

Department of Early Learning

10.1.5

Emergent On-Call Response Procedure

1. The Department of Early Learning will utilize this procedure when identifying on-call staff for purposes of this policy. DEL will request Licensing Supervisors to voluntarily serve as designated on-call staff. Regional Administrators (RA) will create on-call schedules, based on volunteer availability, which will be distributed to appropriate parties.
2. On-call staff are notified by Children's Administration (CA) Central Intake staff when an allegation presents imminent danger of harm to children in licensed child care facilities after normal business hours.
3. On-call staff will collaborate with Division of Licensed Resources/Child Protective Services (DLR/CPS) staff to determine the safety of children. If children are in imminent danger, DEL and DLR/CPS staff will discuss a plan to protect children in child care.
4. The RA or designee will determine a plan for licensing action. On-call staff will propose the plan to the licensee and determine their willingness to implement the plan.
5. If the proposed plan is not an option, or the licensee refuses to comply or implement the plan, on-call staff may request that the licensee voluntarily close immediately until further notice.
6. If the licensee refuses, on-call staff will contact the supervisor and/or the RA or designee for that area to discuss potential licensing action.
7. DEL and DLR/CPS staff will coordinate resources with law enforcement to ensure all child care children are released to an authorized adult.