disasters such as floods, earthquakes and forest fires; search and rescue operations; support to civil defense authorities; maintenance of vital public services and counterdrug operations. | |
| City of Wilmington Emergency Management Agency | Coordinates the City's response to emergency incidents. Provides coordination, assistance & liaison between the city, county and state agencies. | **Margie Williams**<br>302-576-3914<br>302-573-5615<br>302-573-5612 (facility)<br>Fax 302-571-5491 |
| New Castle County Emergency Management Agency | Coordinates the County's response to emergency incidents. Provides coordination, assistance & liaison between towns, the counties, and state agencies. | Dave Carpenter<br>302-395-2700 (facility)<br>Fax 302- 395-2705 |
| Kent County Emergency Management Agency | Coordinates the County's response to emergency incidents. Provides coordination, assistance & liaison between towns, counties, and state agencies. | Collin Faulkner<br>Brandon Olenik<br>302-735-3461<br>302-735-3465-direct<br>302-735-2200 (facility)<br>Fax 302-735-2186 or 302-735-3473 |
| Sussex County Emergency Management Agency | Coordinates the County's response to emergency incidents. Provides coordination, assistance & liaison between towns, counties, and state agencies. | Joe Thomas<br>302-855-7801<br>Fax 302-855-7805 |
| State Division of Management Services | Will conduct on-site fraud reviews and post disaster fraud reviews. | |

## PLANNING ASSUMPTIONS

1. Disasters and emergencies may occur at any time, with little or no warning. These events may impact small, discrete locations, or they might affect the entire geographic area of the state. Further, they may escalate more rapidly than the ability of the Division of Social Services (DSS) to mount an effective response.
2. Emergencies may result in numerous causalities and fatalities; displaced persons; property loss; disruption of normal life support systems and interruptions in essential public services.
3. DSS must continue to function regardless of the threat, emergency, or disaster conditions.
4. DSS will collaborate with emergency management that is initiated and carried out through the Incident Command System (ICS) in accordance with National Incident Management System (NIMS) guidelines.
5. The state of Delaware uses a Unified Command (UC) structure for incident management. This organizational framework places a state official side by side with a local official at Section, Division, or Branch level. The federal government will operate side-by-side with state officials similarly during federal responses within Delaware.
6. Incidents occurring in Delaware will be managed at the lowest capable organizational or jurisdictional level, and responding jurisdictions will maintain operational control and responsibility for emergency management activities within their jurisdictions, unless otherwise superseded by statute or agreement.
7. Local governments vary in their capabilities to manage emergencies and other incidents that might affect their jurisdictions. Local jurisdictions derive maximum use of their organic resources prior to requesting assistance from the state. The state derives maximum use of their organic resources prior to requesting assistance from the federal government.
8. Emergencies and other incidents may overwhelm the capabilities of local government, necessitating a response from the state. Similarly, emergencies and other incidents may overwhelm the capabilities of state government, necessitating a response from the federal government.

9. All jurisdictions in Delaware are, by default, signatories to the Delaware Intrastate Mutual Aid Agreement to facilitate mutual aid response to emergencies that overwhelm their organic capabilities. The state of Delaware will maintain as a signatory to the emergency Management Assistance Compact (EMAC), and utilize other state resources to the extent practical prior to requesting federal Assistance.
10. The Division of Social Services will improve the quality of life for Delaware's citizens by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.
11. Disasters and emergencies may impact the staff and facilities of DSS.

**Delaware Resident Populations**

The citizens and residents of Delaware are the primary beneficiaries of the state's emergency management system and play an important role in the emergency management community by ensuring that they and their families take steps to mitigate hazards within their homes, places of work, and their communities. Citizens and residents should have adequate supplies to evacuate or shelter in place, thereby alleviating demands on first responders. Once an emergency occurs in their community, citizens must monitor emergency communications and carefully follow direction from authorities. Many citizens and residents of Delaware form Community Emergency Response Teams (CERTs) and remain ready to volunteer or donate support to the emergency response and recovery efforts.

**Vulnerable Populations**

Vulnerable populations include groups whose needs are not fully addressed by traditional service providers or feel they cannot comfortably or safely access and use standard resources offered in preparedness, response, and recovery. Vulnerable populations include, but are not limited to, people who are homeless, those without transportation, those who may be out of hearing range of community action, those who may not have access to telephones, people that are visiting or temporarily residing in an impacted region, those that are not familiar with available emergency response and recovery resources, those limited in their understanding of English, and those that are geographically or culturally isolated.

## At-Risk Populations

The complex needs of people with disabilities, the elderly, children, the medically fragile, and other at-risk populations require special considerations in emergency plans. The at-risk community is not a homogenous group. It includes, but is not limited to, individuals with sensory impairments, mobility impairments, cognitive disorders, or other physical and mental impairments.

## Shelter Operations Group

The mission of the Shelter Operations Group (SOG) is to establish, operate and maintain shelters and affiliated facilities for the temporary housing of displaced individuals and their families before, during, and after an incident. The SOG is responsible for the establishment, operation and maintenance, and devolution of operations to support a variety of shelter-type facilities, including:

- Short-term shelters operated by the American Red Cross and other groups to deal with typical daily incidents that occur throughout the state.
- Community Shelters, which are multi-use facilities that co-locate a variety of populations into a single facility. This may include any or all of the following population types:
    1. General populations
    2. Medical-needs populations
    3. Unattended minors
    4. Companion animals/pets
- Respite Centers, established to provide locations along evacuation routes where people can obtain water, food, etc.
- Cooling Centers where people can find a cool place to rest and recover during heat emergencies or extended power outages.

- Reception Centers where conglomerations of mass evacuees or relocated populations may be temporarily housed and processed before being dispatched to permanent shelter facilities.

**DSS will have the following responsibilities:**

1. Identify, train, and provide personnel to manage or staff state shelters when necessary.
2. Monitor shelter operations statewide and coordinate state agency responses to operation.
3. Identify and train staff to provide onsite coordination in Community Shelters when two or more population types are co-located.
4. Identify and train staff to manage state operated Reception Centers for incidents involving mass migrations or relocation.

## DAMAGE ASSESSMENT GROUP

The mission of the Damage Assessment Group (DAG) is to acquire, compile and analyze information regarding the extent of damages incurred as a result of a disaster or emergency; and, provide accurate, processed information to decision-makers for their use in making response and recovery decisions.
Damage assessment is defined as the systematic process of determining and appraising the nature and extent of the loss, suffering, or harm to a community resulting from a disaster or emergency.
Damage assessment is concerned with determining what happened, when, where, how, and who is affected.
Damage assessment is crucial because of its direct relationship to organized action by response personnel.

**DSS will have the following responsibilities:**

1. Identify and train personnel to assist in the damage assessment of private homes, apartments and other residential structures (in conjunction with the American Red Cross and other entities).
2. Assist in developing plans, policies and guidance for conducting damage assessment activities within the organization's legal or operational area of responsibility, and for reporting same to the State EOC during emergencies. Ensure the Essential Elements of Information section of the various components of the DEOP are referenced in the development of said plans.
3. Begin reporting damage assessment information per policy or procedure through

appropriate chain as warranted by incident. Assessment reports will, at a minimum, include information outlined in the Essential Elements of Information section of the DEOP where each agency is tasked.
4. Assemble and deploy personnel to conduct damage assessments in response to tasking issued by the State EOC, consistent with the capabilities and technical expertise available. Compile and report damage information as outlined in the mission assignment or tasking order.
5. Ensure originals of all damage assessment information are forwarded to the State EOC for archival purposes.

**Documentation Unit**

The mission of the Documentation Unit (Doc Unit) is to maintain accurate and complete incident files, including a complete record of the major steps taken to resolve the incident; to provide duplication services to incident personnel; and to file, maintain, and store incident files for legal, analytical, and historical purposes.
**DSS will have the following responsibilities:**

1. Provide training and briefings in appropriate document processing and management requirements for emergency and disaster operations.
2. Ensure all copies of all relevant records, reports, forms, and other documentation are forwarded to Documentation Unit.
3. Ensure final copies/originals of all relevant records, reports, forms and other documentation are forwarded to the Documentation Unit for archival purposes.

**Resource Tracking Unit**

The mission of the Resource Tracking Unit (RTU) is to keep Track of the status of resources committed to the incident to ensure resources are utilized effectively and efficiently. This is accomplished by overseeing the check-in of all resources, maintaining a status-keeping system indicating current location and status of all resources, and maintenance of a master list of all resources.
**DSS will have the following responsibilities:**

1. Keep the Resource Tracking Unit apprised of the status of deployed personnel, units and equipment throughout the response to the incident.
2. Notify Resource Tracking Unit as personnel, units and equipment are demobilized.

**Demobilization Unit**

The mission of the Demobilization Unit (Demob Unit) is to plan for demobilization and assist incident sections/units in ensuring orderly, safe and cost effective removal of personnel and equipment from an incident.
**DSS will have the following responsibilities:**

1. Identify personnel and resources deployed to the incident, and keep the Demobilization Unit apprised of the need/requirement for demobilization planning.
2. Ensure all demobilized units, personnel and resources return to their home base as per the Demobilization Plan (or otherwise appropriate).
3. Keep the Demobilization Unit apprised of the status of all returning personnel and assets.

**Technical Assistance Unit**

The mission of the Technical Assistance Unit (TAU) is to locate, secure, and coordinate technical specialists required to support state emergency operations. Technical specialists are those individuals or organizations who posses specialized knowledge, skills or abilities not found within DEMA or the State EOC during most common emergencies.
Given the wide variety of disasters and emergencies that are possible within the state of Delaware, it is not feasible for DEMA or most other state agencies to have personnel on hand continuously with the requisite knowledge and skill set to address all possibilities. Therefore, it is necessary to have a mechanism through which these specialists can be acquired during those infrequent instances. Examples of the specialized expertise might include:

1. Weather forecast specialist

2. Geological science specialist

3. Legal specialist

4. Public health technical specialist, including those in the field of radiology

5. Historical/Cultural resources specialist

6. Engineering specialist

7. WMD, Explosive Ordnance Disposal or terrorism specialist

8. Wildlife or other biological science specialist

9. Waste disposal or environmental specialist

10. Response technology specialist

**DSS will have the following responsibilities:**

1. Maintain resource lists of state employees or external personnel or organizations possessing specialized knowledge, skills or capabilities for which there may be a need during the types of incidents determined to be likely to affect the state (as identified in the hazard analysis found in the Delaware Hazard Mitigation Plan).
2. Determine need for specialized technical assistance and request, though DEMA, the acquisition of personnel and/or organizations to fulfill that need as appropriate.
3. Offer services of organic technical expertise as warranted.
4. Evaluate future needs for technical assistance personnel/capabilities at the State EOC, identify sources of said expertise for future reference.
5. Update and maintain lists of employee attributes through utilization of the continuity of Operations Planning document.

## DATA and TELECOMMUNICATIONS SYSTEMS UNIT

The mission of Data and Telecommunications System Unit is to provide data and telecommunications system support for state emergency operations. This includes operation and restoration of the state data network, working with contractors to re-establish telecommunications services to affected buildings and facilities, repairing computer and data terminal equipment in vehicles and buildings, and arranging for the emergent installation of data and telecommunications services to facilities activated to coordinate or carry out disaster response activities.
The state of Delaware maintains a statewide data telecommunications network, and contracts with Verizon Telecommunications and other service providers to provide

telecommunications services to state and local agencies. The Department of Technology and Information (DTI) is responsible for ensuring the security and availability of the data and telecom networks and managing the states contracts with the telecom companies for telephone, pager and PDA support.
During emergency operations DTI monitors the state's data network and telecommunications infrastructure and takes the appropriate actions to initiate repairs when outages occur. DTI has developed extensive continuity of operations plans to address the restoration of critical data and telecommunications capabilities in the aftermath of major incidents or situations where systemic failures results in the inaccessibility of state networks or data.

**DSS will have the following responsibilities:**

1. Identify critical telecommunications circuits and work with DTI to ensure they are enrolled in the TSP Program.
2. Issue GETS Cards to critical personnel and provide training in appropriate use.
3. Working with DTI, equip cell phones of critical employees with WPS capability and provide training in appropriate use.
4. Report network and telecommunications outages to DTI for remediation.
5. Request provisioning of data telecommunications circuits and equipment as required to support emergency operations.
6. Notify DTI to terminate itinerant circuits and recover leased/loaned equipment upon termination of need.

## Continuation of Services

### Services Provided for Families

The circumstances and need for child care may change in the aftermath of an emergency or a disaster. The families impacted during this time should not experience undue hardships when requesting or continuing child care.

**Application Sites**: DSS will operate from established DSS office sites and State Service Centers when practical. DSS will also have access to Disaster Recovery Centers in which a team of DSS eligibility workers and supervisors will be stationed to assist with the application process. Families may also apply online through Delaware's on line website: assist.dhss.delaware.gov

1. **New applications**: A family that applies during this period will be determined eligible based on declared information. Child care will open and authorization set for 12 months. Families will have 60 days to provide verifications on declared need for the child care.
2. **Redeterminations**: At the time of redetermination, use self-declaration to determine continued eligibility and set authorization for 12 months. Allow the family 60 days to return mandatory verifications.
3. **Changes**: Families may self-declare changes to their case. This may include changing of providers and hours of need for care. Allow the family 60 days to provide verification of reported changes.
4. **Employment**: In the event that a family is temporarily out of work, cannot work, or engaged in job search because of the emergency or disaster, child care will remain open until next review date.
5. **Income**: The income counted would only be that of normal wages that would have been received if the disaster or emergency did not occur. All unearned income that was received prior to the event will continue to count.
    - Do not count any overtime or additional income added to the wages that the employer may have paid due to the disaster or emergency.
    - Do not count any income received by the household that is considered contributions: i.e. churches, local community services, any type of disaster relief funds.
6. **Parent Fees:** Parent fees will be waived during a declared State of Emergency.

**Fair Hearings**

Measures must be taken to ensure that applicants are notified of their right to a fair hearing. A household who has requested a fair hearing is entitled to an immediate supervisory review, which in no way shall interfere with the applicant's right to a fair hearing.

## Reimbursement for Subsidized Child Care

The Division of Social Services will ensure that providers are reimbursed as quickly as possible following an emergency or a disaster. The mainframe system is supported by Sunguard as a backup. However, the Provider Self Service may be inaccessible during an event.

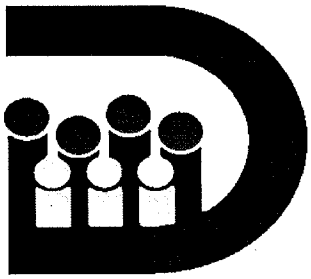
The following procedure has been created and will be implemented.

- Providers will receive payment in the amount of the previous month of payment. Reconciliations will take place once all systems have been restored.
- Children that are unable to attend their current authorized site due to site closing will contact the local DSS emergency center. The form 626 will be completed by eligibility workers and forwarded by the family to the new provider.
- Providers must document the children in their care along with the hours and days they provide care for the children.
- Attendance documentation will be submitted to the local child care monitor. After attendance is reviewed by the monitor, the monitor will forward attendance documentation to Division of Management Services (DMS).

# APPENDIX

# DELAWARE DIVISION OF FAMILY SERVICES

# EMERGENCY PREPAREDNESS PROCEDURES



**June 2017**

## Preamble

The Delaware Division of Family Services Emergency Preparedness Procedures have been developed to comply with the P.L. 209-288, Section 421 (16) of the *Child and Family Services Improvement Act of 2006* that requires that

> *the State shall have in place procedures providing for how the State programs assisted under this subpart, subpart 2 of this part, or part E would respond to a disaster, in accordance with criteria established by the Secretary which should include how a State would--*
> *"(A) identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster;*
> *"(B) respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases;*
> *"(C) remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster;*
> *"(D) preserve essential program records; and*
> *"(E) coordinate services and share information with other States.";*

The procedures are fluid in that they are subject to review and updating as circumstances dictate. Copies of the current Procedures and future amended Procedures will be distributed to the federal Department of Health and Human Services, Administration for Children and Families, Children's Bureau. In addition, copies will also be distributed to the Delaware Emergency Management Agency (DEMA) and appropriate State officials within the Department of Services for Children, Youth and Their Families.

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A. OFFICE OF CHILDREN'S SERVICES (OCS)

1. Locating Children in the Division's Custody and Care

a. *Communication structure*

1) Identify key staff

a) In planned emergencies – foster parents will follow the communication chain of:

- Coordinator
- Supervisor
- Assistant Regional Administrator (ARA)
- Regional Administrator (RA)

2) In a planned emergency an agency provider will follow the communication chain:

- Family Services Contract Manager
- Family Services Program Manager
- Family Services Program Support Administrator

3) In an unplanned emergency - foster parents and agency providers will call the central hotline (the child placement agencies will be provided optional numbers to be utilize in "announced emergencies" only in the event that the hotline is down.) The staff will utilize the master list of children in care and check off the children as they are accounted for.

4) The Statewide Services Administrator and Program Manager for Intake & Investigation (DFS Lead for Continuity of Operations) receive two Oracle reports each Friday. One report lists the name of each child in DFS custody and placed in out-of-home care at their out-of-home care address. The second report lists the name of each child in out-of home care and the home address of the child's parent or caretaker. Both reports are maintained on secure Ironkey drives to maintain confidentiality.

The Delaware Emergency Notification System (DENS) is a State contract through *FirstCall*, interactive network in Louisiana. It is an automated phone system that will be used to contact DFS foster parents during a planned or unplanned emergency.

b. *Establish communication process with child care provider*

1) Prior to an emergency all providers will be required to provide at least three locations which they might seek refuge in an emergency. They must provide the name, address, and phone number of a contact person at each

location. This information will be updated at the annual review.

Child Placement Agencies must also provide emergency contact information. This information will be updated at the contract renewal.

2) If a provider is relocating to one of the emergency locations they have listed, they have up to 72 hours to contact DFS; otherwise they must contact the Division immediately.
    a) When the provider does make contact with the Division, the provider must provide the name(s) of the child(ren) in care with their DOB and their current location.
    b) Anytime the provider changes locations or a child leaves their care, they must contact DFS immediately.

c. *Evacuation procedures for events that are known in advance (such as hurricanes)*
    1) Adhere to procedures appropriate for the specific setting, especially concerning relocation destination and supplies needed
    2) Listen to NOAA Weather Radio, which broadcasts Watches and Warnings from the National Weather Service, or access information via the National Hurricane Center Webpage http://www.nhc.noaa.gov (providers are encouraged to maintain battery operated weather band radios and replacement batteries. They can be purchased at stores that sell electronics. Most run on batteries or have battery back-up.)
    3) Monitor these radio stations for emergency information from fire, police and emergency management agencies:
        - WSTW 93.7FM
        - WDEL 1150 AM
        - WJBR 99.5 FM & 1290 AM
        - WILM 1450 AM.
    4) If an evacuation is ordered, proceed to one of the emergency contacts provided to DFS or to a designated shelter announced by the authorities.
    5) Providers should keep the child's placements packet updated and in an easily accessible place. The placement packet must be taken when evacuating.
    6) The placement packet should also include:
        a) Emergency card which would include the names

and numbers of the three emergency locations provided to DFS (the forms will be printed in triplicate)

b) Insurance card/Medicaid card
c) Birth certificate
d) Social Security card
e) Transfer sheet (current medication list)

7) First aid kits should be maintained at all times and should contain:
   a) A supply of the child's current medication
   b) Sterile adhesive bandages in assorted sizes
   c) Sterile gauze pads (4-6)
   d) Hypoallergenic adhesive tape
   e) Sterile roller bandages (3 rolls)
   f) Scissors
   g)Tweezers
   h) Needle
   i) Moistened towelettes
   j) Antiseptic
   k)Thermometer
   l) Tube of petroleum jelly or other lubricant
   m)Assorted sizes of safety pins
   n) Cleansing agent/soap
   o) Latex gloves (2 pair)
   p) Sunscreen
   q) Non-prescription drugs
      - Aspirin or nonaspirin pain reliever
      - Anti-diarrhea medication
      - Antacid (for stomach upset)
      - Syrup of Ipecac (use to induce vomiting, only if advised by the Poison Control Center)
      - Laxative
8) The first aid kit will be inspected annually for completeness.
9) Turn of all lights and unplug all electrical appliances except refrigerators and freezers. Do NOT turn off the main switch.
10) Turn off all water faucets.
11) Close windows and shutters and lower the window blinds

d. *Evacuation procedure for events not known in advance (such as a fire or flood)*
   1) Announcement of evacuation:
      a) Listen to NOAA Weather Radio, which broadcasts Watches and Warnings from the National Weather

Service, or access information via the National Hurricane Center Webpage http://www.nhc.noaa.gov

b) Monitor these radio stations for emergency information from fire, police and emergency management agencies:
   - WSTW 93.7FM
   - WDEL 1150 AM
   - WJBR 99.5 FM & 1290 AM
   - WILM 1450 AM

c) Proceed to one of the emergency contacts provided to DFS or to a designated shelter announced by the authorities.

2) Posting of evacuation routes and establishment of an outside meeting place
   a) Be familiar with at least two ways from your residence to New Castle County's major roadways: State Routes 1,13, 40, 202, and Interstate 95
   b) Maintain current maps of the area surrounding the provider home or facility

3) Procedures for accounting of children
   See A.1.a. and A.1.b

4). What essential items (e.g. medications) are necessary to take when evacuating?
   a) A portable, battery-powered radio and extra batteries
   b) Flashlight and extra batteries
   c) First aid kit and placement packet for each child in care
   d) Supply of prescription medication for each child
   e) Credit card and cash
   f) Personal ID
   g) An extra set of car keys
   h) Map of the area and phone numbers of your DFS and emergency contact persons
   i) Special needs; i.e., baby items or spare eyeglasses.

e. *Plans to shelter in place (not permitted to leave the premises such as a chemical spill)*

1) Announcement of event:
   a) Listen to NOAA Weather Radio, which broadcasts Watches and Warnings from the National Weather Service, or access information via the National Hurricane Center Webpage http://www.nhc.noaa.gov
   b) Monitor these radio stations for emergency

information from fire, police and emergency management agencies:

- WSTW 93.7FM
- WDEL 1150 AM
- WJBR 99.5 FM & 1290 AM
- WILM 1450 AM

2) Procedures for accounting for children
   - See A.1. a. & a.1.b. above

3) Determine supplies needed for at least 72 hours and storage
   - Maintain a 72-hour supply of drinking water and non-perishable canned food in your home.

4) Security of location
   - The safety of the location will be determined by an official announcement as well as evacuation. If told to shelter in place the provider will be notified via one of the methods outlined in e. (1). (a) and (b).

5) Establish safety procedures when sheltering in place such as staying away from windows
   - If sheltering in place the provider should:
     - Pick a room to house the child(ren)
     - Turn off air conditioning
     - Close vents and fireplace flues
     - Seal doors with duct tape and plastic
     - Have food, water and medication available for three days
     - DO NOT go to the basement, chemicals are heavier than air and will settle there, also this area may flood

f. *Parental notification procedures*

1) Procedures to notify parents/custodians or relatives of events and about DFS response staying away from windows
   - If birth parents contact DFS, they will be told that the status of all children in care will be provided as soon as is reasonably possible.

g. *Documentation of the following as appropriate to the setting:*

1) Routine evacuation drills
   a) The semi-annual fire and evacuation drills of foster homes will be documented in the annual review. Agency providers will provide proper documentation of semi-annual fire and evacuation drills held in facilities and foster homes.

b) Evacuation routes will be posted in all facilities.

2) Testing of emergency equipment (e.g. smoke detectors/fire alarm, and fire extinguisher)

a) Fire alarms need to be inspected annually. DFS child placement agencies are regulated by the OCCL and the alarm system inspections are covered under these regulations.

b) Change the batteries and test the smoke detectors biannually. Change the batteries and test the smoke detectors when changing the clocks forwards and backwards. An annual review of this will be documented.

c) Smoke detectors may be tested in several ways:

- Pressing the test button that is on the smoke detector
- Lighting a candle and blowing it out under the smoke detector
- Using a can of smoke, and spraying it at the smoke detector
- An annual review of the test will be documented.

d) Fire extinguishers need to be present and recharged. Providers need to recharge their fire extinguisher if it has been used, or if the seal is broken, or if the needle in the gauge is in the red. An annual review of the existence and charge of the extinguisher will be documented.

h. *Orientation about emergency procedures, standard (universal) precautions, CRP and first aid*
New foster parents receive emergency preparedness as a part of pre-service training.

2. Locating Children in Custody Living at Home or with Relatives (Care Not Paid by the Division)

The Division's priority during an emergency will be locating children in custody and care. The Division will presume children in custody, but residing with parents or other relative caretakers will be safeguarded by those individuals.

3. Placement Requests From Other States

a. *The Request*: When the Governor of the State of Delaware and the DSCYF Cabinet Secretary agree to accept dependent

children from another state for placement in Delaware during an emergency in another state, the Cabinet Secretary will request that the sending state first obtains custody of the children that are not already in the state's custody and initiate an expedited Interstate Compact process. Essentially, the expedited process will consist of faxing the appropriate Interstate Compact paperwork to the ICPC or ICJ Coordinators. Since the Division plans to place the out-of-state children in approved and trained foster homes, there will be no need for home evaluations. When the sending state is unable to obtain custody of children due to the nature and magnitude of the emergency, the State of Delaware will still accept the children for placement when the request is made by a high level official from the sending state. Any legal issues will be resolved at a later date.

b. *Placement*: The Division plans to seek volunteer foster parents who would be willing to accept children from other states during an emergency. There may be instances when the Division will need to approve placement of children that will exceed the allowable number of children for the home. Children may be placed in Division or contracted foster care or group care. The DYRS will assist with requests to place children who are detained or incarcerated.

4. Interstate Compact Children Residing in Delaware

The management of these children is the responsibility of the Office of Case Management in the Division of Management Support Services. Delaware, as the receiving state, requests three emergency contact numbers when home studies are concluded and approved to assist in locating children in the custody of other states who are residing in Delaware during an emergency.

5. Child Abuse Report Line

Delaware's national toll-free Child Abuse Report Line (1-800-292-9582), also known as the Child Abuse Hotline, has the capability to be forwarded to alternate locations in New Castle County for the receipt of new reports. Full-time 24/7 staff are currently capable of responding to new reports at any location within the State of Delaware.

6. Communication with Personnel

a. *Displaced Personnel:* Staff at all levels is required to provide their regional or Central Office management with two proposed evacuation locations and contact numbers.

b. *Disaster during Office Hours or After-Hours:* Staff signed out to the field will be contacted by cell phone. Nearly all field response staff has agency issued cell phones. A new crisis communications tool that replaced Notifind was implemented by the State Department of Technology and Information (DTI) in May 2016. Key DFS staff are to be trained to use the new software tool MIR3 Intelligent Notification in June 2016.

c. *Administrative Staff in Central Office:* Administrative staff is required to be available by telephone (home, office, and cell). Administrators at Paygrade 18 or higher were issued smart phones by DFS. A wallet size copy of administrative contact numbers has been distributed to each administrative staff member. In addition, each staff member of the Program Support and Resource Team two proposed evacuation locations and contact numbers on file.

7. Contracted Services

a. *Context*: The need for a service doesn't decrease, and is likely to increase in times of hardship. Natural or civil disasters necessitate a prearranged, coordinated plan of communication and expedited resumption of services for all contracted providers of the Division of Family Services.

b. *Purpose*: The purpose of the contracted services plan is to develop a coordinated and singular response to a natural or civil disaster for all contracted services for the Division of Family Services.

c. *Goal*: The goal of the contracted services plan is to establish communication regarding the status of contracted services during states of emergency. This information must be made available to front line staff to maintain quality service delivery.

d. *Requirements*:

1) DFS Contract Managers and Providers must establish points of contact for states of emergency.
2) Points of contact must establish reciprocal communication plans, such as primary and secondary phone numbers and addresses, or other ways to communicate the status of operations.
3) A list of all provider/agency points of contact are maintained by the Office of the Director.
4) Providers are expected to report the status of their operations and capability to deliver services per contract requirements within 4 hours of a declared state of emergency.

5) DFS Contract Managers must communicate the status of Provider services to regional points of contact within 8 hours of the declared state of emergency.
6) Updates are to be provided daily during the state of emergency. Weekly updates are required until the provider is fully functioning.
7) DFS Contract Managers will keep a hard copy file and provide the DFS Program Support and Resource Administrator a hard copy and electronic file ready for immediate use. This file must be updated monthly or as change in contact information occurs.
8) Communication between emergency points of contact will continue until the declared state of emergency is dismissed.
9) Standing information must contain the following:
    a) Single point of contact for provider and DFS Contract Manager according to service. For example, foster care will have a different point of contact than family support services for multi-service agencies.
    b) Primary and secondary methods of communication. The plan needs to consider alternatives to telephone and electronic mediums of communication.
10) Emergency information must contain the following:
    a) Status of facility or status of community based service delivery capacity.
    b) Status of employees, including work capacity assessment.
    c) Status of support services needed to maintain service delivery as specified per contract.
    d) Changes in service delivery caused by the emergency and a plan to return to original services.

8. Record Preservation

In the event of a disaster, the Family and Child Tracking System (FACTS) is backed up at the Biggs Data Center located on the State of Delaware Herman Holloway Campus in New Castle, DE. Furthermore, the FACTS database and key network files are encrypted for security and maintained on tapes that are by a State contractor in Flagstown, New Jersey every two weeks. The tapes are three deep so that there are always two tapes on file in New Jersey. (This plan was approved by the Administration for Children and Families).

B. OFFICE OF CHILD CARE LICENSING (OCCL)

1. Emergency Plans for Licensed Facilities

All licensed child care facilities are required to practice monthly evacuation

drills, to have an emergency plan, and shelter-in-place plan.

Family and large family child care homes are required to create a plan to address natural and man-made disasters and procedures for training staff, if applicable, in the following areas:

- Disaster preparedness;
- Staff's specific responsibilities during a disaster;
- Accounting for children and staff;
- Relocation process (if appropriate);
- Communication and reunification with families;
- Accommodations of infants, toddlers, and children with disabilities or chronic medical conditions;
- Continuation of child care services in the period following the emergency disaster;
- Contacting appropriate emergency response agencies and parents/guardians; and
- Lock down procedures.

Residential child care and day treatment programs must create a written plan and procedures for handling an accident, bomb threat, fire, flooding, medical event, missing child, power outage, or severe weather condition. Staff must be trained on emergency procedures and the location of emergency exits and emergency equipment.

2. Planning Resources

Emergency planning templates are available on OCCL's website and provided during orientation for centers, family child care homes, and large family child care homes. Emergency plans must be completed in order to be issued a child care license.

3. Regulation Changes

Changes were made in the 2015 center regulations and 2017 family and large family child care home regulations to include the new additional emergency plan components of communication and reunification with families; accommodations of infants, toddlers, and children with disabilities or chronic medical conditions; continuation of child care services in the period following the emergency disaster; and lock down procedures. These components will be added to the licensing regulations for residential or day treatment programs as they are revised in the upcoming year.

4. Training

Child care providers can access on line training at Delaware Professional Development Now! (DEPDNOW!) or community training workshops concerning emergency preparedness.

C. ADMINISTRATION OF PROCEDURES

The Delaware Division of Family Services Emergency Preparedness Procedures will be reviewed on a yearly basis. The review shall occur prior to the June 30 due date of the federal Annual Progress and Services Report (APSR).

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|---|---|
| **Rules 281-284: Emergency Planning**<br><br>Have a written emergency plan describing how safety will be maintained during natural and man-made disasters such as fire, flood, earthquake, extreme weather conditions, power failure or utility disruption, chemical or toxic spills, bomb threat or terrorist attack.<br><br>Train staff members, other adults in household and Substitute about their specific duties during a disaster or emergency event.<br><br>Account for all children at all times.<br><br>Relocate the children if there is a need to evacuate.<br><br>Contact appropriate emergency response agencies.<br><br>Contact procedure for the parents/guardians of the children.<br><br>Post evacuation plan and practice evacuating LFCC Home (fire drill to leaving premises).<br><br>Have food, water and supplies available to shelter in the LFCCH Home for at least 72 hours. | Consider enhancing emergency preparedness plans.<br><br>Have more than one copy of the emergency plan in different locations throughout the LFCC Home. Keep one in a location outside (play area) the LFCC Home. Easy access to the plan may help staff members stay calm and more focused on keeping the situation as under control as possible.<br><br>Create a ready to go file with copies of the children's emergency contact information and any other important paperwork – administration of medication sheet, attendance (roll-check) list, and incident/injury forms.<br><br>Consider creating an evacuation notebook that includes pictures of each child and their family members to use for identification purposes. Put copies of contact information in the notebook.. Maintain this notebook in an easily accessible spot so it may be quickly gathered to take away during an evacuation.<br><br>Have identification information concealed on each child in case they become separated from the group. Do not place child's full name or information that directly identifies child in plain view. |

| Rules | Alternatives and/or Suggested Procedures |
|---|---|
| **Rules 281-284: Emergency Planning (continued)** | Practice both fire and disaster or emergency event drills. Have children practice going to predetermined safe area of the LFCC Home such as an interior hallway or the basement for a "pretend tornado warning". Practice evacuating to another location – walk the children to a predetermined site nearby or practice transportation arrangements.<br><br>If there is no electricity (blackout), an alternate lighting sources such as battery or crank operated lighting must provide enough illumination to enable staff members the ability to supervise the activities and provide for the care of all children at all times. Burning candles is not recommended. In the case of a total blackout, intense supervision within the constraints of the available staff is urged. |

| Rules | Alternatives and/or Suggested Procedures |
|---|---|
| **Rules 363- 364: Equipment**<br><br>Materials and equipment are available to:<br><br>• Promote a variety of indoor and outdoor activities;<br>• Support all levels of children's development;<br>• Allow all children to benefit from their use (appropriate quantity); and<br>• Allow for range of choices – at least duplicates of most popular items and experiences that support children's social, emotional, language/literacy, intellectual, and physical development. | When sheltering in a specific area, children may whatever existing materials and equipment that is available. Play and activities should be structured based on the needs of the children, especially taking into consideration helping them cope with the event and any particular safety factors. |
| **Rules 375-380; 388-389 – Napping/Sleeping and Night Child Care**<br><br>Each child has clean, age-appropriate, individual napping/sleeping equipment such as a crib, port-a-crib, playpen, cot, mat, sleeping bag or bed.<br><br>Napping/sleeping equipment is 18 inches apart.<br><br>Night child care – bed is equipped with a mattress that is not directly on the floor. | Children older than one year may sleep directly on the floor if that is the only alternative. Whenever possible, safely cushion the sleep surface such as at least using a blanket or sheet for the child to lie on and another as a cover.<br><br>Safe sleep practices for infants must continue to be implemented especially concerning placing infants on their backs to sleep. If an infant can not be placed in a crib, port-a-crib or playpen to nap/sleep, the sleeping surface must be safely cushioned in a firm and smooth manner.<br><br>Children may sleep less than 18 inches from each other if space is limited due to sheltering in an area that is considered the safest space available. |
| **Rules 400-403: Off Premises of LFCC Home**<br><br>Children are not permitted off premises of LFCC Home unless accompanied by at least an LFCC Assistant who is qualified to be alone with children.<br><br>Constant supervision is provided while off premises.<br><br>Youngest child in group - Maximum # of Children supervised by 1 staff member<br><br>Less than 2 years 2<br>2 years to 4 years 4<br>5 years & older 8 | If needing to relocate/evacuate, plan to use and consider taking steps to enhance the off premises rules to ensure children are constantly supervised and accounted for at all times.<br><br>If short staffed, the LFCC Assistant without training and experience may care for children by him/herself while off premises with children to evacuate or relocate the children.<br><br>Another suitable adult, other than the LFCC Provider or LFCC Assistant, may help when relocating due to a disaster or emergency.<br><br>See Emergency Planning Rules 281-284 above for enhancing evacuation procedures. |

| Rules | Alternatives and/or Suggested Procedures |
|---|---|
| **Rules 400-403: Off Premises of LFCC Home (continued)**<br><br>Safety policy includes:<br>• Procedure for accounting of children for at all times including documented roll check of taking attendance when departing the LFCC Home, arriving and departing from destination and arriving back at LFCC Home;<br>• Copy of and easy access to medical consent forms and emergency contact information;<br>• Proper storage container for medications;<br>• Traveling first aid kit is available;<br>• Emergency transportation plan is developed; and<br>• Tags for children or other means of providing the LFCC Home's contact telephone number – do not place child's name or information that directly identifies child on the child or is in plain view. | |
| **Rules 405-406, 408-409: Transportation**<br><br>Vehicles and operators of vehicles are in compliance with all applicable Federal, State, and local laws.<br><br>No transporting more persons than the capacity of the vehicle.<br><br>Each child is secured in an individual safety restraint system appropriate to age, weight and height of child.<br><br>Safety restraints are federally approved and so labeled, installed and used in accordance with manufacturer's and vehicle's instruction and maintained in a safe working condition and free of any recall.<br><br>Inform and obtain written permission from parents/guardians each time transportation is provided. | Licensed child care facilities are required to ensure children are transported according to State Law, and *Delacare Rules*; however if a situation is truly deemed "life or death", immediate actions should be taken to evacuate or get children out of harms way as quickly as possible.<br><br>OCCL will consult with local or State governmental authorities who have the ability to evaluate or determine the severity of an emergency situation if there is ever any question(s)/problem(s) resulting in any actions taken or decisions made by a child care facility while transporting children during a disaster or emergency event.<br><br>Nevertheless, even under dire circumstances, there is no guarantee that the child care facility will not be held responsible in some way for any harm to a child even if OCCL finds the facility to have made an acceptable decision or taken appropriate actions under the circumstances. Please keep in mind that there is always the chance that others involved or affected by the action/decision may see the situation differently and take legal action against the facility. |