



Provider Procedures for Reporting Tropical Storm/Hurricane-Related Closures When an Executive Order has Declared a State of Emergency in Your County:

- 1- Notify all families and staff of your facility's expected closure and reopening dates.
- 2- Email Provider Relations your anticipated date(s) of closure and anticipated date of reopening, send the email to: ProviderRelations@elcbigbend.org.
 - Should you need to edit these dates based on the storm/hurricane's activity, please email Provider Relations a follow-up message with the actual dates of closure and reopening so you may be reimbursed appropriately.
- 3- Log in to your Provider Portal and enter the full site closure and attach the email notification you sent to Provider Relations (step #2 above) and a copy of the Executive Order Declaring a State of Emergency in your county. (The Executive Order for Tropical Storm Elsa can be found on the front page of the ELC's website.)
 - ELC will review and approve these closure submissions as soon as possible after the storm has passed through the area and damages have been assessed.

****You may choose to close your facility at will, but ELC can only reimburse you for SR/VPK enrollments if an Executive Order Declaring a State of Emergency has been issued for the county in which your facility is located. Otherwise, the ELC cannot reimburse you.****

How to enter a full site closure in the Provider Portal:

- 1- Log in to your Provider Portal account.
- 2- In the "Home" options bar, click on the "Attendance" tab and then click on "Temporary Closure".
- 3- This will take you to a new screen where you will click the blue "Add Closure" button on the left-hand side of the screen.
- 4- The pop-up menu below will appear and you will mark the following:
 - a. Temporary Closure Type Section: Yes, the whole site(s) was closed. Services were not provided to any children.
 - b. Closed Provider Site(s) section: Select your provider name in the drop down menu.
 - c. Closure Details section:
 - i. Enter the date of your closure. (The example shows 2 full days of closure.)
 - ii. Enter your anticipated date of reopening.
 - iii. Reason: Declared state of emergency other than COVID-19 (such as a hurricane).
 - iv. Be sure to click "**Submit to Coalition**" when you are finished.

Report Temporary Closure

Temporary Closure Type

Was the whole site(s) closed for childcare services during the closure event?

- Yes, the whole site(s) was closed. Services were not provided to **any children**.
- No, the site was partially closed. Services were not provided to the **VPK** program.
- No, the site was partially closed. Services were not provided to the **SR** program.

Closed Provider Site(s)

Select Providers

Closure Details

Closed From

Closed To

Anticipated Reopen Date

Closure Reasons *(select all that apply)*

- Exposure to COVID-19
- Scheduled deep-cleaning due to COVID-19
- Lack of child attendance
- Lack of staff availability
- Declared state of emergency other than COVID-19 (such as a hurricane)
- Other

Documentation

Attach the documentation necessary to establish proof of site closure.

Closure Documents

Upload Document...

Comments *(limit 1000 characters)*

Save Cancel **Submit to Coalition**