



CHILD CARE
SUBSTITUTES
OF OREGON

CCSO Handbook for Child Care Programs

This document is subject to change as program updates are made. If you would like updated copies of this document in another format or language, please contact Child Care Substitutes of Oregon at 503-751-4045 | childcaresubsor@wou.edu

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Funding & Partnerships

Child Care Substitutes of Oregon (CCSO) is funded by the Department of Early Learning and Care (DELIC).

Child Care Substitutes of Oregon is housed within The Research Institute (TRI), part of Western Oregon University (WOU). All substitutes hired by Child Care Substitutes of Oregon are employees of Western Oregon University and must comply with WOU rules and regulations at all times. Substitutes must also adhere to all rules set forth by the Office of Child Care as it relates to the designated child care facility they are serving. Please see the CCSO Policy and Procedure Handbook and the WOU Policies and Procedures for more information



Program Eligibility

Child Care Substitutes of Oregon services are available to:

- Registered Family Child Care
- Certified Family Child Care
- Certified Center Child Care
- Certified School-Age Child Care
- Outdoor Nature-Based Child Care

Child care programs that may not qualify to receive subsidized substitute services include:

- License-exempt providers
- Head Start
- Programs that have access to the K-12 substitute system

To participate in CCSO, eligible programs must:

- Be listed and in “Active” status in Find Child Care Oregon
- Have a non-expired license that is not suspended or revoked, or on probationary status
- Complete CCSO Enrollment and Consent Form

In order to remain eligible and in good standing with CCSO, programs must:

- Follow CCSO requirements, including:
 - Complete the Orientation Checklist with each new substitute in the program
 - CCSO’s non-discrimination policy
- Remain in compliance with Oregon’s Licensing rules and requirements

Subsidized Hours and Private Pay

Child Care Substitutes of Oregon provides eligible child care programs with 50 hours of subsidized substitute services per calendar year. The 50 subsidized hours are renewed on January 1st every year. Any hours that were not used in the previous year do not carry over to the next year. These hours will be available for programs to use for one year. Programs cannot use subsidized hours for CCSO substitutes who are already employed by the program. This also applies to Program management.

Child Care Substitutes of Oregon is working on developing a private pay option for programs to purchase additional hours. Once private pay becomes available, programs that use up their subsidized hours will be able to purchase substitute hours if they wish to use the CCSO program.

Types of Jobs

When selecting a substitute, their CCSO position type will be available to view. Reference the chart on the next page to ensure you are hiring the right substitute for your program and your coverage needs.

Note who needs to be within sight **or** sound, who needs to be within sight **and** sound, and who is not required to be directly supervised and **can be alone** with children.

CCSO Job Types	Documentation Required	Qualifications	Supervision Required
Solo Coverage	CCSO Orientation Checklist REQUIRED Lead Substitute Program Operations REQUIRED	CCSO guaranteed program ready Actively enrolled in CBR Teacher-qualified based on Rules for Certified Child Care Centers Substitute worked a support or lead shift in the program within the past 30 days.	Substitute may be alone in the facility for up to 4 hours in: • Certified Family Child Care • Certified Center Child Care • Certified School-Age Child Care
Lead Substitute	CCSO Orientation Checklist REQUIRED	CCSO guaranteed program ready	Do not need to be directly supervised

	Lead Substitute Program Operations OPTIONAL	Actively enrolled in CBR Teacher-qualified based on Rules for Certified Child Care Centers	Can be alone with children
Support Substitute	CCSO Orientation Checklist REQUIRED	CCSO guaranteed program ready May be conditionally enrolled in the CBR	Must be within sight or sound of a provider or qualified staff member at all times Or Must be within sight and sound of a qualified staff member in a certified center.

Types of Job Postings

Support:

- Program staff are in the program and/or room with the substitute
 - Must be within sight or sound of a provider or qualified staff member at all times, or
 - Must be within sight and sound of a qualified staff member in a certified center.
- Required Paperwork (All paperwork is on the [CCSO Portal](#)):
 - CCSO Orientation Checklist **REQUIRED**
 - This document is **required by Child Care Licensing** and must be completed before the substitute begins working with children. This document is for every type of shift (support, lead, and solo).

Lead:

- Director or Provider is on site (or staff qualified to step into that role as needed) with the substitute
 - Approved as a lead by CCSO staff
 - Teacher qualified
 - Do not need to be directly supervised
 - Can be alone with children
- Required Paperwork (All paperwork is on the [CCSO Portal](#)):
 - CCSO Orientation Checklist **REQUIRED**
 - This document is **required by Child Care Licensing** and must be completed before the substitute begins working with children. This document is for every type of shift (support, lead, and solo).
 - Lead Substitute Program Operations
 - This document is required for Solo Coverage shifts and strongly encouraged when a substitute will be caring for children in a room by themselves even when there are other staff members present in the facility.

Solo Coverage:

- No program staff is on site with the substitute at anytime during the shift
 - Teacher qualified
 - Has worked one shift in the program previously as support or lead within the last 30 days.
 - Requires supervisor approval for Registered Family programs for all solo shifts.
 - Requires supervisor approval for shifts over 4 hours long for:
 - Certified Family Child Care
 - Certified Center Child Care
 - Certified School-Age Child Care
 - Outdoor Nature-Based Child Care is **not** eligible for solo coverage.
- Required Paperwork (All paperwork is on the [CCSO Portal](#)):
 - CCSO Orientation Checklist **REQUIRED**

- This document is **required by Child Care Licensing** and must be completed before the substitute begins working with children. This document is for every type of shift (support, lead, and solo).
- Lead Substitute Program Operations **REQUIRED**
 - This document is required for Solo Coverage shifts and strongly encouraged when a substitute will be caring for children in a room by themselves even when there are other staff members present in the facility.
 - For solo shifts, the document must be filled out by the program and emailed to the substitute at least 24 hours before the start of their shift.
 - If the program does not complete this requirement, CSSO will cancel the job, and no substitute will be able to work the shift.
 - [Solo Policy Exception Form](#)
 - **REQUIRED** for all solo coverage in Registered Family programs
 - **REQUIRED** for all programs when requesting more than 4 hours of solo care.
- Limitations:
 - Substitutes may only work alone in a facility for up to 4 hours
 - **Substitutes can not work in an RF program without filling out a [Solo Policy Exception Form](#).** See “Exceptions” section below for more Registered Family (RF) information.
 - The Provider/Director must provide an emergency contact for support as needed.
 - The emergency contact must be local to the facility and able to physically support the substitute at the facility within 1 hour of being contacted in the case of an emergency.
 - Substitutes may work in a program for more than 4 hours, but not without support from a qualified person on the premises.
 - Examples of a qualified person in a Center:
 - Director
 - Assistant Director
 - Caregiver

- Program staff
 - Examples of a qualified person in a Home Based Program:
 - An adult who lives in the home, who is also familiar with the children and knowledgeable about the program in general
 - Another caregiver
 - Program staff
- CCSO substitute services are designed to provide caregiver and teacher-level support. Substitutes do not provide Director-level administrative services.
 - Programs must:
 - Be responsible for administrative and/or general child care business tasks
 - Program or Admin tasks substitutes **can** take on:
 - Recording diaper changes/pottyng
 - Recording Naps
 - Recording general “How Was My Day” notes
 - Monitor families signing into the classroom/program
 - Opening and/or closing duties if they are clearly explained and the time to complete them is built into the hours of substitute care needed.
 - Serving meals and snacks including:
 - Serving simple snacks or meals not requiring preparation
 - Reheating food that has already been prepared or cooked by program staff
 - Provide care to children with special medical or behavioral needs or disabilities **after** adequate orientation and guidance is provided.
 - Program tasks substitutes **do not** perform
 - Planning and preparing meals
 - Animal care tasks
 - Provide care for children after hours

- The program must have a plan in place for late parent pickups that does not include the substitute staying beyond their scheduled hours.
 - Opening or closing duty tasks without program staff support and guidance.
- Exceptions to the Solo Coverage Policy:
 - RF Programs must fill out a [Solo Coverage Policy Exception](#) form for all solo coverage requests regardless of the length of time the substitute will be alone in the program.
 - Programs may fill out a [Solo Coverage Policy Exception Form](#) when they would like to schedule a substitute for more than four hours of solo coverage in the facility. Exceptions will be granted when:
 - The substitute works regularly with the program (family member, former staff member, known community member, etc) and feels comfortable with admin expectations, knows/has a relationship with the families.
 - Solo Coverage Policy Exemption Form is
 - Completed by the program
 - Reviewed by CCSO supervisor
 - The supervisor will contact the program to communicate either approval or denial of the request within one week of the submission.

Safety

Transportation is **Not** an Included Service

Safety is the top priority for Child Care Substitutes of Oregon and Western Oregon University. This means that the liability and responsibility of driving children in care is not something substitutes are allowed to take on.

Substitutes are not authorized to drive any motorized vehicle to transport children or run errands while under any circumstances while working any shift representing Child Care Substitutes of Oregon and Western Oregon University.

Inclement Weather

Substitutes are required to follow their Local School District's Inclement Weather notice. This means CCSO will delay or cancel coverage wherever a local School District delays or cancels school. This process is in place to support substitute safety in the case of inclement weather.

When a region is experiencing inclement or extreme weather conditions, the substitute and or the program should:

- Consult their local school district's website and/or social media to determine whether or not school will be delayed or canceled.
 - If a delay or cancellation is announced, contact the program or Sub and alert the supervisor.
 - If a substitute emails the program, they should copy their supervisor on the email.
 - If the substitute calls or texts the program, they should ensure they still contact their supervisor.
 - If a program is in a different district than the substitute, the program needs to make the substitute aware of a delay or closure in their area.

Subpool System (FCCO)

Find Child Care Oregon (FCCO) is the system that CCSO uses to connect substitutes with child care programs.

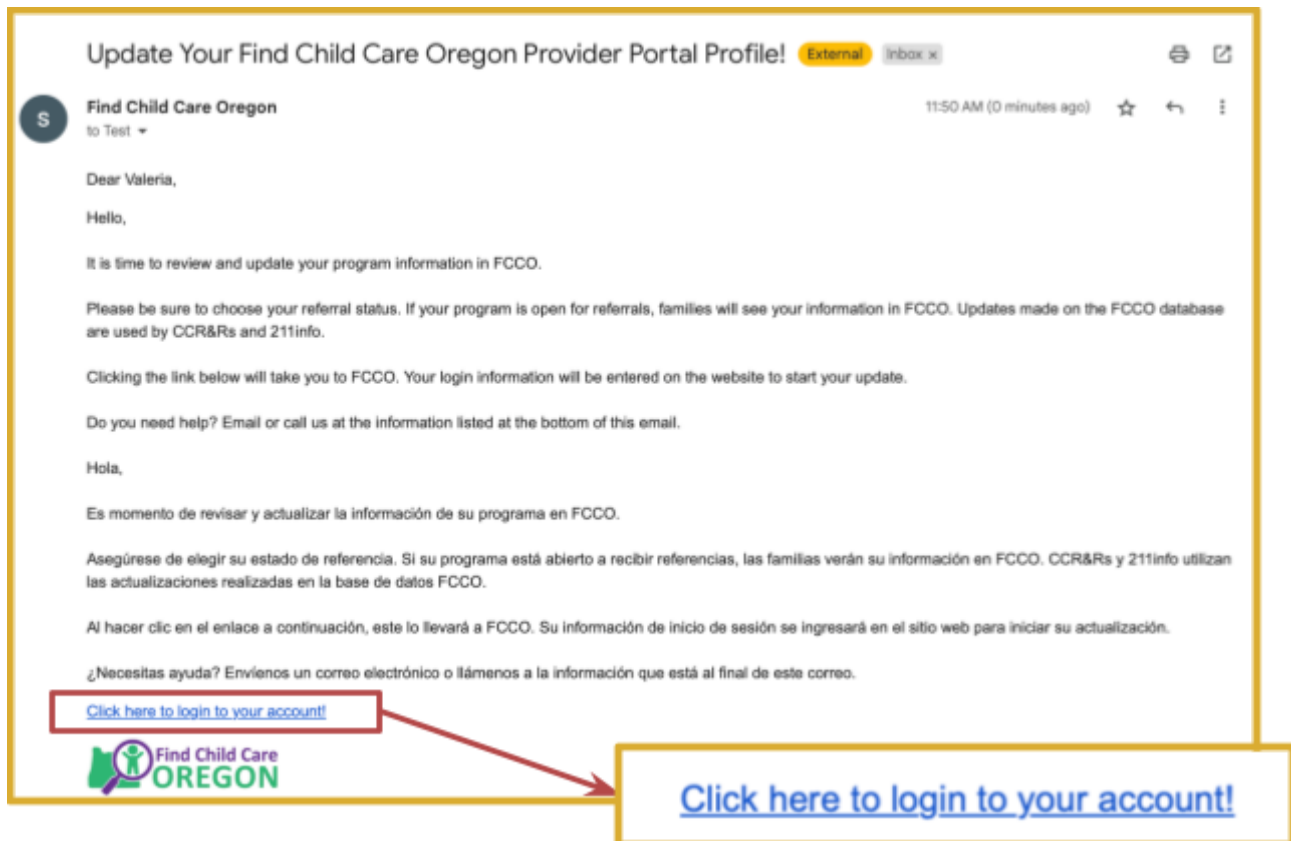
Work Life Systems develops, operates and maintains the Find Child Care Oregon Website.

Some system emails that you may receive will be sent from a Work Life Systems email

account (support@worklifesystems.com) that includes the following:

- Two-Step Authentication Code
- Password Request
- Notifications for posted jobs, Assigned Jobs, and Submitted Time Card

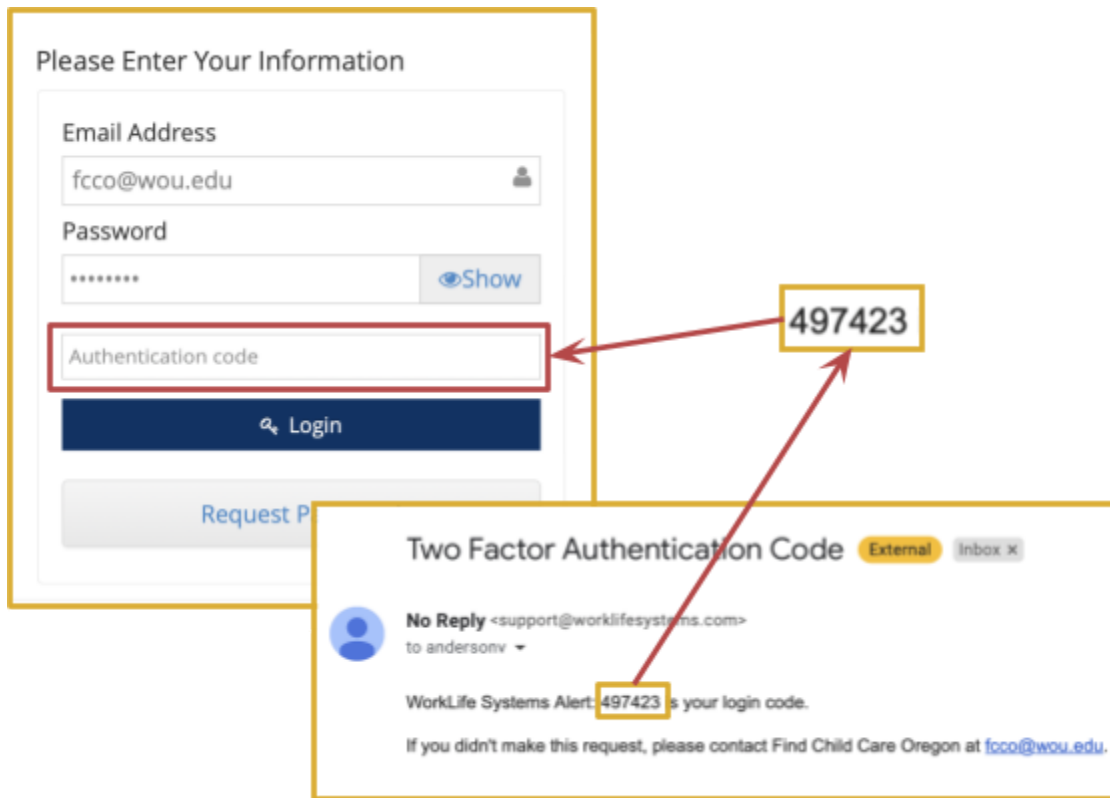
Upon completing the CCSO Program Enrollment and Consent Form, you will receive an email from support@worklifesystems.com. If you don't see it in your inbox, check your spam.



Logging in:

1. Click on the "Log in" link at the bottom of the email.
 - If using a phone or tablet, copy the link and open it in your preferred browser (Chrome, Firefox etc)
2. Your email address and password will automatically fill in. Click "Login".
3. If it is the first time you are logging in on a device or first time using a certain wifi:
 - An authentication code will be sent to you email address

- Retrieve the code from your email and enter it in the log in screen



4. Once you have logged into the system for the first time and completed your account profile, you can update your password and log into your substitute account without the login email using this URL: <https://stage.worklifesystems.com/program/34>

5. If you need the login email sent an additional time, you can reach out to the CCSO general line at 503-751-4045, and they will be able to send you a new one.

Using FCCO

FCCO is where you will:

- Post a job
- Review and select a substitute
- Cancel a job
- Review time card
- Check program subsidized hour balance

Access our detailed FCCO “How To” document titled **FCCO Subpool System - Program User Guide** for more detailed instructions. Find the document on the CCSO Portal:

<https://childcaresubsor.org/ccso-portal/>

Password: resources4CCSO!

Note about choosing a substitute:

If multiple substitutes apply for your position, you will need to accept one as soon as possible so the other substitutes can apply for other jobs in the system.

If you have a preferred substitute you are waiting to apply, please do not keep other substitutes “pending” if you do not plan to use them. Please “reject” the other substitutes so they can apply for other jobs in the system.

Part-time substitutes may work a maximum of 72 hours per month, averaging about 18 hours a week. If you request more hours than 18 per week, you will need to use either a full-time substitute if available, or multiple part-time substitutes.

Note about posting jobs:

Shifts that are 4 hours or longer have a higher rate of success at getting filled.

If you only need a substitute for a 90 minute doctors appointment, consider posting a 4 hour shift and using part of the time as Orientation time to ensure the substitute is prepared for the children and use part of the extra time to run errands, clean other parts of the facility, catch up on program paperwork, lesson plan, or give children in care more one on one attention.

Shifts not filled through CCSO’s Subpool system are not eligible for subsidized hours. Shifts that are filled and worked outside of the CCSO’s system will be the program’s responsibility to pay for. CCSO is not responsible for work substitutes completed outside of the CCSO Subpool system.

Closures

Child Care Substitutes of Oregon follows the Western Oregon University Holiday calendar. CCSO is closed when the WOU campus is closed. Please make sure to make note of these non-work days on the [WOU Calendar](#).

Licensing Compliance

Link CCSO Substitute to a Child Care Facility

When a program has advanced notice that a substitute will be needed:

- Confirm the full name and CBR number of the incoming substitute in FCCO.
- Complete the [Child Care Facility: Staff Update Form](#).
 - Check the box at the bottom of the form to get it returned via email when the linking process is complete.
- Email completed form to OCC OCC.CustomerService@ode.oregon.gov
- Child Care Facility: Staff Update Form will be returned via email, and CBR facility-specific confirmation will be sent by mail.
 - File both documents in personnel files for review when needed.

Process for when a program utilizes a substitute from CCSO on short notice:

- The program director or provider must call OCC at 1-800-556-6616 to request an individual be linked to their child care program. For a successful and quick process, be prepared to provide the following:
 - The facility number the substitute needs to be linked to
 - Individual's first and last names (have correct spelling handy)
 - Specific information that clearly identifies the correct individual (Examples: CBR number, date of birth, etc.)
 - Request the individual be added as a substitute
 - Document the specifics of the call to OCC: Date, time, staff spoke to, etc. The documented call should be filed in personnel records for review as needed.
- When the CBR confirmation letter arrives by mail, file this with your personnel records.

Licensing Visit when a CCSO Substitute is Working in a Program

During a licensing visit, Licensing Specialists will check for several things, including:

- Staff in the program are enrolled in the CBR.
 - The Licensing Specialist provides the Provider or Director with an opportunity to make changes to staff linked to their program.
 - If the Licensing Specialist learns of staff on-site not linked to the program, they will confirm that the individual is enrolled in the CBR.
 - CCSO substitutes will also be linked to RA 4109.
 - Licensing Specialists can link staff enrolled in the CBR to a program during or after the visit.
- The substitute profile in FCCO contains proof of:
 - Infant/Child CPR & First Aid Certification
 - Food Handlers Permit
 - Completion of Safety Sets
 - Adequate, ORO approved, up-to-date professional development hours
- Proof of completed Orientation Checklist

Nature-Based Programs

Programs must have a Wilderness First Aid-certified person on site in order for a CCSO substitute to support a shift in a Nature-Based program. CCSO substitutes are not trained, nor do they have the requirement to obtain a Wilderness First Aid certification. **CCSO substitutes can not replace a staff member with Wilderness First Aid certification.**

Welcoming a Substitute

Notify Children and Families

Be sure to notify children and families that your program will have a special guest in the facility so they aren't surprised. Some ways of notifying them include:

- Talking with children about the substitute as a special visitor so the caregiver can support children and answer questions as needed.
- Put up a flyer announcing the substitutes anticipated days and times by the front door, classroom door, or by the sign in or out area.
- Send home a letter to families ahead of time.
- Announce the substitutes arrival in a newsletter.

Resources

CCSO has created resources to support programs communicating with families.

Access templates and flyers on our CCSO Portal:

- <https://childcaresubsor.org/>
- Password: resources4CCSO!

If the Substitute will be alone in the facility during their shift:

In cases that the substitute will be left alone in the facility, where they are taking on a Director or Provider role, additional orientation and support is needed.

- A Lead Substitute Program Operations Support form must be filled out and returned emailed to the substitute at least 48 hours prior to the start of the shift.
- If there is adequate time, the substitute may request a "Meet and Greet" opportunity either in person or virtually in order to ask questions and ensure they are prepared to take on Director or Provider level responsibilities at the facility.

Day of the shift:

When the substitute arrives:

- Someone from the program should be ready to greet them.
- The substitute will be wearing a WOU picture ID.
- Set time aside to conduct the Orientation Checklist (in the [Portal](#)) and sign it.
 - The **Orientation Checklist is a crucial part of setting the substitute and children up for success.** Please give this adequate time and attention.

- The Orientation Checklist is available on the CCSO Portal as both a fillable PDF for your convenience.
- Keep the signed Orientation Checklist for your records; licensing will want to see if they visit during the substitute's shift.
- CCSO may ask to review it at a later date.
- Take note of when the substitute:
 - Arrived for their shift,
 - Is given breaks, and
 - Leave for the day.

After the shift:

- Log in to FCCO
 - Add any comments to alert the supervisor if more or fewer hours were worked than originally scheduled for the shift.
 - Note: If you send a substitute home early, the full requested hours are still removed from the program, as CCSO must still pay the substitute for the shift hours agreed to.
 - Add any comments to share feedback regarding your substitute's performance. We value both praise and constructive feedback as tools to help us support our substitute educators' continued growth.
 - Post your next job!

Shift Requirements and Expectations

Breaks

Rest breaks and meal breaks will be provided according to the Bureau of Labor and Industries ([BOLI](#)).

Shift Length	10 Min. Rest Breaks (Paid)	30 Min. Meal Break (Unpaid)
2 hours or less	0	0

2 hours 1 minute - 5 hours 59 minutes	1	0
6 hours	1	1
6 hours 1 minute - 10 hours	2	1
10 hours 1 minute - 13 hours 59 minutes	3	1
14 hours	4	2

Center based programs:

Breaks will be provided according to the table in the policy of this document. If the program allows rest breaks to be longer, the program may allow the substitute to take a break that is the same length of time as the other employees. For example, if permanent program staff take 15-minute rest breaks, the substitute may be allowed to take a 15-minute rest break.

Home based programs:

If providers have the capacity to do so without imposing undue hardship on their program or being out of compliance, they will provide the substitute with break times according to the procedure that center-based programs will follow. Substitutes should not take shifts in home-based programs if they are unable to work through a meal period.

In cases where substitutes work in home-based programs:

- Providers will ensure that there will be a time when the substitute will be relieved of at least some of their regular duties. This means that the substitute must be provided adequate time to consume a meal, rest, and use the restroom. This can be in place of the unpaid meal time, where an employee would be relieved of all duties.

Additional Break Needs:

If a substitute needs additional accommodations related to frequency, length, or location of breaks (for example, a breastfeeding parent needing to express milk) the substitute will get the approval from CCSO to support in-program accommodations.

Supports Substitutes Working in a Registered Family

Support substitutes can work in a Registered Family (RF) alone if the following requirements have been met.

- The substitute must have worked **3 shifts for CCSO** and **4 hours in the specific facility** before being left alone.
- Support substitutes must have supervisor approval before beginning to work shifts where they are the only adult working in the RF facility. This is at the discretion of the supervisor.

Cancellations or Adjustments to Shifts

24 Hour Notice

If a provider needs to cancel a shift after a substitute has already been assigned:

- Providers must give a minimum of **24 hours** before the shift begins. Providers must notify the CCSO team, and the substitute and give them the opportunity to apply for an alternate shift.

If a provider needs to make a change to a shift, like adding or reducing hours, after a substitute has already been assigned:

- Providers must give a minimum of **24 hours** before the shift begins so the substitute has the opportunity to:
 - Adjust commute plans if they need to arrive earlier than planned or stay later than anticipated
 - Decide to accept or decline the changes depending on whether they can accommodate the change
 - Potentially offer to work only the originally proposed hours if that is still helpful to the program
 - Decline the newly proposed shift and allow the program to look for an alternate substitute.

Extending Hours while a Substitute is Working

Extending hours can happen, but communication to the sub on-site needs to happen prior to updating in the system. If both parties agree, the substitute is allowed to extend their shift.

The program needs to make sure the time adjustment is made in FFCO in order to make sure the substitute gets paid for the correct total number of hours worked.

Process for Emergency (Less than 24-Hour) Cancellations

If the cancellation does not meet the 24-hour deadline or the substitute is not notified before the shift starts that the shift was reduced in hours or an adjustment was made, the provider will be responsible and CCSO will deduct subsidized hours from the program's balance.

Non-Discrimination Policy

CCSO's non-discrimination policy states that Child Care Substitutes of Oregon does not and shall not discriminate based on race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. This means that our staff cannot serve in programs that participate in discriminatory actions or speech.

CCSO has a non-discrimination response plan that will be implemented once a substitute informs their supervisor of discrimination. Discrimination from a program towards a substitute or other CCSO staff member could lead to a program losing access to CCSO permanently.