

# Step-By-Step How to Guide: Planning for Emergencies and Disasters in NH Childcare Programs



New Hampshire's Most  
Trusted Child Care Resource



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### STEP 1: Where Do I Start? Emergency Planning Tools & Resources:



- Child Care Aware of NH Website (Emergency Planning Section)
  - <https://www.nh-connections.org/providers/emergency-planning/>
- Phases of Emergency Management
  - Prevention, Preparedness & Protection: Trainings, Supplies and Documentation
  - Mitigation: Facilities, Supplies and Accommodations Children with Special Needs
  - Response: Response Action Drills
  - Recovery: Getting Back Into Operations

### STEP 2: Prevention, Preparedness & Protection



- Review Emergency Planning Checklist
- Staff Training
  - Online: FEMA, ProSolutions, Webinars, etc.
  - In-Person: Face-to-Face Trainings (on-site/off-site) & Conferences
  - Other Suggested Trainings
- Staff Roles and Responsibilities in an Emergency
  - Incident Command System (ICS)
    - Incident Commander/Deputy
    - Child Care Team
    - First Aid Team
    - Reunification Team

### STEP 3: Mitigation

- Facilities: Identifying Potential Threats and Hazards

### STEP 4: Response

- Practicing Emergency Response Drills
  - Evacuation
    - Files: Ready-to-Go Files & Storage (Electronic or Hardcopies)
    - Supplies: Ready-to-Go Kits & First Aid Bags
  - Reverse Evacuation
  - Lockdown
  - Drop, Cover, Hold
  - Secure Campus
  - Shelter-in-Place
  - Bomb Threat (SCAN)
- Child Reunification Guidelines
  - Child Emergency Information Forms
  - Child Reunification Protocol
- Family Communication
  - Family Engagement
  - Communication of Status Updates

### STEP 5: Recovery

- Keeping Your Business Open After a Disaster
  - Contact CCLU and BCDHSC
  - Facility Safety
  - Business and Professional Contacts
  - Business Records, Insurance Policies, Bank Accounts
  - Cash Flow: Petty Cash
- COOP Template or Checklist
- Assistance Following a Disaster
  - Emotional Support and Mental Health
  - Building Repairs and Mitigation
  - Financial Assistance

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## Meet Child Care Aware of New Hampshire



The mission of Child Care Aware of New Hampshire, the most trusted resource for referrals, technical assistance and professional development for the diverse needs of families, early childhood providers and community partners, is to improve the quality and accessibility of child care. Child Care Aware of New Hampshire provides the following services:

- **For Families, CCAoNH** provides FREE and confidential referrals that are tailored to fit the needs of each individual family seeking child care. Additionally, we provide families with consumer education to assist them in choosing a quality child care program. Our Child Care Resource and Referral Outreach Specialists strive to ensure that families are receiving consistent, high quality consumer education and referral services.
- **For Child Care Providers, CCAoNH** provides quality professional developmental opportunities through our training and technical assistance services to improve program quality and increase teacher competency. Our Training and Technical Assistance Specialists strive to ensure that providers and programs are receiving consistent, high quality professional development services either via through training, phone or email consultation or through onsite visits.
- **For Community Partners, CCAoNH** provides important data, resources and other information including avenues for advocacy, community events, and links to other family and early childhood-related sites. We collaborate with various community partners and early childhood stakeholders throughout the state to ensure that children and their families are healthy, learning and thriving now and in the future.

## Acknowledgments

Child Care Aware of NH would like to thank everyone who contributed to the making of the “Step-By-Step How to Guide: Planning for Emergencies and Disasters in NH Childcare Programs”.

**Collaborative Partners:** This document was created in collaboration with DHHS Bureau of Child Development and Head Start Collaboration, Child Care Aware of America, Child Care Aware of New Hampshire, DHHS Child Care Licensing Unit, DHHS Emergency Services Unit. A special thank you to:

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## **Purpose of the Step-By-Step How to Guide: Planning for Emergencies and Disasters in NH Childcare Programs**

In 2008, the NH Child Care Licensing Unit required child care programs to develop an Emergency Operations plan (EOP). Several tools, resources and programs were created to assist with satisfying these Child Care Licensing Rules. In 2015, CCAoNH piloted the Progressive Training and Technical Assistance Program designed to assist programs to improve quality. One of the three initiatives that CCAoNH offered during the pilot year was Emergency Preparedness. Over the past 3 years, CCAoNH Training and Technical Assistance Specialists have worked hand in hand with programs as they expand their knowledge and experience around emergency preparedness. Through year a long relationship, Training and TA Specialist collaborated with programs to help create well-developed and well-practiced emergency preparedness plans.

The Progressive Training and TA Program paved the way to the creation of the first Emergency Operations Planning in Child Care Cohort. This unique opportunity is being piloted for the first year in Greater Manchester and Greater Concord areas. The EOP Cohort is the first of its kind in NH and is at the forefront of emergency planning in child care. The group was tasked to develop a comprehensive and sustainable EOP with a cohort-model approach facilitated by a CCAoNH Training and TA Specialist. EOP Cohort is responsible for the creation of this how to guide with the intent to create an easy step by step way to plan for emergencies in early childhood.

**CCAoNH Training and Technical Assistance Staff:** CCAoNH would like to thank the Training and TA Staff who paved the way for the EOP Cohort with the work they did through the Progressive Training and TA Program.

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**The Emergency Operations Planning in Child Care Cohort:** The Cohort is comprised of 12 programs that volunteered their time and effort to produce this guide. During the process, the programs expanded their own EOP processes and identified areas where they can help other programs in the state to develop EOPs. Their dedication and enthusiasm to this project has created awareness of the importance of Emergency Planning Initiative. CCAoNH would like to thank the following programs and staff for their hard work and commitment to the safety of children and families in the State of NH.

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- Lindsay Bennett, Director, **St. Paul's School**, Concord

Following the original 2018 Emergency Operation Planning in Child Care Cohort, CCAoNH chose to continue working with child care programs using a cohort model approach for EOP. Each subsequent cohort has added or will add risk assessments and mitigation by NH Regions to this guide.

**2018-2019 Emergency Operations Planning in Child Care Cohort (Rochester/Seacoast Area):** The Cohort is comprised of six programs that volunteered their time and effort to identify the need for mitigation strategies, which influenced the creation of the Risk Assessment and Mitigation section on this guide. CCAoNH would like to thank the following programs and staff for their hard work and commitment to the safety of children and families in the State of NH.

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## **CCLU Rule: He-C 4002.19(u) – He-C 4002.19 (at) He-C 4002.19 Prevention and Management of Injuries and Emergencies (pages 62-66)**

Please review the NH Child Care Program Licensing Rules specific to Emergency Preparedness: Information specific to Emergency Operation Plan (EOP) and Continuity of Operations Plan (COOP)

- (v) Programs shall develop an emergency operations plan (EOP) which shall:
  - (1) Be modeled on the National Incident Management System (NIMS), which includes the “Incident Command System” (ICS), in coordination with local emergency response agencies in the community in which the program is located;
  - (2) Contain procedures for communication and reunification with families; and
  - (3) Include response actions, for natural, human-caused, or technological incidences including, but not limited to:
    - a. Evacuation, both within the building and off-site (relocation);
    - b. Secure campus;
    - c. Drop, cover and hold;
    - d. Lockdown;
    - e. Reverse evacuation;
    - f. Shelter-in-place; and
    - g. Bomb threat (scan).
- (w) Programs shall develop a Continuity of Operations Plan (COOP) to ensure that essential functions continue to be performed during, or resumed rapidly after, a disruption of normal activities.
- (x) All response actions in (v) above shall include accommodations for infants and toddlers, children with chronic medical conditions, and children with disabilities or with access and functional needs.
- (y) Programs shall practice no less than two components of their EOP as described in (v) above with all staff and children at least twice per year.
- (z) All staff shall review the program's EOP in accordance with the following:
  - (1) For currently employed staff, within the first 30 days of the development of the EOP pursuant to (v) above; or
  - (2) For newly hired staff, within the first 30 days of employment.
    - (aa) Verification of the review required in (z)(1) and (2) above shall be documented in each staff member's personnel file.
    - (ab) Upon enrollment, programs shall provide families with information from the EOP that addresses communication and reunification procedures, as specified in (v)(2) above.

**\*Rule above adapted from [NH Child Care Licensing Rules 2017-2027](#)**



## Getting Prepared: Pre-Assessment Questions

Conduct an initial assessment to see what your program is currently using for an Emergency Operations Plan.

	Yes	No or N/A
Do you have a written plan for evacuating and moving children to a safe location in the event of a disaster?		
Do you have a written plan to notify parents of an emergency and to reunite parents with their children?		
Do you have a written plan that accounts for Infants/Toddlers and children with special needs?		

## Things to Consider When Creating Your Emergency Operations Plan

- Personalize Your Program Plan to Fit Your Program
- Identify the Hazards Within Your Program & Your Local Community
- Connect with Emergency Services in Your Community
- Plan for Relocation
- Train Staff and Practice Drills
- Communicate with Enrolled Families


For more details on things to consider when creating your Emergency Operations Plan go to <https://www.nh-connections.org/providers/emergency-planning/>.


**“Disasters can happen anywhere at any time, plan today how to reconnect with your family in the event of a disaster”.** [ReadyNH.gov](https://www.ReadyNH.gov)






## Emergency Preparedness Checklist

The Emergency Preparedness checklist is a way to streamline the process for developing your EOP including elements of COOP. The checklist can be used in part or whole and in any order that you choose. This is a tool to help programs create a well-developed and well-practiced EOP. Each step in the checklist refers you to tools and resources to aid you in planning for emergencies (*See pages 9-19 for the step by step process*).

<b>As you complete tasks, check them off and add the date of completion.</b>	
<div style="display: flex; align-items: center;">  <div> <b>Step One: Emergency Planning Tools &amp; Resources</b>              The actions of being aware of and where to locate emergency planning tools and resources.           </div> </div>	
<b>Planning: What do I need to know before I start?</b> ☆ Review CCLU Rules & Visit CCAoNH website	
Review the <a href="#">NH Child Care Program Licensing Rules</a> specific to Emergency Preparedness: <b>He-C 4002.19 Prevention and Management of Injuries and Emergencies (pages 62-66)</b> .	<input type="checkbox"/> Completed: _____
Visit Child Care Aware of New Hampshire's <a href="#">"Provider Resources Page" on Emergency Planning</a> : <ul style="list-style-type: none"> <li>• Where Do I Start?             <ul style="list-style-type: none"> <li>◦ Phases of Emergency Management</li> </ul> </li> <li>• Templates, Checklist &amp; Toolkits:             <ul style="list-style-type: none"> <li>◦ New Hampshire CCC/FCC/SAP Emergency Operations Template</li> <li>◦ Continuity of Operations Plan Checklist</li> <li>◦ Sesame Street: Let's Get Ready-Planning Together Toolkits</li> </ul> </li> <li>• National Resources             <ul style="list-style-type: none"> <li>◦ Health, Safety, Wellness and Nutrition Resources</li> </ul> </li> <li>• Local Resources             <ul style="list-style-type: none"> <li>◦ Health, Safety, Wellness and Nutrition Resources</li> </ul> </li> <li>• Trainings and Workshops:             <ul style="list-style-type: none"> <li>◦ Face-to-Face Trainings</li> <li>◦ Online Trainings</li> <li>◦ Webinars</li> </ul> </li> <li>• Mobile Communication Tools             <ul style="list-style-type: none"> <li>◦ Safety Apps</li> <li>◦ Communication Apps</li> </ul> </li> </ul>	<input type="checkbox"/> Completed: _____

<b>As you complete tasks, check them off and add the date of completion.</b>	
	<p><b>Step Two: Prevention, Preparedness &amp; Protection</b></p> <p>The actions taken to avoid, prevent, or stop all-hazard types of incidents before they occur. The pre-emergency activities that attempt to prepare organizations to effectively respond to disasters or emergencies. This phase involves training, exercising, planning, and resource identification and acquisition. Stated on page 15 of the “NH CCC/FCC/SAP EOP Template”.</p>
<p><b>Trainings: Where do I start?</b></p> <p>☆ Director to determine who will be on the Emergency Planning Team and how best to train their staff members. Here are a list of recommended trainings:</p>	
<p><b>Incident Command System Training (2 Hours):</b></p> <p>Identify staff that have completed or will complete the online ICS training. <i>Recommendation: Upload certificate to your NH Professional Registry record.</i> <a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c">https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c</a></p>	<input type="checkbox"/> Completed: _____
<p><b>Multihazard Planning in Child Care Training (2 Hours):</b></p> <p>Identify staff that have completed or will complete the online MPCC. <i>Recommendation: Upload certificate to your NH Professional Registry record.</i> <a href="https://training.fema.gov/is/courseoverview.aspx?code=IS-36">https://training.fema.gov/is/courseoverview.aspx?code=IS-36</a></p>	<input type="checkbox"/> Completed: _____
<p><b>ProSolutions Health &amp; Safety Trainings (9 Hours):</b></p> <p>Identify staff that have completed or will complete the Health and Safety Trainings. <i>Look for this in your NH Professional Registry record.</i> <a href="https://www.prosolutionstraining.com/content/?id=166/Home/">https://www.prosolutionstraining.com/content/?id=166/Home/</a></p>	<input type="checkbox"/> Completed: _____
<p><b>Other Suggested Trainings:</b> Suggestions located on page 16 of the “NH CCC/FCC/SAP EOP Template”. <i>Recommendation: Upload certificates to the NH Professional Registry.</i></p>	<input type="checkbox"/> Completed: _____
<p><b>Communication: How will I communicate with enrolled families and staff?</b></p> <p>☆ Director to determine how the program will communicate with enrolled families and staff in the event of an emergency. Here are a list of recommended tools:</p>	
<ul style="list-style-type: none"> <li>• Email</li> <li>• Text Message</li> <li>• Phone Call</li> <li>• Communication Apps:               <ul style="list-style-type: none"> <li style="width: 50%;">○ Brightwheel</li> <li style="width: 50%;">○ Remind</li> <li style="width: 50%;">○ ClassDojo</li> <li style="width: 50%;">○ SchoolCircle</li> <li style="width: 50%;">○ One Call Now Mobile</li> <li style="width: 50%;">○ WhatsApp</li> </ul> </li> </ul>	<input type="checkbox"/> Completed: _____

<b>As you complete tasks, check them off and add the date of completion.</b>	
	<b>Step Three: Mitigation</b> The actions that are taken before an emergency to eliminate or reduce the risk to human life and property from natural, human-made, or technological hazards. Stated on page 15 of the “NH CCC/FCC/SAP EOP Template”.
<b>Risk &amp; Mitigation: How do I know what my risks are?</b> ☆ Actions taken to reduce the loss of life and damage to property from all hazards. Looking for more? Check page 20 of this document for help with mitigation strategies.	
<b>Check with your insurance agent for questions on what happens after a disaster. Here are some possible questions to ask or keep in mind:</b> <ul style="list-style-type: none"> <li>• What is currently covered under this policy? (<i>Examples: Food, clothes, structural damages, replacements, relocation, etc.</i>)</li> <li>• What are my deductibles and where can you find them within this policy?</li> <li>• Where can you go for items not covered under this policy? (<i>Examples: Federal agencies, State agencies, Local supports, etc.</i>)</li> <li>• What supports are offered under this policy to expedite my recovery after the disaster?</li> </ul>	<input type="checkbox"/> Completed: _____
<b>Risk Assessment Worksheet:</b> Located on page 80 of the “NH CCC/FCC/SAP EOP Template”.	<input type="checkbox"/> Completed: _____
<b>Mitigation Assessment Worksheet:</b> Located on page 81 of the “NH CCC/FCC/SAP EOP Template”.	<input type="checkbox"/> Completed: _____
<b>Fire Drill Log &amp; Practice Drill:</b> Located on page 122 of the “NH CCC/FCC/SAP EOP Template”.	<input type="checkbox"/> Completed: _____
<b>Coordinating with Emergency Services Personnel</b> ☆ Fire, Police, Emergency Management Director’s	
How will you know what is happening in the area? Visit Child Care Aware of New Hampshire’s “Provider Resources Page” on Emergency Planning for helpful app suggestions. <a href="https://www.nh-connections.org/providers/emergency-planning/">https://www.nh-connections.org/providers/emergency-planning/</a>	<input type="checkbox"/> Completed: _____
Discuss contacting the program’s local first responders (fire and police departments) to make them aware of the program’s plan and to seek guidance. Make sure program is on the list to be contacted if there were an emergency in the area. Inform them of the hours of operation.	<input type="checkbox"/> Completed: _____

As you complete tasks, check them off and add the date of completion.	
Advise program to contact local Emergency Management Director regarding the different types of emergencies that could potentially happen in their area.	<input type="checkbox"/> Completed: _____
Discuss Facility Floor Plan which should include location of the evacuation routes, assembly area, shelter areas, fire alarms, any fire suppression equipment and extinguishers. (Do staff know how to use a fire extinguisher?)	<input type="checkbox"/> Completed: _____
Discuss potential barriers.	<input type="checkbox"/> Completed: _____
<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>Step Four: Response</b></p> <p>The actual provision of emergency services during a crisis. These activities help to reduce casualties and damage and speed up recovery. Stated on page 15 of the “NH CCC/FCC/SAP EOP Template”.</p> <p><b>Response Action Drills</b></p> <p>(1) Evacuation &amp; Child Reunification, (2) Reverse Evacuation, (3) Lockdown, (4) Drop, Cover, Hold, (5) Secure Campus, (6) Shelter-in-Place, (7) Bomb Threat (SCAN)</p> </div> </div>	
<p style="text-align: center;"><b>Evacuation: On-Site and Off-Site</b></p> <p>☆ This response action may be used when it is necessary for staff, children, and visitors to exit the building when the fire alarm activates or an incident in the building poses an unsafe environment. In some cases it may be necessary to evacuate a building one room at a time. Two situations where this may be necessary: an internal hazardous material spill or a hostage situation. (See Evacuation section below).</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 10px;"> <p><b>Goal:</b> Program to write up a detailed, comprehensive and sustainable Evacuation Plan.</p> </div> </div>	
<b>Program to determine multiple evacuation sites:</b> <ul style="list-style-type: none"> <li>• A designated on-site Area of Refuge (Safe Area). Has this area been approved by the fire department?</li> <li>• A designated local off-site Area of Refuge within walking distance.</li> <li>• A designated relocation site using transportation</li> </ul>	<input type="checkbox"/> Completed: _____
Program to request permission to use these sites as emergency relocation shelters for the child care staff and children.	<input type="checkbox"/> Completed: _____
Discuss the importance of communicating the Evacuation Plan including relocating and reunification with parents	<input type="checkbox"/> Completed: _____
Discuss who will determine when to evacuate and how this response action will be relayed to others in the building.	<input type="checkbox"/> Completed: _____
Program to practice Evacuation Drills and revise as needed.	<input type="checkbox"/> Completed: _____

**As you complete tasks, check them off and add the date of completion.**

**Evacuation: On-Site and Off-Site (Continued)**

☆ **Ready-to-Go Files: Staff Files & Child Files**

Recommended list of possible items to include in these Files/Backpacks. Files should not be so cumbersome that it is difficult to handle or can cause back injury.

<b>Ready-to-Go Files:</b> Located on page 97 of the “NH CCC/FCC/SAP EOP Template”.	<input type="checkbox"/> Completed: _____
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<p><b>The following documentation should be stored in the Evacuation Kit for easy access for each child.</b> Please refer to page 10 of the “NH CCC/FCC/SAP EOP Template” for samples of these forms.</p> <ul style="list-style-type: none"> <li>• Copy of child’s completed “<a href="#">Registration and Emergency Information Form</a>”</li> <li>• Copy of child’s “Registration for Children with Special Needs”: Page 107 of the “NH CCC/FCC/SAP EOP Template”.</li> <li>• “Child Identification Card”: Page 113 of the “NH CCC/FCC/SAP EOP Template”.</li> <li>• A copy of the “Child’s Reunification Release Form”: Page 101 of the “NH CCC/FCC/SAP EOP Template”.</li> <li>• A copy of the “Emergency Evacuation and Relocation Forms”: Page 103 of the “NH CCC/FCC/SAP EOP Template”.</li> </ul>	<input type="checkbox"/> Completed: _____
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**Evacuation: On-Site and Off-Site (Continued)**

☆ **Ready-to-Go Kits: First Aid Kits and Activity Kits**

Recommended list of possible items to include in these Kits/Backpacks. Kits should not be so cumbersome that it is difficult to handle or can cause back injury.

<b>Ready-to-Go First Aid Kits:</b> Located on page 105 of the “NH CCC/FCC/SAP EOP Template”.	<input type="checkbox"/> Completed: _____
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<b>Ready-to-Go Activity Kits:</b> Items to keep the children calm and engaged during this response action during and Off-Site Evacuation.	<input type="checkbox"/> Completed: _____
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<p><b>Child Care Centers (CCC):</b></p> <ul style="list-style-type: none"> <li>• Prepare one First Aid Kit or Backpack for each group or room.</li> <li>• Prepare one Activity Kit or Backpack for each group or room.</li> </ul>	<input type="checkbox"/> Completed: _____
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<p><b>Family Child Care (FCC):</b></p> <ul style="list-style-type: none"> <li>• Prepare one First Aid Kit or Backpack for your program.</li> <li>• Prepare one Activity Kit or Backpack for program.</li> </ul>	<input type="checkbox"/> Completed: _____
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<p><b>School Age Programs (SAP):</b></p> <ul style="list-style-type: none"> <li>• Prepare one First Aid Kit or Backpack for each group or room.</li> <li>• Prepare one Activity Kit or Backpack for each group or room.</li> </ul>	<input type="checkbox"/> Completed: _____
--	---

**As you complete tasks, check them off and add the date of completion.**

**Child Reunification Procedures: How you will reunify children with family/guardian**

☆ In order to protect the children in their care, CCCs/FCCs/SAPs should have procedures in place to identify how they will reunify children with families/guardians. Ideally, if there is advanced warning about the event, attempts should be made to reunite children with their families/guardians before the event occurs. It is recommended that the following actions be taken by the program before, during and after a disaster to address reunification needs of children in the program. Stated on page 69 of the “NH CCC/FCC/SAP EOP Template”.



**Goal:** Program to write clear and concise system for Reuniting Children with their families/guardians.

Discuss the importance of communicating the Evacuation Plan including relocating and reunification with families/guardians.	<input type="checkbox"/> Completed: _____
Grab Go-Files	<input type="checkbox"/> Completed: _____
Grab Go-Kits	<input type="checkbox"/> Completed: _____
Refer to page 13 of this guide for documentation.	<input type="checkbox"/> Completed: _____

**Reverse Evacuation: Used for any perceived threat outside the building.**

☆ This response action may be used when it is necessary for staff, children, and visitors to enter the building quickly in order to avoid a dangerous or potentially dangerous situation outside the building such as a wild animal, smoke, severe weather, hazardous material, etc.



**Goal:** Program to write a Reverse Evacuation Plan.

Program to determine where the Area of Refuge (Safe Area) will be inside the building. This should be the safest place inside the facility – away from windows, doors and outside walls.	<input type="checkbox"/> Completed: _____
Discuss the best way to get the attention of the teachers and the children while they are outside. (Whistle, voice or horn – works best if this device is used only in the case of an emergency or drill.)	<input type="checkbox"/> Completed: _____
Discuss who will take attendance once inside.	<input type="checkbox"/> Completed: _____
Program is to practice Reverse Evacuation drill and revise as needed.	<input type="checkbox"/> Completed: _____




**Lockdown: Used if active shooters, non-custodial parent, etc.**

☆ This response action may be used in the event of a situation within the building such as active shooter, hostage incident, trespasser, intruder or disturbance that would require securing staff and children in their classrooms or other areas that are able to be locked.





☆ **Goal:** Program to write up a Lockdown Plan.



As you complete tasks, check them off and add the date of completion.	
Discuss how Lockdown may occur inside or outside. Discuss where the Area of Refuge (Safe Area) is for children for both inside and outside scenarios.	<input type="checkbox"/> Completed: _____
Discuss who will be responsible for locking doors, locking and covering windows and shutting off lights. Who will make the decision whether to Evacuate or remain in Lockdown.	<input type="checkbox"/> Completed: _____
Program to practice Lockdown drills and revise as needed.	<input type="checkbox"/> Completed: _____
<p><b>Drop, Cover &amp; Hold: Used for earthquake, tornado, severe wind, intruder, gun shots or explosion.</b></p> <p>☆ This response action may be used in the event of an earthquake or possibly tornado.</p> <p> <b>Goal:</b> Program to write up a Drop, Cover and Hold Plan.</p>	
Discuss what the cue will be to put Response Action into motion – i.e. whistle or command “Drop”. Locate sturdy furniture to go under.	<input type="checkbox"/> Completed: _____
Program to practice Drop, Cover and Hold drills and revise as needed.	<input type="checkbox"/> Completed: _____
<p><b>Secure Campus: Used when threatened from outside.</b></p> <p>☆ This response action may be used in the event of a threat from outside the building such as a police chase near the CCC/FCC/SAP or other potential violence in the surrounding community.</p> <p> <b>Goal:</b> Program is to write a Secure Campus Plan.</p>	
Reverse Evacuation may be necessary if children are outside. Discuss who will be responsible for locking doors and closing curtains? Who will decide whether to stay and proceed with Lockdown or to go?	<input type="checkbox"/> Completed: _____
Program is to practice Secure Campus drills and revise as needed.	<input type="checkbox"/> Completed: _____
<p><b>Shelter-in-Place: Used in event of toxic plume (hazardous materials release).</b></p> <p>☆ This response action may be used in the event of outside of the building airborne hazardous materials, severe weather, smoke, radiological or nuclear material, etc.</p> <p> <b>Goal:</b> Program to write a Shelter-in-Place Plan.</p>	



As you complete tasks, check them off and add the date of completion.	
Discuss items needed for a Disaster Kit. It is highly recommended to have enough of each item to last 72 hours.	<input type="checkbox"/> Completed: _____
Assess best area(s) for shelter as every facility is unique.	<input type="checkbox"/> Completed: _____
Incident Commander (IC) needs to locate and mark ventilation shutoffs for the heating and air conditioning. Discuss with IC how to secure windows and vents with duct tape and plastic. Wet towels can be used to secure the bottom of doors.	<input type="checkbox"/> Completed: _____
Program to practice Shelter-in-Place drills and revise as needed.	<input type="checkbox"/> Completed: _____
<p align="center"><b>Bomb Threat (SCAN): Look around for things that do not belong</b></p> <p>☆ This response action is activated when it is necessary for staff to look around their area for any item which doesn't belong there. Any bomb threat should be taken seriously and treated as a real situation until proven otherwise. Scan will be activated primarily in the case of a Bomb Threat, but could be utilized for any situation that required the staff to look for an item which may cause harm.</p> <p align="center">  <b>Goal:</b> Program to write a Bomb Threat (SCAN) Plan. </p>	
Scan high, Scan low, Scan eye level for anything out of place. This is critical for openers and closers.	<input type="checkbox"/> Completed: _____
<b>Bomb Threat (SCAN) Information Form:</b> Located on page 55 of the "NH CCC/FCC/SAP EOP Template".	<input type="checkbox"/> Completed: _____
<div style="display: flex; align-items: center;">  <div> <p><b>Step Five: Recovery</b></p> <p>Is both a short-term and long-term process. Short-term operations seek to restore essential services to the program and provide for the basic needs of children and staff. Long-term recovery focuses on restoring the program to its normal pre-disaster, or an improved, state of affairs. The recovery period is also an opportune time to institute future mitigation measures, particularly those related to the recent emergency. Stated on page 15 of the "NH CCC/FCC/SAP EOP Template".</p> </div> </div>	
<p align="center"><b>Keeping Your Business Open After a Disaster</b></p> <p align="center">☆ COOP Activation and Financial Assistance</p>	
Review and Implement Continuity of Operations Plan (COOP) Checklist	<input type="checkbox"/> Completed: _____
Visit Child Care Aware of New Hampshire's "Provider Resources Page" on Emergency Planning for helpful app suggestions: <a href="https://www.nh-connections.org/providers/emergency-planning/">https://www.nh-connections.org/providers/emergency-planning/</a>	<input type="checkbox"/> Completed: _____

## Practice: Response Action Drills

If your program chooses to use this section it may be used to satisfy your documentation for CCLU requirements. Write in each section as you complete each drill. Make sure to add comments, results and the date the drill was completed.

As you complete drills, check them off and add the date of completion.	
Evacuation: On-Site and Off-Site.	
On-Site Drill Date and Results:	<input type="checkbox"/> Completed: _____
On Site Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
Off-Site Drill Date and Results:	<input type="checkbox"/> Completed: _____
Off- Site Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
Child Reunification: How you will reunify children with family/guardian.	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____

<b>As you complete tasks, check them off and add the date of completion.</b>	
<b>Reverse Evacuation: Used for any perceived threat outside the building.</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
<b>Lockdown: Used if active shooters, non-custodial parent, etc.</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
<b>Secure Campus: Used when threatened from outside.</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____

<b>As you complete tasks, check them off and add the date of completion.</b>	
<b>Drop, Cover &amp; Hold: Used for severe weather, intruder, gun shots or explosion.</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
<b>Shelter-in-Place: Used in event of toxic plume (hazardous materials release).</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____
<b>Bomb Threat (SCAN): Look around area for any item which doesn't belong there.</b>	
Drill Date and Results:	<input type="checkbox"/> Completed: _____
Repeat Drill Date and Results:	<input type="checkbox"/> Completed: _____

## Risk Assessment and Mitigation



### What Do I Need to Know in General About Mitigation?

When thinking in terms of mitigation strategies individuals should assess their geographic location and see if any of the following are nearby:

#### Local Agencies

Aviation

Department of Health and Human Services (DHHS)

- Bureau of Child Development and Head Start Collaboration (BCDHSC)
- Child Care Licensing Unit (CCLU)
- Emergency Services Unit (ESU)
- Etc.

Emergency Services Personnel (Fire Department, Police Department, etc.)

Fish and Game

Homeland Security

National Weather Service

#### Area Factors

Bodies of Water (Ponds, Lakes, Rivers, Oceans)

Colleges & Universities (Community Colleges, Trade School, Vocational Schools)

Correctional Facilities (Jails, Halfway Houses, etc.)

Fish and Game Clubs, Private Firearm Ranges, Public Firearm Ranges

Gas Stations

Medical Care (Hospitals, Doctor's Office, Dental Offices, Surgery Centers, Urgent Cares, Mental Health)

Oil, Propane, and Natural Gas Companies

Power Plants

Public and Private Schools (Montessori, Elementary School, Middle School, High School, Charter Schools)

Rehabilitation Centers (Drug Addiction, Alcohol Addition, Mental Health, Homeless Shelters)

Transportation (Trains, Busses, Taxi stations, Piers)

Waste Management Facilities, Water Treatment Plants, or Transfer Stations/Dumps

**As CCAoNH facilitates EOP Cohorts in different regions of the State, each Cohort will add risk and mitigation factors for their area. Please see below for areas that have already been completed.**

## Greater Manchester Regional Mitigation

The towns in this region include the city of Manchester and the towns of Auburn, Bedford, Candia, Deerfield, Goffstown, Hooksett and New Boston. \*All towns are mitigated under the **Greater Manchester Regional Public Health Network**

### **Risk Factors to Consider in Mitigation Process:**

- Flooding and Low Lying Areas (Possible need for use of an evacuation location or COOP procedures).
- Potential for Roadway Hazards (Possible need for Shelter-in-Place).
- Potential for Violence in Community and Hillsborough County Complex (Possible need for Secure Campus, Lockdown, or Reunification).
- Rehabilitation Services, Shelters, Hospitals, and other aiding agencies (Possible need for Secure Campus, Lockdown, or Reunification).
- Transfer Stations and Waste Management Sites, and Businesses with Flammable items such as: Gas Companies, Propane Companies, Oil Companies, etc. (Possible need for Shelter in Place procedures).

## Seacoast Regional Mitigation

The towns in this region are Brentwood, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, Newton, North Hampton, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, and Stratham. \*All towns are mitigated under the **Seacoast Regional Public Health Network**

**When located in the Seacoast Region there may be a need for a secondary Evacuation Plan which will be created by partnering with of NH Department of Safety, Homeland Security and Emergency Management. If you are located within 10 miles of the NextEra Energy Seabrook Station (also referred to as the Seabrook Power Plant) you are considered to be in the “Emergency Pathway Zone,” this requires special considerations and should be discussed with NH Department of Safety, Homeland Security and Emergency Management. If you have Non-Emergency questions consider calling their toll free number: (800) 852-3792**

### **Risk Factors to Consider in Mitigation Process:**

- Rockingham County Complex (Possible need for Secure Campus or Lockdown).
- Transfer Stations and Waste Management Sites, and Businesses with Flammable items such as: Gas Companies, Propane Companies, Oil Companies, etc. (Possible need for Shelter in Place procedures).
- Flooding and Low Lying Areas (Possible need for use of an evacuation location or COOP procedures).
- Response time for EMS due to logistics and volunteer status (Possible need for Evacuation).

- Wild Animal Encounters (Possible need for Reverse Evacuation and the contact of a local Conservation Officer, Call the NH Fish and Game Department at (603) 271-3361).

## **Strafford County Regional Mitigation**

The towns in this region include the City of Dover, Rochester, and Somersworth and the towns of Barrington, Durham, Farmington, Lee, Madbury, Middleton, Milton, New Durham, Rollinsford, and Strafford. \*All towns are mitigated under the **Strafford County Regional Public Health Network**

### **Risk Factors to Consider in Mitigation Process:**

- Strafford County Complex (Possible need for Secure Campus or Lockdown).
- Transfer Stations and Waste Management Sites, and Businesses with Flammable items such as: Gas Companies, Propane Companies, Oil Companies, etc. (Possible need for Shelter in Place procedures).
- Flooding and Low Lying Areas (Possible need for use of an evacuation location or COOP procedures).
- Response time for EMS due to logistics and volunteer status (Possible need for Evacuation).
- Wild Animal Encounters (Possible need for Reverse Evacuation and the contact of a local Conservation Officer, Call the NH Fish and Game Department at (603) 271-3361).

**Additional town's risk and mitigation factors will be identified by future EOP Cohorts.**

## Resources and Acronyms

### Resources

- CCAoNH EOP Facebook Page: <https://www.facebook.com/groups/CCAoNHEOP/>
- Manchester/Concord Area Map: <https://arcg.is/104Xur>
- Child Care Map: <https://www.nh-connections.org/communities/nh-child-care-desert-map/>
- CCAoNH Emergency Planning Page & COOP Materials: <https://www.nh-connections.org/providers/emergency-planning/>
- NH Child Care Licensing Rules 2017-2027: <https://www.nh-connections.org/uploads/2020/11/He-C-4002-eff-11-2017.pdf>

### Acronyms

- BCDHSC: Bureau of Child Development and Head Start Collaboration
- CCAoA: Child Care Aware of America
- CCAoNH: Child Care Aware of New Hampshire's
- CCC: Child Care Center
- CCLU: Child Care Licensing Unit
- COOP: Continuity of Operations Plan
- DHHS: Department of Health and Human Services
- EOP: Emergency Operations Plan
- FCC: Family Child Care
- IC: Incident Commander
- ICS: Incident Command System
- NIMS: National Incident Management System
- SAP: School Age Program



## Wrap-Up

Now you have developed your Emergency Operations Plan and had the opportunity to practice it. Remember it is important to review your Emergency Operations Plan annually and include any necessary updates. Some things to consider while doing updates and revisions include:

- Reviewing staff list (ICS Teams, Chain of Command, etc.)
- Reviewing contact list (enrolled families, registration forms, etc.)
- Update policies and procedures
- Review MOAs or MOU's.

If you need additional support or technical assistance in creating or reviewing your plan, please feel free to contact CCAoNH at 1 (855) 393-1731 ext. 2532. In addition, you can contact the Bureau of Child Development and Head Start Collaboration for assistance at (603) 271-8167. If you have questions regarding the Child Care Licensing Rules around Emergency Preparedness, please contact Child Care Licensing Unit (603) 271-9025.



**Child Care Aware of NH**  
**Need Help? Call us, 1 (855) 393-1731 ext. 2532.**