

Center Based Classroom Closure Procedure Due to Staffing Shortages (EHS/HS/ECEAP)

Purpose

To provide clear steps to follow when closing a classroom/site due to staffing shortages. Please refer to the 2021-2022 Inclement Weather Procedure for weather related closures.

Process

1. The lead teacher will notify families as soon as possible (at least 1 hour before the start of class).
 - a. If the lead teacher is not available, the family advocate will notify families as soon as possible.
 - b. If the lead teacher and the family advocate are not available, the assistant teacher will notify families as soon as possible.
 - c. The responsible staff will use the ChildPlus communication system to notify families via email and text message. If a family will not receive the ChildPlus email or text message, notify by phone. (ChildPlus provides this information).
2. For dual language families:
 - a. Spanish speaking families: Please follow this procedure using Spanish email and text message.
 - b. For all other languages: Please work with your supervisor to create a communication plan (ahead of any classroom closure) to ensure these families receive timely notification of classroom closure in their home language.
3. The Education Program Manager will email all other program managers, the director, administrative assistants, site supervisor, coach, and direct service team (lead teacher, assistant teacher/s, and family advocate) to notify of closure.
4. The Site Supervisor will inform the office staff at the school site if applicable.
5. The Family Services Program Manager will notify school district food service and transportation departments if applicable.
6. The Substitute Coordinator will notify classroom substitutes and 3rd person supports of the closure if applicable.

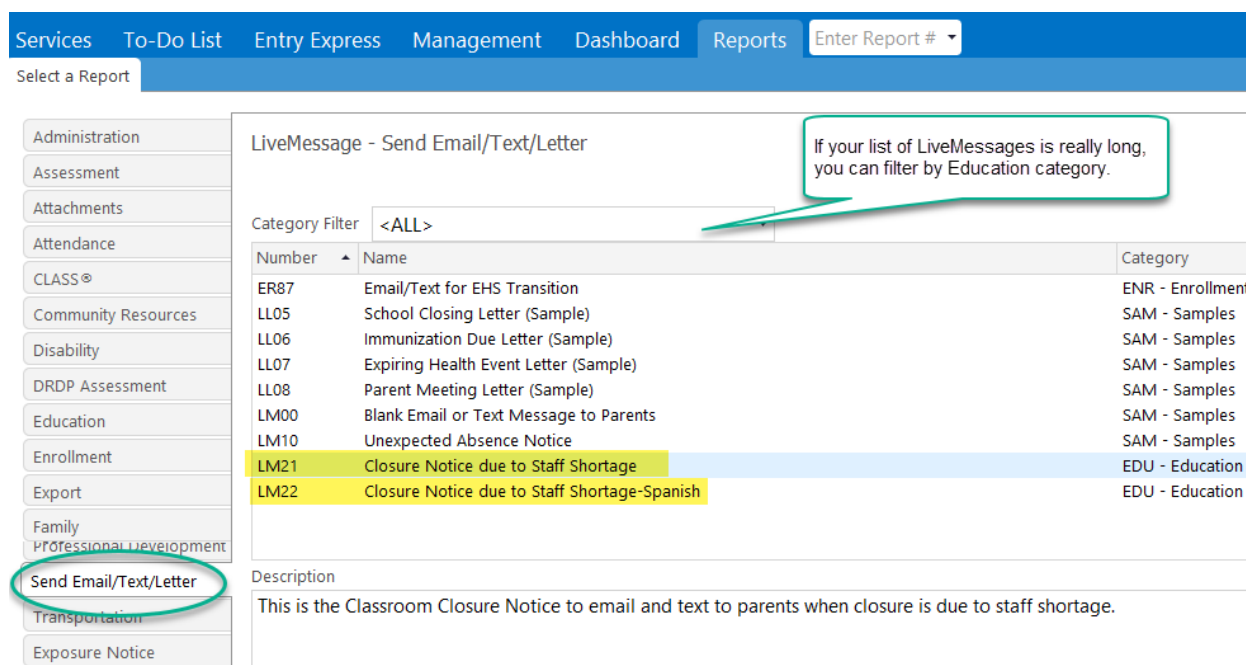
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ChildPlus Procedure

1. It is vital that contact information for families is **always** up to date in ChildPlus. The ChildPlus communication system will **not** notify you if an email or text message is not received due to an error or out of date contact information.
2. Verify email and phone number are correct for the primary adult in ChildPlus.
3. You'll need to know if there is someone other than (or in addition to) the primary adult listed in ChildPlus to contact regarding closures.
4. The ChildPlus email and text message saves automatically in the Communication Log.
5. For families who will not receive the email or text message from ChildPlus, you will need to call separately and document in the Communication Log. Enter description as Closure Notice.
6. Print the View Individuals list that will be available when you prepare the message. This is the class list that shows you which families will not receive the ChildPlus message and which ones will receive the email and/or text message.

ChildPlus Entry Directions

1. Open the LiveMessage Report
 - a. Go to Reports
 - b. Select Send/Email/Text/Letter from selections on left side
 - c. Click on LM21 (Classroom Closure Notice Due to Staff Shortage) or LM22 (Classroom Closure Notice Due to Staff Shortage-Spanish) for Spanish speaking families if needed.



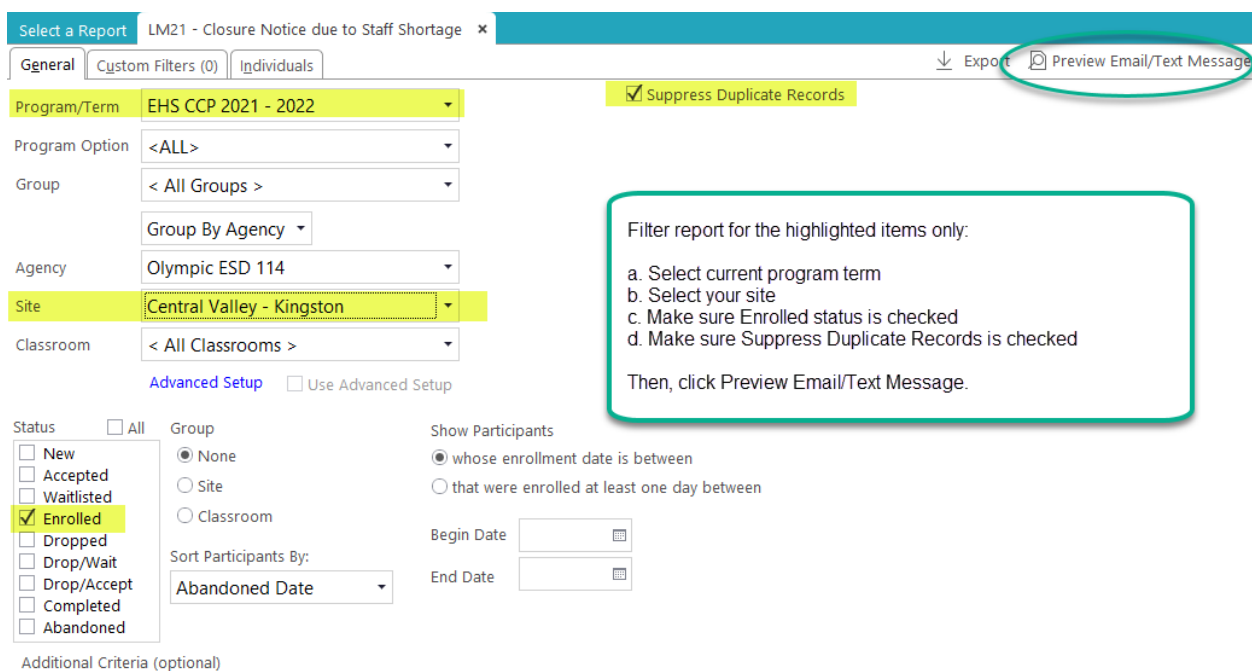
The screenshot shows the 'Reports' section of the ChildPlus interface. The 'Send Email/Text/Letter' option is selected in the left-hand menu. The main area displays a table of reports with columns for Number, Name, and Category. A callout box points to the 'Category Filter' dropdown, stating: 'If your list of LiveMessages is really long, you can filter by Education category.'

Number	Name	Category
ER87	Email/Text for EHS Transition	ENR - Enrollment
LL05	School Closing Letter (Sample)	SAM - Samples
LL06	Immunization Due Letter (Sample)	SAM - Samples
LL07	Expiring Health Event Letter (Sample)	SAM - Samples
LL08	Parent Meeting Letter (Sample)	SAM - Samples
LM00	Blank Email or Text Message to Parents	SAM - Samples
LM10	Unexpected Absence Notice	SAM - Samples
LM21	Closure Notice due to Staff Shortage	EDU - Education
LM22	Closure Notice due to Staff Shortage-Spanish	EDU - Education

Description: This is the Classroom Closure Notice to email and text to parents when closure is due to staff shortage.

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2. Set up the filter for your message
 - a. Select the correct Program Term
 - b. Select Site
 - c. Never select classroom. (If AM/PM site is closing one session only, you will change the message.)
 - d. Make sure the Enrolled Children box is checked
 - e. Make sure the Suppress Duplicate Records box is Checked (this ensures that families with multiple children in the same classroom only receive one message regarding the closure)
 - f. Click Preview Email/Text Message.



Select a Report LM21 - Closure Notice due to Staff Shortage ×

General Custom Filters (0) Individuals Export Preview Email/Text Message

Program/Term: EHS CCP 2021 - 2022 Suppress Duplicate Records

Program Option: <ALL>

Group: < All Groups >

Group By Agency: [v]

Agency: Olympic ESD 114

Site: Central Valley - Kingston

Classroom: < All Classrooms >

Advanced Setup Use Advanced Setup

Status: All Enrolled

Group: None Site Classroom

Show Participants: whose enrollment date is between that were enrolled at least one day between

Begin Date: [calendar icon] End Date: [calendar icon]

Sort Participants By: Abandoned Date

Additional Criteria (optional)

Filter report for the highlighted items only:

- a. Select current program term
- b. Select your site
- c. Make sure Enrolled status is checked
- d. Make sure Suppress Duplicate Records is checked

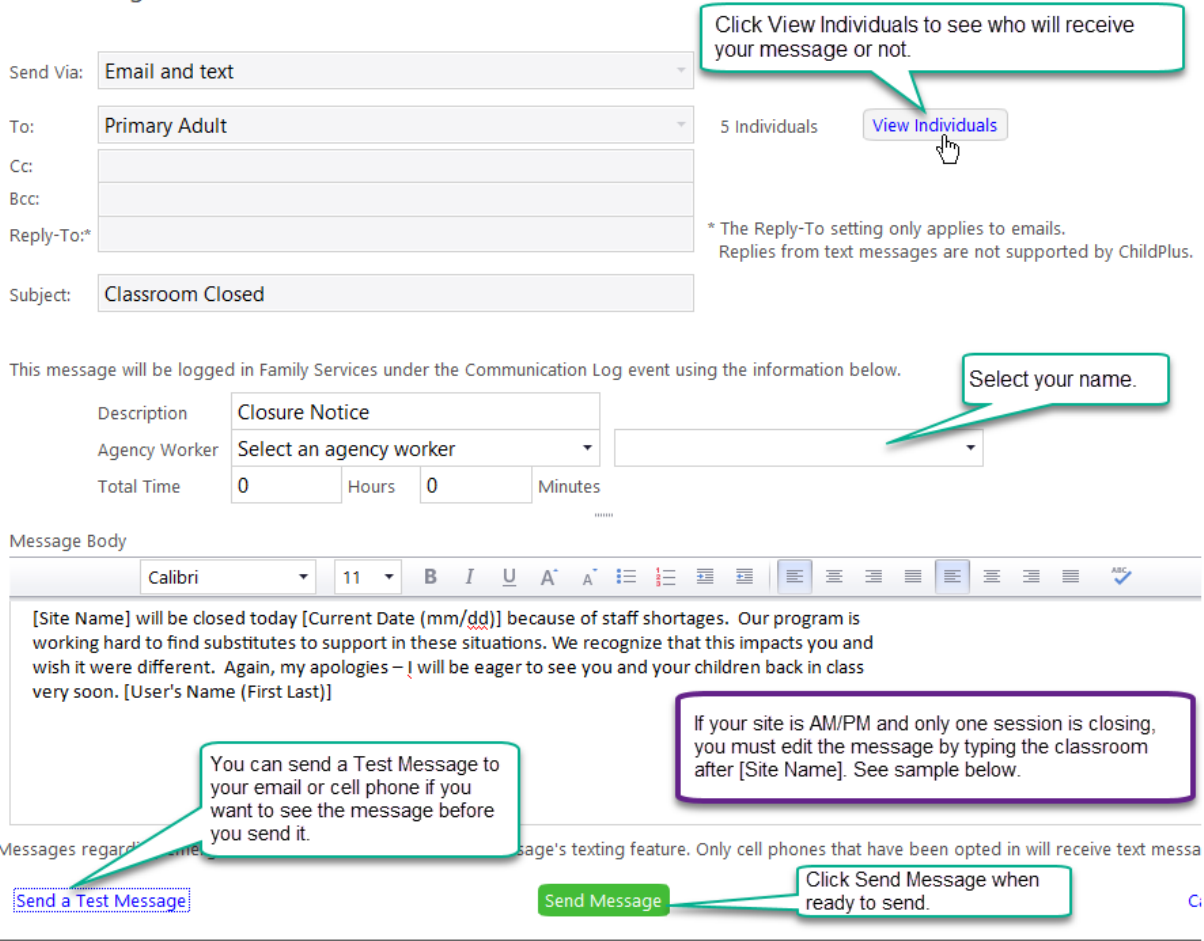
Then, click Preview Email/Text Message.

3. Prepare and Send Your Message (See examples on page 5)
 - a. The report is automatically set up to send an email and text message to the primary adult with subject line “Classroom Closure”.
 - b. Click View Individuals and Print This List. This is the classroom list that shows you which families will not receive the ChildPlus message and which ones will receive the email and/or text message. See example below.
 - c. The description of the Communication Log entry is Closure Notice.
 - d. Select your name as Agency Worker.
 - e. The message body is set up to automatically fill in the site name, today’s date and your name as the sender of the message.

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- i. Change the message body if any of the automated information is incomplete or incorrect. See below for examples of how to make changes to the message.
- f. Send a test message to your email or cell phone to make sure the message says what you need it to say.
- g. Send Message to families.

Send Message



Send Via: Email and text

To: Primary Adult 5 Individuals [View Individuals](#)

Cc:

Bcc:

Reply-To:*

Subject: Classroom Closed

* The Reply-To setting only applies to emails.
Replies from text messages are not supported by ChildPlus.

This message will be logged in Family Services under the Communication Log event using the information below.

Description: Closure Notice

Agency Worker: Select an agency worker [Select your name.](#)

Total Time: 0 Hours 0 Minutes

Message Body

Calibri 11 B I U A⁺ A⁻ [Rich Text Editor Icons]

[Site Name] will be closed today [Current Date (mm/dd)] because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. [User's Name (First Last)]

Callouts:

- Click View Individuals to see who will receive your message or not.
- Select your name.
- You can send a Test Message to your email or cell phone if you want to see the message before you send it.
- If your site is AM/PM and only one session is closing, you must edit the message by typing the classroom after [Site Name]. See sample below.
- Click Send Message when ready to send.

[Send a Test Message](#) [Send Message](#)

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Message Recipients

5 Individuals

1 individuals will not receive this message electronically

[Copy these 1 individuals to clipboard](#)

[Print paper letters for these 1 individuals](#)

Participant Name	Adult Name	Adult Type	Cell Phone	Email Address	Reason
▼ Individuals who will not receive this message electronically (1):					
		Primary Adult			No email address, no cell phone opted in
▼ Individuals who will receive this message electronically (4):					
		Primary Adult		@gmail.com	
		Primary Adult		@gmail.com	
		Primary Adult			No email address
		Primary Adult		@gmail.com	

In this example, ChildPlus alert shows that one parent will not receive the message. You would need to call this family and log your call in Communication Log. The other four parents will receive the text message and three parents will also receive the email. You can print this list.

[Print This List](#)

[Close](#)

Example of the default message with no changes.

Ex: [Site Name] will be closed today [Current Date (mm/dd)] because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. [User's Name (First Last)]

Central Valley - Kingston will be closed today 11/22 because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. Karen Sandeno

Example of changes needed if the AM or PM classroom is closed, rather than the site.

Ex: Givens AM will be closed today [Current Date (mm/dd)] because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. [User's Name (First Last)]

Givens AM will be closed today 11/22 because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. Karen Sandeno

Example of changes needed if the message is for closure on different date(s)

Ex: [Site Name] will be closed Thursday, 11/4 and Friday, 11/5 because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. [User's Name (First Last)]

Central Valley - Kingston will be closed Thursday, 11/4 and Friday, 11/5 because of staff shortages. Our program is working hard to find substitutes to support in these situations. We recognize that this impacts you and wish it were different. Again, my apologies – I will be eager to see you and your children back in class very soon. Karen Sandeno