

**HURRICANE OR OTHER DISASTER NOTICES**

**Attachment #1**

Level 1 (Annual Notice)

<b>Program</b>	<b>Type of Notice</b>	<b>Notice Recipient</b>	<b>Method of Delivery</b>	<b>Responsible Party</b>	<b>When</b>	<b>Where</b>
Licensing/ Provider Directory	Be Prepared – Annual Notice Document	Licensed Child Care Providers; Child Care Assistance (CCAP) Providers	Email, Point of Service (POS) Device, Interactive Voice Response (IVR), LAHelpU phone line, DCFS website	Licensing/Provider Directory Staff, Communications Staff	May	Statewide
Licensing	Same as Licensing/ Provider Directory	Class A and B Centers	Same as Licensing/Provider Directory	Licensing/Provider Directory Staff, Licensing Staff, Communications Staff	May	Statewide

Level 2 (Potential for Disaster, e.g., Louisiana is in the Cone of Uncertainty/Error for a Hurricane)

<b>Program</b>	<b>Type of Notice</b>	<b>Notice Recipient</b>	<b>Method of Delivery</b>	<b>Responsible Party</b>	<b>When</b>	<b>Where</b>
Licensing/ Provider Directory	Be Prepared – Annual Notice Document	Licensed Child Care Providers; Child Care Assistance (CCAP) Providers	Email, Point of Service (POS) Device, Interactive Voice Response (IVR), LAHelpU phone line, DCFS website	Licensing/Provider Directory Staff, Communications Staff	Named storm in Gulf and potential for disaster (e.g. Louisiana is in the Cone of Uncertainty/Error for a Hurricane)	Statewide
Licensing	Same as Licensing/ Provider Directory	Class A and B Centers	Same as Licensing/Provider Directory	Licensing/Provider Directory Staff, Licensing Staff, Communications Staff	Same as Licensing/ Provider Directory	Statewide

**Level 3 (Impending Disaster, e.g., Disaster Declaration has been made in at least one parish of the state)**

<b>Program</b>	<b>Type of Notice</b>	<b>Notice Recipient</b>	<b>Method of Delivery</b>	<b>Responsible Party</b>	<b>When</b>	<b>Where</b>
Licensing/ Provider Directory	Be Prepared – Annual Notice Document	Licensed Child Care Providers; Child Care Assistance (CCAP) Providers	Email, Point of Service (POS) Device, Interactive Voice Response (IVR), LAHelpU phone line, DCFS website and robocall text message	Licensing/Provider Directory Staff, Communications Staff	Impending disaster (Disaster Declaration has been made in at least one parish of the state)	To regions where declarations have been made.
Licensing	Same as Licensing/ Provider Directory	Class A and B centers	Same as Licensing/Provider Directory	Licensing/Provider Directory Staff, Licensing Staff, Communications Staff	Same as Licensing/ Provider Directory	Same as Licensing/ Provider Directory

**Continuity of Operations/Continuity of Government Plan  
Louisiana Department of Children and Family Services  
Licensing/Provider Directory  
2013**

<b>EMERG PREP ASSIGNED FUNCTION</b>	<b>Job Title</b>	<b>No. of Staff</b>
COOP & ESF-6 duty	Program Manager 1	1
COOP	Program Coordinator	1
ESF-6 duty-EBR	Program Specialist	1
COOP	Administrative Coordinator 4	2
ESF-6 duty-EBR	Administrative Coordinator 4	7

ESF-6 functions include but are not limited to registration/evacuation shelters, DSNAP, EOC, LNO duties, etc.  
COOP assignment includes essential staff needed to carrying out normal operations with a skeleton crew during a disaster.

## NOTICE – LEVEL 1

### Annual Notice

#### **Be Prepared: Know What to do if a Hurricane or Other Disaster Occurs in Your Parish**

If an emergency covers a large geographical area such as a parish or region of the state, DCFS will closely monitor conditions out of concern for your safety and for the safety of the children and families you serve. In the event of a potential disaster, take the following steps to prepare:

- Stay up-to-date with the status of any storm and its impact on your area.
- Ensure that DCFS has your current cell phone number and email address.
- Be sure to review and update evacuation and safety plans.
- Let families know how you will communicate if you are unable to reopen following a disaster.
- Review the Frequently Asked Questions below and be ready if a disaster declaration is made for your parish:
  - [FAQs: CCAP Before, During and After a Disaster & Reinstatement of CCAP Eligibility Following A Disaster](#)
  - [FAQs: Reinstatement of Child Care Center License Following a Disaster](#)
- Pay close attention to the messages from your local officials.
- Sign up for the Parish Emergency Alert System. You can find [A Listing of the Offices of Emergency Preparedness](#)
- Review the below useful links:
  - <http://www.getagameplan.org/>
  - <http://www.emergency.louisiana.gov/>
- Be Safe.

## **NOTICE – LEVEL 2**

**When named storm (Tropical Storm or Greater) is in the Gulf of Mexico and LA is in Cone of Uncertainty/Error:**

**Be Prepared: Hurricane \_\_\_\_\_ has entered the Cone of Uncertainty/Error**

This is to inform you that a hurricane has entered the “Cone of Uncertainty/Error” and could possibly impact Louisiana. DCFS will closely monitor conditions out of concern for your safety and for the safety of the children and families you serve. If you are a child care provider, please take the following steps to prepare:

- Stay up-to-date with the status of the storm (or disaster) and its impact on your area.
- Be sure to review and update evacuation and safety plans.
- Let families know how you will communicate if you are unable to reopen following a disaster.
- Review the Frequently Asked Questions below and be ready if a disaster declaration is made for your parish:
  - [FAQs: CCAP Before, During and After a Disaster & Reinstatement of CCAP Eligibility Following A Disaster](#)
  - [FAQs: Reinstatement of Child Care Center License Following a Disaster](#)
- Visit the DCFS website at [www.dcf.la.gov](http://www.dcf.la.gov) or call 1-888-LAHELPU (524-3578) for updated information.
- Pay close attention to the messages from your local officials.
- If you haven't already done so, sign up for the Parish Emergency Alert System. You can find [A Listing of the Offices of Emergency Preparedness](#)
- Review the below useful links:
  - <http://www.getagameplan.org/>
  - <http://www.emergency.louisiana.gov/>
- Be safe.

**TOTS Point of Service (POS) Device and Interactive Voice Response (IVR) message:**

Severe weather may impact Louisiana. Stay prepared by reviewing information on the DCFS website daily. Child Care Provider updates can be located on the website at [www.dcf.la.gov](http://www.dcf.la.gov). Also, you may contact DCFS at 1-888-LAHELPU (524-3578).

## NOTICE – LEVEL 3

### **When a parish makes a disaster declaration:**

#### **Be Prepared: A Disaster Declaration has been made in Certain Parishes**

This is to inform you that a disaster has been declared for the following parishes: (a, b, c, d).

If you are a child care provider in one of the above listed parishes, immediately take the following steps to prepare:

- Visit the DCFS website at [www.dcf.la.gov](http://www.dcf.la.gov) or call 1-888-LAHELPU (524-3578) for updated information on the status of the disaster/storm.
- Be sure to review your evacuation and safety plans with your staff.
- Let families know how you will communicate if you are unable to reopen following a disaster.
- Pay close attention to the messages from your local officials.
- Review the Frequently Asked Questions below for information related to Licensing and CCAP and be ready if the disaster/storm affects your parish:
  - [FAQs: CCAP Before, During and After a Disaster & Reinstatement of CCAP Eligibility Following A Disaster](#)
  - [FAQs: Reinstatement of Child Care Center License Following a Disaster](#)

#### **TOTS Point of Service (POS) Device and Interactive Voice Response (IVR) message:**

Severe weather is predicted for these certain parishes: \_\_\_\_\_. Important information for Child Care Providers can be located on the DCFS website at [www.dcf.la.gov](http://www.dcf.la.gov). Also, you may contact DCFS at 1-888-LAHELPU (524-3578).



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**Bobby Jindal**, Governor  
**Suzanne Spivey**, Secretary

## CHILD CARE ASSISTANCE PROGRAM (CCAP) BEFORE, DURING, AND AFTER A DISASTER: FAQs AND REINSTATEMENT OF ELIGIBILITY TO RECEIVE CCAP PAYMENTS FOLLOWING A DISASTER

### 1. QUESTION: Is there anything I should do to be sure that I continue to receive CCAP payments?

**ANSWER:** If your center or Family Child Day Care Home (FCDCH) is located in a parish that the Department of Children and Family Services (DCFS), the Office of State Fire Marshal, and the Office of Public Health determine as impacted by the disaster, your eligibility to receive CCAP payments may be suspended until you complete the required Re-Opening Request Form.

### 2. QUESTION: How will I know if I am in a parish that has been declared a disaster parish?

**ANSWER:** This information will be posted on the DCFS website as it happens. Continue to check the DCFS website for updates.

### 3. QUESTION: Will my CCAP in my center or FCDCH be suspended even if I have no damage?

**ANSWER:** To protect the health and safety of the children in care, decisions regarding suspension of eligibility to receive CCAP payments are made based on the situation across a parish. Continue to check the DCFS website so that you are fully informed and do not experience an avoidable delay in continuance of your eligibility to receive CCAP payments.

### 4. QUESTION: What do I do if my CCAP registration is suspended?

**ANSWER:** If your eligibility to receive CCAP payments is suspended because your home or center is located in a parish that is declared a disaster parish, instructions that you must follow to resume receiving CCAP payments will be posted on the DCFS website with a due date assigned for the action to be completed.

The DCFS website will include a list of parishes where eligibility to receive CCAP payments has been suspended for all providers. The Family Child Day Care Home Re-Opening Request Form will also be posted on the website. The Center Re-Opening Form will also be posted. You will be required to complete a Re-Opening Request Form and fax, scan, or mail it to DCFS within 5 working days. Information regarding where to send the form will be given on the form.

If you do not complete and return the Re-Opening Request Form by the date requested, your eligibility to receive CCAP payments will end and families will be required to choose another provider to continue receiving CCAP. Contact DCFS or your Child Care Resource and Referral Agency to be sure that you are eligible before providing care for CCAP eligible children.

### 5. QUESTION: What if my FCDCH or center is damaged?

**ANSWER:** Complete the Re-Opening Request Form regarding the condition of your home and return to it DCFS. Information regarding where to send the form will be given on the form. Your home will require an inspection prior to reopening.



**6. QUESTION: What if my eligibility to receive CCAP payments is suspended and I don't complete the required actions to be reinstated until after the deadline?**

**ANSWER:** The families you have been serving will be required to choose an eligible provider to continue receiving CCAP or their case will be closed. If you are later reinstated and they want to return to your home, the family will have to contact their worker to change providers or reapply if their case has been closed. You would be required to complete a new form CCAP 7B (CCAP Rate and Availability Verification Form) for each child that returns to your care.

**7. QUESTION: What do I do with the POS device/finger imaging equipment if I know my home or facility may flood?**

**ANSWER:** You must safeguard the POS device and finger image scanning equipment so that it is not damaged.

**8. QUESTION: If the POS device and finger image scanning equipment are damaged, what should I do?**

**ANSWER:** Call the Provider Help Desk at 1-888-281-0326.

**9. QUESTION: If my home or center is damaged, can I provide care for the children at another location?**

**ANSWER:** No, this is not acceptable. It is a violation of your Provider Agreement for children to be cared for at another location other than the one on the Provider Agreement you signed and is on file with DCFS. The **POS device may not be used at another location without approval from DCFS**. Attempting to use the equipment at another location is also a violation of your current Provider Equipment Agreement and may result in loss of eligibility to participate in CCAP.

NOTE: This does not cover every possible type of disaster. If you experience a particular problem or situation, always refer to the DCFS website and/or call Provider Directory at 1-888-LAHELPU (1-888-524-3578). You may be able to complete a new Provider Agreement or addendum specific to your circumstances.

**10. QUESTION: What do I do if I must close suddenly in the middle of the day and cannot electronically record time and attendance because the POS device and scanning equipment is not working?**

**ANSWER:** If you must close suddenly, the parents must be called to pick up the children. They cannot be cared for at another location. Keep an attendance log any time TOTS is not available. The attendance log must include the date, time, and by whom, the child was dropped off or picked up. The parent or household designee must sign the attendance log.

**11. QUESTION: What is my responsibility regarding the POS device when I return to the home?**

**ANSWER:** You should plug in the POS device as soon as you return to the home where the phone line or internet connection on your Provider Equipment Agreement is located. This will enable you to determine if it is in proper working order. If you need assistance, call the Provider Help Desk at 1-888-281-0326.

**12. QUESTION: What do I do if my POS device will not work or the phone line is down when I return home?**

**ANSWER:** You must call the Provider Help Desk at 1-888-281-0326 within 48 hours of equipment failure so that you will not have a lapse in payments. You must also keep an attendance log that includes the time each child is signed in and out and the log must be signed by the parent or household designee. If you have other questions call 1-888-LAHELPU (1-888-524-3578) and ask for Provider Directory.





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**Bobby Jindal**, Governor  
**Suzy Sonnier**, Secretary

## REINSTATEMENT OF CHILD CARE CENTER LICENSE FOLLOWING DISASTER: FAQs

### 1. QUESTION: Is there anything I should do to be sure that I continue to be licensed?

ANSWER: If your center is located in a parish that the Department of Children and Family Services (DCFS) Licensing Section, determines as impacted by disaster, your license may be suspended until you obtain post disaster approvals from the Office of the State Fire Marshal and Department of Health and Hospitals, Sanitarian Services and submit the required Re-Opening Request Form.

### 2. QUESTION: How will I know if I am in a parish that has been declared a disaster parish?

ANSWER: The information regarding impacted parishes will be posted on the DCFS website as it happens. Continue to check here for updates.

### 3. QUESTION: What do I do if my license is suspended?

ANSWER: The DCFS website will include a list of parishes where center licenses have been suspended for all providers. The Center Re-Opening Request Form will also be posted on the website. You will be required to submit a Re-Opening Request Form and may also be required to obtain approvals as noted in question #1. Information noting whether approvals will be required for your parish will be listed on the website at the time of the disaster as well as the timeframe for submitting the information.

### 4. QUESTION: What if my license is suspended and I don't complete the required actions to be reinstated until after the deadline?

ANSWER: Your license will remain suspended. For centers serving families receiving Child Care Assistance Program (CCAP) assistance, the families you have been serving will be required to choose an eligible provider or their case will be closed. If you are later reinstated and the families are eligible, they may return to your center. If a family's case has been closed, the family will be required to reapply.

### 5. QUESTION: If my center is damaged, can I continue to provide care for the children at my other center or another location?

ANSWER: You may care for children at your other licensed location as long as you do not exceed the licensed capacity; however you may not care for children at an unlicensed location. CCAP providers should look for the answer to this question on the "CCAP BEFORE, DURING, AND AFTER A DISASTER and REINSTATEMENT OF ELIGIBILITY TO RECEIVE CHILD CARE ASSISTANCE PROGRAM (CCAP) PAYMENTS FOLLOWING DISASTER" FAQs.

### 6. QUESTION: How is my license connected to CCAP? What is the difference in being a CCAP provider and a licensed provider?

ANSWER: Your license and CCAP certification are separate processes. All centers are required to be licensed. Some centers care for only private pay children. Those centers do not have a CCAP Provider Agreement. Class A licensed centers may apply to participate in the Child Care Assistance Program (CCAP) to receive payments on behalf of families who receive CCAP. Those centers must be licensed AND certified by the Provider Directory to receive CCAP payments.

Effective July 1, 2013



## LAC Title 67, Part III, Chapter 73

### **§7328. Emergency Preparedness and Evacuation Planning**

A. The director, in consultation with appropriate state or local authorities, shall establish and follow a written multi-hazard emergency and evacuation plan to protect children in the event of an emergency. The plan shall include shelter in place, lock down situations, and evacuations with regard to natural disasters, man-made disasters, and attacks while children are in care. The plan shall be appropriate for the area in which the center is located and address any potential disaster due to that particular location. At a minimum, the plan shall be reviewed annually by the director for accuracy and updated as changes occur. Documentation of review by the director shall consist of the director's signature and date. The plan shall be reviewed with all staff at least twice per calendar year. Documentation evidencing that the plan has been reviewed with all staff shall include staff signatures and date reviewed. The plan shall also include information regarding handling children with special needs enrolled in the child care center as well as instructions for handling infants through children age two. The plan shall specifically address the evacuation and transportation of children in wheelchairs. The plan shall include but shall not be limited to a system to account for all children whether sheltering in place, locking down, or evacuating to a pre-determined relocation site. The plan shall include a system and back up system to notify the parents or authorized third party release caretakers of children in attendance at the childcare center of the emergency situation. The plan shall include a system to reunify children and parents following an emergency. Parents shall be informed of the details of this emergency plan at the time of enrollment.

B. The multi-hazard emergency and evacuation plan shall include lock down procedures for situations that may result in harm to persons inside the child care center, including but not limited to a shooting, hostage incident, intruder, trespassing, disturbance, or any situation deemed harmful at the discretion of the director or public safety personnel. The director shall announce the "lock down" over the public address system or other designated system. The alert may be made using a pre-selected code word. In a "lock down" situation, all children shall be kept in classrooms or other designated safe locations that are away from the danger. Staff members shall account for children and ensure that no one leaves the classroom/safe area. Staff shall secure center entrances and ensure that no unauthorized individual leaves or enters the center.

1. Staff and children shall remain in the classroom/safe area, locking the classroom door, turning off the lights, and covering the windows. Staff shall encourage children to get under tables, behind cabinets, etc., and, if possible, engage in quiet story time activities with the children until "all clear" is announced.

2. Parent or authorized representative shall be notified of a "lock down" situation at the center no later than at the time of the child's release on the date of the occurrence.

C. An individualized emergency plan (including medical contact information and additional supplies/equipment needed) shall be in place for each child with special needs.

D. If evacuation of the center is necessary, provider shall have an evacuation pack and all staff shall know the location of the pack. The contents shall be replenished as needed. At a minimum, the pack shall contain the following:

1. list of area emergency phone numbers;
2. list of emergency contact information and emergency medical authorization for all children enrolled;
3. written authorization signed and dated by the parent noting the first and last names of individuals to whom the child may be released other than the parent(s);
4. first aid kit;
5. hand sanitizer;
6. wet wipes;
7. tissue;
8. diapers for children enrolled who are not yet potty trained;
9. plastic bags;
10. battery powered flashlight;
11. battery powered radio;
12. batteries;
13. food for all ages of children enrolled,  
including infant food and formula;
14. disposable cups; and
15. bottled water.

E. Provider shall maintain a copy of all records, documents, and computer files necessary for the continued operation of the center following an emergency in a portable file and/or offsite location.

F. If the center is located within a ten-mile radius of a nuclear power plant or research center, the center shall also have plans for nuclear evacuation.

G.1. Fire drills shall be conducted at least once per month. Drills shall be conducted at various times of the day to include all children (children attending on certain days only and/or at certain times only) and shall be documented. Documentation shall include:

- a. date and time of drill;
- b. number of children present;
- c. amount of time to evacuate the center;
- d. problems noted during drill and corrections noted; and
- e. signatures (not initials) of all staff present.

2. The Licensing Section recommends that at least one fire drill every six months be held at rest time.

H. Tornado drills shall be conducted at least once per month in the months of March, April, May, and June. Drills shall be conducted at various times of the day to include all children (children attending on certain days only and/or at certain times only) and shall be documented. Documentation shall include:

1. date and time of drill;
2. number of children present;
3. problems noted during drill and corrections noted; and
4. signatures (not initials) of all staff present.

NOTE: For additional information contact the Office of Emergency Preparedness (Civil Defense) in your area.