
Developing a Program Relocation Strategy

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A suitable space in which to continue child care operations during renovation is one of the greatest challenges to implementing a Home-Based Child Care Lead and Safety (HBCCLS) repair program. Few locales provide options for relocating the business, as well as the family. A program's credibility and continued enrollment depends on a smooth transition between the provider's home and the relocation site. Before the program begins to enroll providers, it needs an overall relocation strategy that addresses key issues of concern. Discussions with providers, parents, child care resource and referral agencies, and housing programs highlighted a number of issues for our program:

1. When is temporary relocation required;
2. Expected length and options for relocation;
3. Allowable relocation expenses;
4. Safety of occupants' belongings and preparing for the move;
5. State licensing requirements and required child care equipment;
6. Zoning issues;
7. Owned versus leased relocation space; and
8. Security and client's code of conduct.

1. When is temporary relocation required?

Federally funded lead hazard control activities that take longer than eight hours and involve space occupied by young children or pregnant women will usually require relocation. Residents may not re-enter their homes until a lead clearance test shows that no lead hazards remain after the repairs.

24 CFR35.1245(a)(2) of the federal Lead Safe Housing Rule requires temporary relocation for all federally-assisted lead hazard control or rehabilitation activities **unless**

1. No lead-based paint or lead-based paint hazards are disturbed;
2. Work is confined to the exterior, openings to the interior are closed and a lead hazard-free entrance to the dwelling is available;
3. Interior work can be completed within 8 hours with worksites contained to prevent the release of lead dust and clearance achieved before occupants re-enter the building;
4. Interior work can be completed in 5 consecutive days, worksites are contained, no other safety hazards are created, worksites and areas 10 feet from containment are cleaned at the end of each work day,

and occupants have access to sleeping areas, bathrooms, and kitchen facilities.

Additional exemptions exist for spaces occupied by the elderly or that require emergency rehabilitation activity.

The Uniform Relocation Assistance Act (49 CFR FR 24) requires that programs using federal funds provide relocation assistance to occupants. In addition to a written notice of nondisplacement, which states that the occupants will be able to return to the unit after repairs are complete, programs must provide the occupants the opportunity to occupy decent, safe and sanitary housing and to reimburse all “reasonable expenses”.

The Rochester and Syracuse experience

The Rochester and Syracuse pilot used federal funds for lead hazard control, and thus planned to relocate all providers during the work. Of the 25 providers served, only one did not require relocation. In this case, the work took place over a weekend, the resident could not enter the work area, and no child resided in the home. Since our project served primarily owner-occupied homes, the issue of nondisplacement of renters did not pose a challenge. Programs that focus on child care providers who rent their space, however, may find this more of a burden.

2. Expected Length and Options for Relocation

Relocation of a home-based business automatically entails greater costs and time than the relocation of a family. Minimizing the time the client is out of his/her home, and maintaining clear controls over relocation expenditures, is key to cost-effective relocation.

Lead hazard control activities can range from a few days to many weeks. To minimize disruption to child care services, programs must exercise strict controls over the duration of rehabilitation and work closely with contractors and clients to develop realistic timetables for relocation. Our program projected that relocation for

lead hazard control repairs would last no longer than two weeks. Other repairs that did not disturb lead-based paint (i.e., sidewalk repair, landscaping, roofing, etc.) were completed after the provider had returned home. Program advertisements, the bid/specification process, and the final contracts for work all emphasized a two-week time frame for relocation.

Since our goal was to preserve child care operations while lead hazard repairs occurred, we created a lead-safe temporary child care house for relocation purposes. However, recognizing a “one size fits all” approach would not meet provider’s needs, we identified three relocation options:

1. Providers could close their business and stay with family/friends while lead hazard control work occurred.
2. Providers could move their families and businesses to a house that the program rented, renovated, and furnished specifically to serve as an appropriate site for child care.
3. Providers could close their business and stay in a hotel.

The Rochester and Syracuse experience

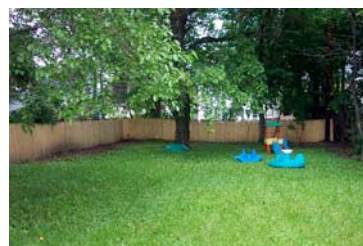
The majority of the clients served by the Program chose to relocate their families and child care businesses to the relocation house. Each relocation house had four bedrooms on the second floor to accommodate family needs, and ample space on the first floor to serve as a child care space. The Program obtained grants, product donations, and discounts from local businesses to purchase furniture, kitchen and bath supplies, linens, and other supplies. (Child care licensing policy is addressed later in this chapter.) Although the Program budgeted for a maximum of 14 days out of the home, weather, delays in delivery of materials, and changes in the availability of subcontractors sometimes led to delays in construction. Moreover, the Program learned that the relocation process itself often took longer than the time projected. Several factors added to the time out of the home:

1. Clients needed to relocate the weekend before construction began in order to offer child care on-site on Monday morning.
2. Clients needed to stay out of their homes until the lead clearance tests results were available. If tests were conducted on a Friday night or weekend, results were not available until early in the next work week.

3. Clients needed to operate the child care in the relocation house for several days after their homes had passed the lead clearance tests while they unpacked.

Based on the 25 providers, the average time in the relocation house was 17 days in Rochester and 18 days in Syracuse. The Program eventually learned to build in a week "down time" between residents in the relocation house to compensate for unexpected delays.

Rochester Relocation House



Syracuse Relocation House



Recommendations:

1. Set clear expectations for providers and construction contractors about the length of time needed for construction and relocation.
2. Provide a range of relocation strategies.
3. Consider whether the program can schedule work when the business is routinely closed (e.g., weekends, vacations, etc.).
4. Consult with providers about whether they wish to use the relocation site for child care while they pack and unpack at their homes. Set limits on the number of days this can occur.
5. If using a relocation house or apartment, allow at least 5 business days between occupancy by providers as a "cushion" for delays.
6. Plan for solid property management of the relocation house, including move-ins, turnovers, and proper cleaning.

HUD Lead Hazard Control Grantees — Allowable Relocation Costs:

1. Meals per person
2. Transportation to and from lodgings
3. Hotels/motels
4. Transportation to and from employment
5. Blood lead testing
6. Insurance
7. Admission fees for entertainment
8. Rental of lead-safe units
9. Utilities and local phone service
10. Grocery allowances
11. Security and moving
12. Replacement of damaged/lost property
13. Kennel fees for pets

3. Allowable Relocation Costs

In 2001, NCHH interviewed 13 HUD Lead Hazard Control (LHC) Grantees on relocation issues. The results of these interviews showed wide variation in how Grantees defined approved relocation costs.

To keep costs low, most LHC Grantees encouraged clients to stay with family or friends. Hotel rates ranged from \$50.00 – \$100.00/day. Stipends for food and transportation ranged from \$25.00 – \$50.00 per adult per day and from \$50.00 – \$75.00 per family per day. Other programs provided a flat stipend of \$300.00 – 600.00 and encouraged clients to make all their own arrangements. If lead hazard control work lasted less than eight hours (including clearance testing), the program could choose to cover the costs of entertainment (movies, museum admission fees, etc.) while the residents were out of the unit. Some LHC Grantees obtained discounted, fixed rates for services from hotels, restaurants, and taxi services.

The Rochester and Syracuse experience

Based on these data, we budgeted up to \$1500 per home to cover relocation costs. Before finalizing this budget target, we interviewed area Grantees, relocation coordinators for emergency services, and other community members to assess whether it could take advantage of existing services or fixed cost arrangements with hotels, restaurants, or transportation services. We also discussed relocation options with providers and a small number of parents. Providers had a number of concerns about security at their homes, so the budget includes costs for special precautions (storage lockers; requests for increased police patrols, etc.) in homes in very high-risk areas.

In addition, we chose to handle relocation planning internally, rather than refer clients to coordinators of emergency relocation services in other public or private programs. The staff costs for administration were not part of the \$1500 per home estimate. The Enterprise Foundation Upstate Program Coordinator's role related to relocation is described later in this chapter.

The Syracuse and Rochester HBCCLS Program costs generally included:

1. Temporary housing for up to two weeks;
2. Blood lead tests for all children under the age of six, including those receiving child care services, unless tests were waived by the parents;
3. Storage for belongings;
4. Parking/transportation (on a very limited basis); and
5. Kennel fees (on a very limited basis).

Relocation House and Hotel Costs

The relocation house \$850.00 per month rental expenses included taxes, insurance, a budget utility plan, water and sewer, garbage pick up, local phone service, exterior maintenance, and cleaning and repairs at turnover. We did not reimburse providers' food costs while in the relocation house.

The relocation houses in both cities were fully furnished with re-conditioned appliances and new furniture. Furnishings were donated or paid through leveraged funding raised for that purpose.

If the provider chose to close the business and stay at a hotel, the room contained a working kitchen; provider's food costs were not reimbursed. If construction or clearance took longer than expected and another family was scheduled to use the relocation house, we housed the family at a hotel and provided a stipend of \$50.00 – 75.00 per day per family to cover food costs. In both cities, we benefited from prior agreements negotiated by other local programs that required emergency housing assistance.

Storage

Most providers packed and stored their belongings at their homes. We also negotiated a discounted rate for the services of a storage company (Store to Door). Providers could have a storage container delivered to their home, which they could fill and then lock. Only six providers chose this option. Store to Door also had the ability to transport the locked containers to a central storage location, but no provider chose this.

Blood Lead Testing

Blood lead testing costs varied dramatically between the two sites. Health Departments in both counties provided free blood lead testing, but clinic hours were not convenient for working parents. We sought to increase the number of children tested by negotiating for services at laboratories with a broader range of hours, including nights and weekends. We also explored the option of using mobile phlebotomy vans to test at the child care provider's home. In Rochester, we negotiated with the FingerLakes Regional Lead Treatment Center for a reduction in testing fees to \$4.50/child. In Syracuse, we negotiated a fee of \$40.00/test through the Laboratory Alliance of Central New York. For a limited number of cases, the Onondaga County Health Department, which serves the City of Syracuse, arranged for its Lead Bus to do on-site testing at providers' homes. Encouraging families with children under the age of two to have their children tested as part of their annual well-baby check-ups also kept costs low. (A more detailed description of the blood lead testing protocol is provided in Chapter 6).

Transportation

School transportation to and from school to the relocation site proved more challenging, but less costly, than anticipated. The program worked with area public schools to a range for transportation to and from the relocation house for school-aged children. The Relocation Coordinator would contact school transportation officials two to three weeks before the start of relocation to establish the temporary change in bus schedules/bus routes. In New York State, if a child resides more than 1.5 miles from the local school, the public school system provides transportation free of charge. If the child lives closer, the family is expected to provide transportation or the child must walk to school. During the period of relocation, this could mean that children who normally walked to school needed bus transport and vice versa. We had originally planned to cover taxi costs for children who could not receive public school bus service or whose parents could not transport them. However, local taxi services required that an adult accompany any children under the age of 18. When this could not be arranged, the burden fell on the provider or the families to manage the transport.

Parents' work schedules posed some difficulties in transporting their children between their homes and the relocation site. One reason parents prefer family child care is that they can often find a service in their neighborhood. Children can walk to and from their homes to the child care provider. The vast majority of parents made adjustments to their work schedules to accommodate the relocation. In most cases, providers who routinely picked up children at their homes and transported them to school also were able to continue this service while in the relocation house.

Other program costs

Very few clients took advantage of parking or pet service reimbursement. Parking costs at clinics/hospitals where blood lead testing occurred were reimbursed only if the parking receipts were presented. Providers usually arranged for friends and families to take pets, but the Program would pay kennel fees if no other alternatives existed.

Recommendations:

1. Consult with area housing and social services agencies, as well as community development corporations, to determine whether your program can take advantage of relocation services/cost agreements used by other programs.
2. Identify provider and parent concerns about relocation and build strategies to address them into the budget for the program.
3. BE REALISTIC — relocation costs may be higher than for other rehabilitation projects.
4. If your program has a dedicated relocation house, consider whether clients from other programs can use it when not needed by your program.
5. Build in enough time to plan for school transportation.

4. Safety of Occupants' Belongings and Preparation for the Move

Lead safe work practices require removal of residents' belongings from the work area before lead-related

repairs take place. Since lead dust is virtually invisible, can become airborne during construction, and can settle in other areas or be tracked out of the workspace, workers must take special care to cover all belongings with heavy-duty plastic, contain dust in the rooms where they work, and clean scrupulously before clearance lead dust wipe samples are collected.

Asking providers to pack and store their possessions has several advantages:

1. *It reduces risk that items will be contaminated with lead dust during and after renovations.* If providers clean their belongings at the time they pack, they reduce the risk of bringing contaminated items back into the renovated unit
2. *It reduces the risk of theft and breakage during the construction process.* Contractors favor this practice because it reduces their liability for damages.
3. *It enables providers to inventory their belongings.* In the event of theft or damage, this speeds up preparation of insurance claims. It also protects the program from charges at a later date of damage to items not documented on the inventory.
4. *It reduces the cost to the program.* If contractors must pack and move belongings, the length and costs of the job increases.

The Rochester and Syracuse experience

In the Syracuse and Rochester pilot, relocation preparations occurred over several months. At least a month before the scheduled start date, the Relocation Coordinator gave providers a handbook for relocation (see Appendix 5–1). This provided detailed instructions on how to clean and pack. Closer to the date, the Relocation Coordinator toured the home with the provider and identified the specific areas where possessions needed to be removed.

The majority of providers did not need help to secure boxes or packing tape, but we offered supplies to those who did. Since boxes are expensive, we obtained clean, free boxes from individuals on home peritoneal dialysis. Programs that need to supply packing boxes might wish to contact area nephrologists to see if their patients on

peritoneal dialysis could save boxes for their program clients.

As noted in the prior section, the majority of providers stored their belongings in their homes, usually in attics or spare rooms that did not need repairs. We provided locked storage containers on request. None of the 25 providers served reported thefts of their belongings, although several contractors who stored tools or supplies on site did so.

Despite the best intentions, there were instances of damage to residents' belongings during the course of the project. Repairs or replacements were handled on a case-by-case basis. After the first few units, the program learned to take digital photos of the work areas before construction started to document the condition at the time that work began.

Recommendations:

1. Educate providers about the need to clean, move, and secure belongings well before relocation takes place.
2. Arrange for storage and packing supplies. Explore in-kind donations and discounts from area programs.
3. Require providers to inventory belongings stored on-site and provide this list to the program.
4. Take digital photos of the work area before construction begins.

5. State Licensing Requirements and Required Child Care Equipment for Relocation Houses

One of the important partners in building a home-based child care lead safety program is the state office that regulates child care services. States differ in their requirements regarding temporary child care spaces. In New York State, the Office of Children and Family Services had responsibility for licensing and inspection. State and local representatives of this office were involved in all aspects of program design.

A number of issues emerged during those discussions:

1. Effect on provider's licenses associated with different relocation options;
2. Effect of relocation on provider's subsidies;
3. Modifications and equipment needed for a temporary relocation house to become licensed; and,
4. Emergency evacuation and other requirements.

Programs have several options for relocation of a child care business. One option is to lease underutilized space at another child care center or another provider's home-based facility. Before choosing this option, the program should investigate whether use of this space affects the provider's license or subsidies. In some circumstances, the provider from whom space is leased may be entitled to receive the subsidies that normally go to the provider's operation. In other cases, the temporary sharing of space may result in more children on-site than the provider's license permits. No lease agreement should be signed before the licensing agency approves the arrangement. A second option is to have the program create a child care licensed-approved lead safe relocation site, the choice of the Rochester and Syracuse pilot.

Temporary relocation of a child care program also has the potential to disrupt meal subsidies or other resources necessary to support a provider's program. Some states prohibit providers from moving operations to another space without inspection of the new location. Meal subsidies may not transfer from one location to another without prior approval of the organization providing the subsidy.

The Rochester and Syracuse Experience

Before developing its own temporary child care relocation house similar to the Rochester and Syracuse pilot, a program needs to evaluate a relocation site's suitability as a child care space in partnership with the child care licensing agency. Since the size of the space may restrict the number of children served, program planners should select a site large enough to accommodate the maximum number of children permitted under a provider's license. Modifications to physical space to address safety issues, provide adequate outdoor play space, etc. may

be needed. Kitchens and baths require particular attention. New York State child care standards did not require that meal preparation for child care services occur separately from that of the provider's families. However, other states may have such requirements.

Once the physical modifications to the relocation site have occurred, the child care licensing agency should inspect to determine whether it meets state and local licensing standards. The program should have a Memorandum of Understanding or temporary license for the site before any providers relocate. Ideally, this approval should last for at least a year; however, programs should prepare to have the site inspected after each use if state or local licensing agencies so require.

A relocation site that doubles as a temporary child care space must also be equipped appropriately for that use. States vary in their requirements for equipment, cleaning supplies, and age-appropriate toys and games. Child care resource and referral agencies, child care networks, and licensing agencies can supply this information. The child care resource and referral and satellite network partners in the Rochester and Syracuse project took the lead in identifying needed supplies and in securing grants and product donations. Rochester's child care toy "library" supplied age-appropriate toys for each provider. Syracuse obtained permission to use Office of Child and Family Services grant funds to loan toys and equipment to the relocation house. Other needed items were purchased through grants from area businesses.

Modifications to the Rochester and Syracuse Relocation Properties to Address Child Care Needs:

1. Two escape routes from the unit.
2. Porch railings spaced less than 4" on center.
3. Access to exterior crawl spaces blocked with lattice.
4. Access to radiators blocked by radiator covers.
5. Safety guards installed on windows in rooms used for child care.
6. Exterior fencing to prevent access by neighborhood pets.
7. Safety locks on all kitchen and bathroom cabinets.
8. Outlet covers on all outlets not in use.
9. Restricted access to stairs.
10. Fire extinguishers and smoke/carbon monoxide detectors on all floors.
11. Drawstrings for blinds/draperies secured to the wall in rooms used for child care.
12. Knobs on stoves out of children's reach.
13. Washer and dryer unit installed.
14. Corner guards installed on sharp corners of furniture and cabinets
15. Height of bathroom sinks adjusted to accommodate children's use or step stools provided.
16. Hot water heaters set to lower temperatures to prevent scalding.

Child Care Equipment and Supplies Stocked in the Relocation Houses

1. Cots and floor mats with cleanable surfaces.
2. Plastic cups, dishes, and utensils appropriately-sized for toddlers and young children.
3. Nontoxic craft supplies.
4. Age-appropriate books and games.
5. Booster seats.
6. High chairs.
7. Portable cribs/play pens.
8. Child-sized tables and chairs for games and craft activities.
9. Cleaning supplies, including bleach, spray bottles, disposable gloves, paper towels; detergent, mops, buckets, laundry detergent.
10. First aid kit.
11. Emergency supply kit (contents as specified under New York State regulations).
12. Covered trashcans and trash bags.
13. Hooks for hanging clothing and bins to store each child's school or other supplies.
14. Lists of emergency contact numbers.
15. Posted fire escape plan.
16. Log book for visitors.

When selecting toys and equipment, program planners should consider the sanitization requirements set by licensing agencies. For example, New York State mandated use of a diluted bleach solution on dishes, toys and play equipment, food preparation surfaces, cots and floor mats, tables and chairs unless the items can be washed in a dishwasher. Toys and equipment should be able to handle high heat or strong disinfectants. Moreover, the program should train property management cleaning crews to use these same sanitizing practices when cleaning the relocation house after each provider's use.

Providers must adhere to all the requirements of their license when providing care at the temporary relocation site. This includes plans for emergency evacuation. The Syracuse and Rochester pilot developed an evacuation plan for each relocation house, which was approved by the Office of Children and Family Services, but other states may require each provider to develop his/her own plan. Providers should also be instructed to bring all needed child care documents (e.g., licenses, medical records and emergency contacts for all children in care, etc.) with them to the relocation house. Licensing agencies may conduct spot inspections of their programs during relocation.

Recommendations:

1. Coordinate with state and local licensing agencies at the start of the program. Develop written policies and procedures for coordination with other agencies that may support the provider's program.
2. Design applications so that providers list subsidies or resources that may be affected by relocation. Build enough time into the planning process to assure that these resources are not affected by the temporary relocation.
3. Have licensing agencies inspect and approve the temporary relocation site before signing lease agreements.
4. Budget for the costs of modifications of the relocation house to meet child care standards.
5. Obtain a master list of equipment, supplies, cleaning procedures required by licensing agency and keep these stocked in the relocation home.
6. Develop an emergency evacuation plan and post this on site.

6. Zoning Issues

Home-based child care operations are usually considered permitted uses under residential zoning, but special conditions may apply in some communities. If a program chooses to lease or acquire a relocation home, it should check with local planning and zoning officials to determine that no zoning variances or special exceptions are required.

Recommendations:

1. Know what zoning requirements apply to home-based child care.
2. Determine whether the temporary relocation site will require special permits or variances.
3. Build in enough time in the planning process to obtain zoning approval, if needed.

7. Program-Owned versus Leased Relocation Sites

When multiple partners are involved in a program, ownership of the relocation site may become an issue. Organizations' policies and procedures, non-profit status, and funding sources may prohibit acquisition or holding of a property. The overall budget of the home-based child lead safety program may limit rental versus ownership options.

The Rochester and Syracuse Experience

The Rochester and Syracuse programs illustrate two different strategies. The HUD Operation LEAP (Lead Action Elimination Program) funds for lead hazard control activity prohibited acquisition of property or capital expenses greater than \$5000 per unit. This meant that the program had to rent its relocation houses. Community-based housing organizations had appropriate houses in their inventory so the program rented properties from those organizations.

In Syracuse, Home Headquarters, Inc. (HHQ) conducted rehabilitation activities on a house it already owned. The

house was already targeted for sale to a low-income family as an owner-occupied unit. HHQ did not use Operation LEAP funds for its rehabilitation activities, and later rented the house to the Home-Based Child Care Lead Safety Program. Before a contract for the site was signed, the unit had to pass a dust lead clearance test, as well as inspection by the NYS Office of Children and Family Services.

In Rochester, the local housing partner's costs to hold and rent a property exceeded the Program's budget for relocation. North East Area Development Corp. (NEAD), another community development corporation in the city, had acquired a HUD-foreclosure property for rehabilitation, and had intended to rehabilitate it using a combination of public and private funds. Funds from the Home-Based Child Care Lead Safety Program were used to cover lead hazard control activities, and the rehabilitated unit was rented to the program with the understanding that at the end of the project it would be sold to a child care provider who sought a home-ownership opportunity. A full lead risk assessment was conducted prior to the lead hazard control activities, and the house passed clearance tests.

Leasing arrangements with third parties involve challenges from both a maintenance and insurance perspective. Among the issues we faced in the Rochester and Syracuse:

1. The need to add the Program as an "additional insured" to their policies;
2. The need for an on-call system so that providers had emergency contacts while they were in the relocation house;
3. Inspection, cleaning, and maintenance of the property between tenants; and
4. Decisions about whether to rent the unit to other programs when it was vacant.

The Rochester and Syracuse pilot had every program partner involved in some aspect of the relocation process. The child care resource and referral organizations monitored the stock of child care-related supplies and served as the liaisons to the Office of Children and Family Services' inspection teams. The housing partners managed the property, while the Enterprise Foundation's Upstate Project Coordinator managed other relocation

needs, such as transportation and storage. Since all partners held liability during the relocation process, they needed to be added as "additional insured's" to the liability coverage for the unit. It took several months to build this coverage into the housing organizations' policies, which delayed the opening of the relocation house.

Property management

Neither housing partner had provided property management services for rental units before the pilot. The activity proved more labor-intensive than initially envisioned. Each organization designated a staff member to serve as a 24-hour contact, and provided cell phone service for that individual while providers were in the relocation house. Each house was equipped with a notebook with warranties, service manuals, and contact numbers for appliance repair services. Nevertheless, the first providers served reported delays in responses and confusion over who had responsibility for repairs. Eventually, we developed an internal communications plan for who to call and how long to wait for a response. We also reviewed this information with providers at the start of relocation. This cut down on complaints.

Given the special sanitizing needs for child care, the cleaning and maintenance crews needed special training. The housing organizations also decided to change the locks after each tenant. This also required extra sets of keys to the house for the Relocation Coordinator and the child care partners.

Both relocation houses had periods of vacancy. Initially, we tried to make the units available to other lead hazard control programs during "down time". However, we soon learned that insurance liability proved a significant barrier. Both local lead hazard control programs required that the pilot absorb the additional costs of liability insurance to serve their clients, which was not cost-effective for our program. Moreover, it proved difficult to forecast when we would need the house, and thus to give the lead hazard control programs sufficient time to schedule their relocations. In the end, our housing partners used the relocation house when they had specific relocation needs, and reduced our rent accordingly. Even in this case, we absorbed extra costs when damage to child care equipment occurred.

Recommendations:

1. Discuss with partner organizations whether they have restrictions on holding and leasing properties.
2. Identify a realistic budget for the costs of owning versus renting space.
3. Build in sufficient time for partner organizations' review and board approval.
4. If leasing from a third party, identify the responsibilities for each partner.
5. If renting the relocation house to other organizations during periods of vacancy, establish a Memorandum of Understanding about insurance liability, code of conduct of residents, and security of the child care supplies and equipment.

8. Security and Code of Conduct at the Relocation House

Program designers should investigate safety in the vicinity of the relocation site before finalizing leasing agreements. A neighborhood perceived as unsafe deters use of the relocation house. Early consultation with local police, fire authorities, and neighborhood watches can help local law enforcement and rescue personnel plan for periods of increased patrol. This, in turn, reduces providers' and parents' concerns about child care in a strange setting. At the same time, the program needs to

take care not to stigmatize neighborhoods based on perceptions of safety. The stock of low-cost housing available for rehabilitation is concentrated in low-income neighborhoods. Low-income, however, is not synonymous with high-crime, and neighbors rightly object to false labels.

The Rochester and Syracuse experience

Program planners can reduce providers' and neighbors' concerns by hosting open houses where providers and neighbors can meet. Licensing agencies' requirements for emergency evacuation plans can also have unintended, but positive, consequences. For example, the Rochester and Syracuse pilot staff approached neighbors of the relocation house for permission to use their homes as a temporary meeting place during emergencies. This conversation, in turn, helped address neighbors' concerns about who would use the relocation house. When the relocation house was vacant, these same neighbors kept an eye out for suspicious activity.

We established a written code of conduct for providers (see Appendix 5–3). In addition, each housing partner prepared a lease agreement that providers signed at the time they received the key. There were few instances of damage to the units, but on occasion supplies or equipment disappeared or was damaged. The rental agreement included the costs of routine maintenance at turnover, but it was labor-intensive for the Program to locate or replace the missing items.

Appendix 5–1

Home-Based Child Care Lead Safety Project

Rochester Relocation Handbook

1. What is the Home-Based Child Care Lead Safety Project?

The Home-Based Child Care Lead Safety Project is a program to reduce the risk of children being lead poisoned in the homes of child care providers. This program is only for child care providers because we think it is especially important that their homes are lead safe since a lot of children spend a lot of time there.

The two local organizations involved in this project are the Family Child Care Satellite Network Office and Neighborhood Housing Services of Rochester. The Family Child Care Satellite Network Office will help you with your application, relocation plan, and anything else related to your child care program. Neighborhood Housing Services of Rochester will do an inspection of your home to see if there are lead hazards and if there are they will do the repairs to make your home more lead safe. There are grant funds and loan funds available to do lead repairs as well as other repairs your home may need to make it more safe and healthy. The lead repairs may include replacing windows, scraping and re-painting walls, doors and floors, and covering soil outside that may have lead.

While making lead-related repairs lead dust can be created which is dangerous to your health, so you will have to leave your home temporarily (relocate) while the repairs are being done. You will not be able enter your home during this time. The repairs will take between 1–14 days depending on what needs to be done. A relocation plan will be discussed with you and agreed on in writing before any work can start.

2. Temporary relocation and extended relocation

Temporary Relocation

This means you and your family have to leave your home during the day, and you can't do child care there. You will be told a specific time when you must leave your home in the morning and when you can come back in the evening. If you need to continue your child care program while the work is being done, we will help you find a place other than your own home where you can do your child care.

The number of days you will be out of your home, and whether you can come back to your home at all during that time, depends on what kind and how much lead work needs to be done. As a general rule, if the lead work will take only 1 or 2 days, you will have to be away from your home during the day time and you can come back at night (temporary relocation). If the work will take more than 3 days, then you'll have to leave your home and stay gone, day and night, until all the lead work is finished – up to two weeks (extended relocation).

Extended relocation

Extended relocation means you and your family must leave your property for up to two weeks. You will not be allowed to come into your home until all the lead work is complete. Neighborhood Housing Services will inspect the house, making sure the work is all done and it is clean and safe to enter.

During the time you have to be away from your home, we will help you find a place for you and your family to live and sleep, and where you can do your child care, if you can't close down your business for that time. Basically there are three options for you and your family, and your child care program:

1. You could close your child care business for the days that the lead work is being done. You and your family can stay with friends or family, or we can help you find another place to stay like a hotel.
2. You could keep your child care business open, you and your family stay with friends or family, and we would help you find a place where you can do your child care during the day.
3. You could keep your child care business open, and you and your family can stay at the *alternative site*. The alternative site is a single-family home located on Arch Street in the city that is owned by Neighborhood Housing Services and recently remodeled just for use by this program. The house is fully furnished with beds, couches, TV, stove, refrigerator, dishes, etc. You and your family will be the only people living there. And you can continue to run your child care program in that house.

Where ever you stay – with friends or family, the alternative site, or a hotel, and wherever your child care program will be, we will help you and your child care parents find transportation to get any school-aged children to and from school from where you and your family are staying, and the child care site.

3. Cleaning, Packing and Storing Your Things While You're Gone

You will need to clean and pack all of your personal things in your home that are in the rooms where repair work will be done. You have to do this so that your things don't get lead dust on them while the Contractor is doing the repairs, and so that the Contractor has room to work. You'll need to clean and pack all these things before the date that the Contractor is scheduled to begin. It is very important that you clean your things before you pack them so that if they already have lead dust on them, you won't bring the lead dust back into the house after the repair work is done. We will try to help you get boxes and tape for packing.

In all the rooms where work will be done the floors and walls must be clear. For example, you must remove:

- Curtains, draperies, window blinds
- All wall hangings [mirrors, picture frames, etc...]
- Fold and remove all throw rugs, runner and mats
- Toys and sports equipment
- Clothing and shoes from closet floors (if closet area will be touched)
- Knick-knacks and other items from shelves and mantels
- All plants
- All pets

Pets can not be in your home while the Contractors are working, and no pets will be allowed in the alternative site. We encourage you to make arrangements for your pets to stay with family or friends. If that is not possible, then a local kennel may be an option. You must call the kennel directly to find out their rules, regulations and costs. You are responsible for all pet costs.

If work will be done in the kitchen, no dishes, pots or pans can be in the sink and everything from the countertops must be removed. Anything breakable should be cleaned and wrapped in newspaper, towels or clothes before packing them, and the boxes marked "fragile." Suggestions for packing boxes or bags:

- Label each box or bag by room.
- Tape the boxes or bags shut and make sure that they stack easily.
- Pack and store your things compactly.
- Don't pack boxes or bags so they are too heavy to lift.

The items that you clean and pack, and don't need while you're gone, can be kept in another room in the home such as a basement or attic if work is not being done in that room. Or, you can keep them in a locked storage container that we can provide to you through a company called Store-To-Door. These containers can be stored on your property (locked, in the yard) or in a storage facility away from your home.

Things that are too difficult to move out of the room completely, can be moved to the middle of the room. They will be covered with plastic and sealed with duct tape to keep out lead dust and other debris by the Contractor. Though remember, it is very important that you move all you can completely out of the room so the Contractor has room to

move around safely and it doesn't get lead dust in it. To help keep your things safe, you must make a list of everything you will be leaving in your house while you are gone. The Home-Based Child Care Lead Safety Project is not responsible for any lost, stolen, or broken items.

Even though the Contractor will lock your home, do not leave valuables in the house. Valuables might include: jewelry, coins, furs, etc., or anything else that may have money or sentimental value. You can either pack these things up and take them with you, or store them in the locked storage container.

If you will be gone for up to two weeks, we recommended that all food be removed from the refrigerator in case of a power outage or if the Contractor needs to unplug it to do the work.

In addition to cleaning the items you are packing, you must also clean your house so the Contractor can start with a clean space. Carpets, furniture, and drapes need to be vacuumed, and floors, shelves and window sills should be dusted with a wet cloth.

Remember that you won't be able to come back into the house while the work is being done even if you forget something important. So make sure you plan ahead and bring the things you and your family need on a daily basis such as medicine, make-up, tooth brush, clothes, etc. It's important to bring your basic daily items, but since it is a short period of time be sure to only bring what you really need.

If at any time you have relocation questions, please contact:

Diana Webb
Family Child Care Satellite Network Office
277-0817

If you have questions related to the actual work being done on your home, please call:

Heidi Mendez
Neighborhood Housing Services of Rochester
325-4170

Appendix 5–2 Relocation Planning Tool

(To be completed by FCCSN/CCCOC after discussion with applicant, forwarded to Tania Miller for approval, and then sent to NHS/HHQ as guide to payments. Copy of approved form returned to FCCSN/CCCOC for review with applicant just prior to construction.)

1. Applicant's family relocation option:

A. Stay with friend/family (Address and phone number where applicant can be reached)

B. Stay in alternative child care facility

C. Stay in hotel.

Hotel Address: _____

Hotel contact for billing questions: _____

Negotiated Hotel rate _____

Negotiated Meal Plan or weekly stipend _____

2. Child Care relocation option:

A. Share facility with another provider (Other provider's name, address, phone)

Does this provider's facility meet NYS licensing/registration requirements? Yes No

Does this facility meet NYS requirements for meal programs? Yes No

B. Provider will close business

C. ____ Provider can be accommodated through trips outside the house for 2-3 days
Voucher total (\$10/day/person) _____

D. ____ Provider will use alternative child care facility

3. Transportation Services Required

A. ____ School bus route readjustment

Name of children, schools affected _____

Coordinator for school bus route change, date contacted _____

Arrangements Made: _____

B. ____ Taxi vouchers

Who needs, for what purpose _____

Taxi service arrangement: _____

Rate per mile negotiated _____

Taxi Contact _____

4. Packing arrangements:

A. ____ Supplies needed _____

Date by which belonged need to be packed/moved _____

Where Items will be stored _____

List of Valuables completed and provided to program _____

5. Pet arrangements

Types of pets _____

Where they will be during renovation _____

6. Security arrangements

A. ____ Lock Box to be installed

B. ____ Security system installed

C. ____ Arrangement for increased police patrols

Police Contact and date arrangement made _____

Arrangements _____

7. Blood Lead testing

A. ____ Parental consents obtained

B. ____ Children to be transported to lab by parents (Name of child)

Lab used _____

Rate Billed _____

Date for service _____

C. ____ Lab to come to provider home.

Lab used _____

Rate Billed _____

Date for service _____

D. ____ Child's own PCP to test

Lab used _____

Rate billed _____

Date for service _____

Appendix 5–3

Home-Based Child Care Lead Safety Program

Relocation Site Resident Handbook

The Home-Based Child Care Lead Safety Program welcomes you to your temporary home. Here is a handbook we feel will come in handy for much of what you will need to know about this home. Please read this handbook carefully and feel free to contact us on any questions that you may have.

1. You must provide us with current information about who is living in the house. If the persons living in the home or the number of persons living in the home changes for any reason, please contact Diana Webb at the Family Child Care Satellite Network at 585–697–3569.
2. No overnight stays are allowed by people other than those listed in the lease agreement.
3. Remember that children need extra supervision since they are in a new setting.
4. Keys: Each resident family will be given two keys to the relocation site. If you lose a key or if you are locked-out, please contact Neighborhood Housing Services at 585–325–4170 or Tania Miller, Enterprise Foundation at 585–454–2750. You will be required to return the keys when you leave the relocation site.
5. You will be responsible for any damage to the inside or outside of the property including walls, appliances, floors, yard, etc., outside of normal wear and tear.
6. You may not paper or paint walls, resurface floors, dismantle or install permanent fixtures, alter woodwork or carpet, or make any other changes to the interior or exterior of the home without permission of the Program. All furnishings and equipment in the house are the property of the Program and may not be removed from the unit.
7. Inspections:
 - a) Before you agree to relocate from your house and sign the contract for work to begin, you (and, if you choose, the parents of the children you serve) may schedule an appointment to inspect the relocation site
 - b) As you move in, you and someone from the Program will inspect the property together. Any existing pending repairs and/or damages will be documented at that time. You will be asked to sign an inventory of the items that are in the unit at the time you take occupancy and of the items that you bring with you from your home.
 - c) Move-Out Inspections – As you move out, someone from the Program will inspect the unit to make sure it is being left in good condition and that all personal items/trash are removed. You will be responsible to remove any trash or personal items left behind, and for any property damage above and beyond normal wear and tear.
8. If you have any questions about how to use the appliances, or if they are not working, call Tania Miller at 585–454–2750.
9. There is no sink garbage disposal. Avoid putting grease or food objects down the kitchen drain.

10. You must wash and dry all linen used (sheets, towels, dishtowels) at the end of your stay. A washer/dryer has been provided for your use.
11. You are responsible for replacing items such as paper towels, soap, and detergent as they are used up.
12. Smoke and carbon monoxide detectors have been installed in your home for the purpose of providing an early warning to save you and your family from disaster in the event of a fire.
13. If a fire occurs, no matter how small, call the Fire Department at #911.
14. A security system with 24-hour monitoring has been installed for your safety.
15. You are responsible to pack up and put out the trash for pick-up. Trash pick-up is Thursday morning. Therefore, trash needs to be put out after 8pm on Wednesdays. Remember to bring the trashcan back to the house after trash is picked up.
16. Attached to this handbook is a list of stores and other services in the neighborhood.
17. If your stay at the relocation site is scheduled to be more than two days, and you can not access your mail from your home without going inside, you may forward your mail to the relocation site. You must remember to remove the mail forwarding when you leave the relocation site. The Program will not be responsible for mail arriving for you after you have left the site.
18. A telephone for limited local calling use is provided. Depending on how long you will be staying at the relocation site, you may ask the phone company to transfer your home calls to the relocation site, however you must remember to contact the phone company and remove this call transfer before you leave the relocation site. The Program will not be responsible for any phone calls received after you have left the site. For the convenience and safety of future residents, only give out the phone number to the relocation site if it is ABSOLUTELY NECESSARY to do so.

If you have an answering machine at your home, please make sure you know how to access your messages from your answering machine from outside your home. You can then check your home messages from the relocation site, ensuring that you don't miss any calls. This may remove the need for you to transfer your home number to the relocation site or give the number out to the relocation site unnecessarily. An answering machine will be provided at the relocation site.

19. No smoking or pets are allowed inside the house.
20. No storage or discharge of weapons on the premises.
21. You must comply with all laws including drug and controlled substance and City nuisance laws.