



CHILD CARE
SUBSTITUTES
OF OREGON

CCSO Substitute Employee Handbook



Western Oregon
UNIVERSITY
The Research Institute

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, part of the Oregon Department of Education.

Child Care Substitutes of Oregon is housed within The Research Institute, 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.

For any questions about our funding or partners, please contact us at childcaresubsor@wou.edu.



A Letter from CCSO

Dear Substitute,

Thank you for joining Child Care Substitutes of Oregon (CCSO)! On behalf of the CCSO team, we are excited to support and guide you through the process of substituting within Oregon's early learning system.

Child care providers have the unique responsibility of guiding young children in developing the skills they need to be successful later in life. Quality child care is not only essential for children's development, it also plays a key role in supporting our economy by providing security for working families. Despite all of this, child care providers have been historically underserved and underrepresented across the country.

The development of a statewide substitute pool for child care staff will help alleviate some of the pressures facing today's providers. Family child care providers, in particular, face enormous hurdles when it comes to keeping their business open for the families they serve. Our ultimate goal at CCSO is to empower providers to take the time they need to continue improving their services, while also providing professional development opportunities to those who are interested in joining or continuing in this amazing field of work (that's you!)

We appreciate your willingness to be a part of this new system, and we welcome your feedback as we strive for continuous improvement. Please feel free to reach out to any CCSO staff so that we can best support you as we embark on this journey together!

Program Overview

The Department of Early Learning and Care has contracted The Research Institute at Western Oregon University to build Child Care Substitutes of Oregon (CCSO) to enable child care programs to have access to a statewide, subsidized substitute system. This program supports a variety of child care settings in Oregon, including Certified Centers, Certified Family Providers, Registered Family Providers, and School-Age Centers.

Currently, this grant allows eligible providers to access 50 hours of subsidized substitute time per calendar year within the Child Care Substitutes of Oregon program; substitutes are able to work up to 70 hours per month and no more than 18 hours per week.

Substitutes that participate in the CCSO program are supported along the way through training and ongoing professional development to further their advancement in the field of early learning and care.

Partnerships with local Child Care Resource & Referral agencies (CCR&R) are essential for the success of this program as it grows to support Oregon's child care providers, families and children.

Mission & Vision

CCSO's Mission

By hiring diverse substitutes, Child Care Substitutes of Oregon sustains high-quality child care throughout the state of Oregon by supporting substitutes and child care programs in their personal and professional lives.

CCSO's Vision

Child Care Substitutes of Oregon recognizes the value of early childhood education. This is why CCSO believes in allowing substitutes and providers time-off to care for themselves and their loved ones. Excellent child care starts with the professional, which is why a substitute's and provider's personal development is CCSO's highest priority.

COVID-19 Considerations

- WOU Vaccination/Exemption Policy
 - WOU is no longer requiring COVID-19 vaccinations prior to hire. Some programs may require COVID-19 vaccinations. Programs will include whether they require vaccination in the Job Details section of a posting.
- Follow program's guidelines
- Refer to the local public health department the child care program is in
- CCSO has provided a Child Care Program Checklist to participant providers, where they will go over their COVID-19 protocols with you
- Refer to ELD website for additional recommendations

COVID-19 Resources

- Reference the Early Learning Division's COVID-19 Resources
<https://oregonearlylearning.com/COVID-19-Resources>
- Contact your local public health authority
<https://www.oregon.gov/oha/ph/providerpartnerresources/localhealthdepartmentresources/pages/lhd.aspx>
- Reference the [Center for Disease Control and Prevention Resources](#)

Definitions

Take a few minutes to read and understand the following information as you prepare yourself to go into programs.

Rules and regulations Per Licensing

There are different types of programs that all substitutes may work in and are required to follow all program type requirements and licensing rules.

It's important to be familiarized with the different rules and regulations licensing has, including staff-to-child ratio. Please [click here](#) for the Department of Early Learning and Care Child Care Licensing Division website which has the most updated information on current child care rules.

Definition of a Substitute

A Substitute Provider means any person, including the provider, who cares for the children in the childcare setting and works directly with the children, providing care, supervision, and guidance. Supervision, and guidance on a regular basis of a child, unaccompanied by a parent, guardian, or custodial parent, with or without staff, depending on the type of child care setting throughout any part of the day during the substitute's scheduled shift.

Definition of Supervision

Supervision means the act of caring for a child or group of children. This includes awareness of and responsibility for the ongoing activity of each child. It requires physical presence, knowledge of children's needs, and accountability for their care and well-being. Supervision also requires that caregivers be near and have ready access to children in order to intervene when needed.

Ratio Definition:

The number of staff required to be physically be present with a child or group of children and/or staff-to-child ratio and the maximum number of children in a group at all times. The provider or substitute provider must ensure that children have the full attention of caregivers at all times.

Required Qualifications

- 18 years of age or older
- Possession of or ability to obtain requirements:
 - Completion of Child Care Substitutes of Oregon orientation & onboarding modules
 - Enrollment in the Central Background Registry
 - Pediatric First Aid/CPR (in person)
 - Oregon Food Handler's card
 - Oregon's Early Childhood Education Safety Set trainings:
 - Recognizing and Reporting Child Abuse and Neglect
 - Safe Sleep for Infants
 - Introduction to Childhood Health and Safety
 - Prevention is Better than Treatment
 - Foundations for Learning
- Proficient oral and written communication skills
- Ability to be flexible and adapt to changes and emergent needs
- Ability to communicate with a wide variety of individuals and groups, including providers, work team, CCSO personnel, and administrators from diverse backgrounds
- Commitment to TRI's anti-racism goals and practices

Substitutes may be conditionally enrolled in the Central Background Registry (CBR). If they are conditionally enrolled, they must be **within sight and sound of a provider or a qualifying staff member**. These substitutes may fill the positions of Aide I, Assistant I, or positions that support a program.

Conditional enrollment means there is temporary approval to be enrolled in

the Central Background Registry (CBR) as an individual has been fingerprinted and has passed a criminal background check by the Oregon State Police (OSP) but have not yet received notice that you pass a criminal background check from the Federal Bureau of Investigation (FBI).

- A conditional enrollment is valid for a year pending approval from the FBI. While processing takes a while, it should likely take one to two weeks to receive active enrollment.
- When the background check has been completed by the FBI, the substitute will be notified that they are actively enrolled.
- Substitutes are required to inform CCSO of their active enrollment or any changes that may arise.

Substitutes are responsible for staying current & updating CCSO on any required training recertifications.

Position Types

CCSO substitutes are classified into two position types: Support Substitute (SS) and Lead Substitute (LS). These positions have different qualifications and pay rates. While participating in CCSO, you'll be able to apply for the jobs that programs post that align with your education, experience level (child care experience not required), and position type. All substitutes have met the licensing requirements according to the Department of Early Learning and Care Child Care Licensing Division.

Please look at the chart below to be able to identify the differences between Support and Lead Substitute.

CCSO Positions			
CCSO Position Type	OCC Defined Child Care Position Types CCSO Position Applies to	Qualifications	Supervision of Provider or Teacher Needed

Support Substitute* (\$20 base)	<ul style="list-style-type: none"> • Assistant Program Leader • Assistant I • Aide I • Support 	<ul style="list-style-type: none"> • Basic qualifications • May be conditionally enrolled in the CBR 	<ul style="list-style-type: none"> • Must be within sight or sound (or sight <i>and</i> sound if conditionally enrolled in the CBR or working in a certified center) of provider or qualified staff member
Lead Substitute (\$22 base)	<ul style="list-style-type: none"> • Teacher • Substitute Provider • Program Leader • Assistant Program Leader • Assistant I & II • Aide I & II • Support 	<ul style="list-style-type: none"> • Basic qualifications • Teacher-qualified based on rules from the Office of Child Care (see table on page 17) • Active enrollment in the CBR 	<ul style="list-style-type: none"> • CCSO Lead Substitutes do not need to be directly supervised

*See next page for Lead Substitute and Support Substitute requirements.

Support Substitute (SS)

Support Substitute requirements based on program type:

- If a Support Substitute is actively enrolled in the CBR *and* has **60 hours** of experience working in a particular home-based child care program, they may be supervised within sight or sound of a provider or qualifying staff member. With the approval of the provider *in that particular Certified Family program*, the substitute may be out of sight *and* sound. In these programs, the Support Substitute will be allowed to substitute for Assistant I, II, and Provider positions.
- If a Support Substitute is actively enrolled in the CBR *and* has 240 hours of experience in licensed child care programs with 80 of those hours in a particular center-based program, they will be allowed to be supervised within sight or sound of a provider or qualifying staff member *in that particular Center*. In these programs, the Support

Substitute will be allowed to substitute for Aide I and II positions.

Lead Substitute (LS) and the 60 requirement for Certified Family

A Lead Substitute is a substitute who has completed the Required Qualifications in this manual and is teacher-qualified according to the table below from the Rules for Certified Child Care Centers. These substitutes are not required to be directly supervised. A Lead Substitute may fill in for the positions of Aide I and II, Assistant I and II, Support positions, Provider, and Teacher.

Exceptions:

If a Lead Substitute is working in a Certified Family Child Care program that is **licensed to care for over 12 children**, they must have worked 60 supervised hours in that particular program to be allowed to substitute for the substitute provider position in that child care program and be left alone with children. **Even if there are 12 or less children in care at a time**, you are still required to fulfill the 60 hours. If the Certified Family Child Care program is **licensed for 12 or less children**, a lead substitute may substitute for the provider position without completing an hourly requirement.

If a Lead Substitute is working in a Certified School-Age Center, they must have a CCSO endorsement to work in a school-age center as requirements vary to substitute for this position. Please see the Rules for Certified School-Age Child Care Centers 414-310-0300(2) for more information.

Lead Substitute Qualifications (from the qualifications for a teacher in a child care center)	
Option	
A	At least 750 hours of qualifying teaching experience* in a Certified Child Care Center, or comparable group care program ** in the appropriate age level <ul style="list-style-type: none"> • Infants and/or toddlers; <i>and</i> • Older toddlers, preschool-age or school-age children
B	One year or 1,500 hours of qualifying teaching experience in Registered Family or Certified Family child care.
C	Documentation of attaining at least step 6 in the Oregon Registry, <i>or</i>
	9 Quarter credits in two CKCs (3 must be in HGD or UGB)
D	A minimum of an associate's degree from a college or university with a major in: <ul style="list-style-type: none"> • Early Childhood Education • Child Development • Special Education • Human Development • Child and Family Studies
E	A state or nationally recognized credential, e.g. Child Development Associate (CDA). <ul style="list-style-type: none"> • Related to infant and toddler care; <i>and</i> • Related to preschool-age children

* Qualifying Teaching Experience means: For infant/toddler and preschool age groups, gained with a group of the same age children in at least 3-hour blocks, within a 36-month period; Qualifying teaching experience must be documented. Time spent in a college practicum or practice teaching is considered qualifying teaching experience. The following does not constitute qualifying teaching experience: leader of a scout troop; Sunday school teacher; and coaching.

** Comparable group care program means a program which has the following elements: (a) Individuals are supervised by knowledgeable professionals; (b) Training of individuals is provided or required annually; (c) Group size is similar to a certified child care facility; (d) Curriculum is age appropriate; and (e) The program is not providing uncertified drop-in care;

Pay Scale

CCSO substitutes have different hourly rates based on experience, ability to work in a bilingual or non-English monolingual setting, whether the shift is infant/toddler or extended hours, and where the shift is located geographically. As you can see in the table below, these can stack, so if you are working a shift with language requirements (+5%) and it is also an infant/toddler shift (+5%), you will make 10% more than the base rate for your position type.

	Differential Percent	Support Substitute (SS)	Lead Substitute (LS)
Base (per hr)		\$20.00	\$22.00
Bilingual Requested	5%	\$21.00	\$23.10
Infant/Toddler Position	5%	\$21.00	\$23.10
Extended Hour Shift Shift starts between 5 pm - 5 am OR any time on Sat/Sun	5%	\$21.00	\$23.0
Geographic Location See below list* of locations that qualify for this differential	5%	\$21.00	\$23.10
If any two above apply	10%	\$22.00	\$24.20
If any three apply	15%	\$23.00	\$25.30
If all four apply	20%	\$24.00	\$26.40

*Counties that qualify for the Geographic Location Differential include Clatsop, Tillamook, Columbia, Linn, Benton, Lincoln, Coos, Curry, Jackson, Josephine, Baker, Grant, Harney, Morrow, Wallowa, Umatilla, and Union. For more information, see the Geographic Location Differential Pay Policy and Procedure in the Policy and Procedure Handbook.

Transportation

Safety is the top priority for Child Care Substitutes of Oregon and Western Oregon University. This means that the liability and responsibility to drive are not something we want substitutes to endure.

This policy applies to all substitutes and serves as a notification to all providers that under no circumstances are substitutes authorized to drive any motorized vehicle to transport children or run errands.

Substitutes are Not authorized to drive under any circumstances while working any shift representing Child Care Substitutes of Oregon and Western Oregon University.

Holiday Calendar

Child Care Substitutes of Oregon follows the Western Oregon University Holiday calendar. CCSO is closed as well as WOU the following days. Please make sure to block your calendars as these are non-work days.

Academic Year 2024-2025

The campus will be closed on these days except for specific essential Positions. CCSO staff are not considered essential staff. **CCSO is closed.**

Holiday Schedule	
Labor Day	Monday, September 2nd, 2024
Veterans Day	Monday, November 11th, 2024
Thanksgiving Day	Thursday, November 28th, 2024
Day after Thanksgiving	Friday, November 29th, 2024
Christmas Day	Wednesday, December 25th, 2024
New Year's Day	Wednesday, January 1st, 2025
Martin Luther King Day	Monday, January 20th, 2025
Memorial Day	Monday, May 26th, 2025
Juneteenth Day	Thursday, June 19th, 2025
Independence Day	Friday, July 4th, 2025

Number of Hours Allowed to Work & Minimum Shifts Required

Substitutes do not have a minimum requirement for how **many hours** they can work in a child care program; **however**, they do have a minimum number of shifts to work. The minimum number of shifts required to be considered an active employee is **one shift per fiscal year**. Failure to complete CCSO's requirements will result in termination of employment.

Substitutes may work a maximum of **72 hours per month, averaging about 18 hours a week**. Which may include professional development time for that week or month.

Sick Leave Request

After 30 hours worked, you earn 1 hour of sick leave. Sick leave does not include any differential hours, it is paid at the hourly base rate. To request sick leave you must fill out the sick leave request form by [clicking here](#).

Breaks

Rest breaks and meal breaks will be provided according to BOLI. The following table shows how many rest breaks and meal breaks a person should get based on how long their shift is.

Shift Length	Rest Breaks (at least 10 minutes)	Meal Breaks (30 minutes)
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:

Center-based programs should already be regulating the ability of their staff to take breaks. 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:

Rest breaks are required by Oregon law. Rest breaks will be provided according to the table in the policy of this document. Rest breaks should be given in the middle of each four-hour work period or in the middle of the shift if the shift is less than four hours. Upon orientation for CCSO, programs will acknowledge on the waiver that they are aware of the laws set forward by BOLI on the requirements for providing breaks. Programs are responsible for the management of the substitute's breaks. Programs will have a written plan that outlines the break times of the substitute and will be willing to share it with CCSO upon request.

Due to the nature of the work in child care programs, especially in family child cares that take place in the home, an unpaid meal break time may not be possible. 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 and rest and use the restroom. This can be in place of the unpaid meal time, where an employee would be relieved of all duties.

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 may not take shifts in home-based programs if they are unable to work through a meal period

CCSO will give notice to each employee affected by the undue hardship provision on a form prescribed by BOLI and maintain a copy of the notice for the duration of the employee's employment and for at least six months after the termination date of the employee.

CCSO will pay substitutes for this break time regardless of the extent to which they are relieved of their duties.

Breaks to express breast milk

Frequency, timing, and length of the breaks to express milk will likely vary according to the substitute's needs.

Substitutes will get the approval from CCSO if they would like to take additional breaks to express breastmilk

Dress Code Policy

Western Oregon University and CCSO dress code policy should be used to help substitutes present themselves in a professional way to parents, children, and other child care providers. Our appearance reflects ourselves, Western Oregon University, and CCSO. The goal of this policy is to maintain a professional appearance while not offending individuals we may encounter. Substitutes are expected to dress in casual, business casual, classroom attire unless the day's tasks require otherwise. The nature of daily work for educators and caregivers is very hands-on and requires bending, sitting on the floor and running after young children, so the dress code for early childhood educators should include comfortable, non-restrictive clothing.

Guidelines, however, may vary greatly between facilities. General guidance for all CCSO Substitutes is as follows:

Substitutes must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.

- Clothing with offensive or inappropriate designs or stamps are not allowed for example, foul language, drugs, alcohol, sexual content, etc.
- Clothing should not be too revealing
- Clothing and grooming styles dictated by religion or ethnicity are exempt
- Closed toe shoes, meaning the entire foot should be covered. Footwear should also be comfortable and flat to make it easier to safely play with children

- For safety, substitutes should not wear excessive jewelry, especially dangling earrings or necklaces that could get pulled on by children or caught in playground equipment.
- Avoid revealing, tight, and restrictive clothing. Tank tops, tube tops, and halter tops that reveal undergarments, backs, midriffs, or any revealing or provocative skin tight clothing is not allowed
- Leggings are allowed when worn under appropriate length dress, skirt, or blouse (at least fingertip length).

Dress Code Violations:

The substitute supervisor is expected to inform substitutes when they are violating the dress code when being notified by Childcare providers. Substitutes in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.

WOU Picture ID

To ensure the safety and security of all individuals all employees will be required to obtain and wear a Western Oregon University issued identification (ID) badge while at work.

Western Oregon University and CCSO guarantee the safety of the staff at work. We also believe that it is both the organization and the employees' joint efforts to create a safe working environment. We expect the employees to coordinate for the same purpose. One of the company's security measures is that all the employees wear their ID cards/badge while representing Western Oregon University and CCSO while out at different works sites.

The employees are to send a picture of themselves from the shoulders up (passport style) to the HR Department from their assigned Western Oregon University email to ccsohr@wou.edu

The employees who repeatedly fail to wear the ID card or decline to wear the ID cards are said to breach this policy's provisions and shall face disciplinary actions.

1. The employees will be issued an ID card at the time of joining Western Oregon University and CCSO
2. There ID cards will be mailed to the Substitute by HR after the picture the sub provided matches there I-9 documents
3. The employees from Western Oregon University and CCSO shall wear their ID cards/badge AT ALL TIMES in a visible manner when they are on work site premises.
4. This is a MANDATORY requirement.
5. The employees MUST show their ID card to the provider when showing up to a facility.
6. The employees must refrain from permitting any other person (whether a company employee or not) to use the employee's card.

Progressive Discipline

Our Progressive Discipline process outlines the steps we will take to address an employee's misconduct.

We recognize that people make mistakes and our employees may not always follow our policies closely. We want to give our employees a chance to correct their behavior when possible and assist them in the process. We also want to ensure that serious offenses are thoroughly investigated and dealt with.

- Our disciplinary process has 5 progressive steps of increasing

strictness. These steps are:

- Verbal warning (which can be by email, phone conversation or in person)
- Informal meeting with substitute supervisor (though Zoom or in person)
- Formal reprimand (Supervisor will put a hold in the CCSO System for 4 weeks from date of informal meeting) Formal disciplinary meeting refer to HR (Substitute supervisor will inform WOU's HR department via email)

Termination

The substitute supervisor will keep an employee progressive discipline log of the process from step 1 onwards. HR must keep records of the process from step 3 onwards.

The substitute supervisor will inform employees when they launch a progressive discipline procedure. For example, pointing out a performance issue is not necessarily a verbal warning and may be part of the regular feedback an employee receives. If a substitute supervisor judges that a progressive disciplinary process is appropriate, they must clarify this to their team member and document the step.

Each step may be repeated instead of moving forward to the next step at HR or a manager's discretion. For example, a supervisor may choose to have more than one informal meeting with their employees (step 2) before they ask HR to issue a formal reprimand (step 3.) Managers can make the decision to repeat a step if they:

Feel that the step was not properly executed the first time.

See signs of improvement in their employees and want to help them further.

Believe conditions or parameters change enough to make repeating the step necessary.

Geographic Location Differential

Due to the amount of traveling in rural communities, Child Care Substitutes of Oregon has implemented a policy to pay substitutes working in a geographical area and have limited access to child care resources and support. The following rural regions have been selected because they are considered severe Child Care deserts. Experts define a severe child care desert as a community with more than ten children for every regulated child care slot. Regions where 10% or fewer children in a community have potential access to a slot would be classified as a severe child care desert. (Pratt & Sektnan, 2021).

North Coast (Clatsop, Tillamook, Columbia)

Linn-Benton-Lincoln Counties

South Coast (Coos, Curry)

Southern (Jackson, Josephine)

Eastern (Baker, Grant, Harney, Morrow, Wallowa, Umatilla, Union)

The above regions have been considered to be severe Child Care deserts. Paying substitutes at a higher rate in a rural area helps provide services to children and families that might not have the access to child care because of the scarcity of programs and distance for substitutes to travel.

Welcoming a Substitute to a Program

- All childcare staff shall be made aware of any allergies of children they

come in contact with. Child care programs must have a written care plan for children with allergies when they are enrolled. These plans include instructions regarding the allergen, steps to be taken to avoid the allergen, signs and symptoms of an allergic reaction, and a detailed treatment plan including the names, doses, and methods of prompt administration of any medication in response to allergic reactions. Adhering to this policy and procedure will allow children to have the opportunity to learn and develop in a safe environment.

- Respecting the dietary needs of children and families is important in creating an environment that is safe, welcoming, and equitable, even if dietary needs are not allergy-related.
- As part of your CCSO onboarding, programs will share a [Program Checklist](#).
- On the day of the shift, you will go over the Program Checklist and sign it. Keep the signed Program Checklist for your records; CCSO may ask to review it at a later date.

Inactive Status

Phase one (onboarding subs): If a substitute fails to complete the Safety Set trainings, enroll in the Criminal Background Registry (CBR), within the first 45 days from the hire date sub will be considered inactive. For the Title IX training, 45 days from the date the training was sent to Substitutes.

Phase two (field ready): Once hired, if a substitute fails to maintain the above requirements up to date, which are, Pediatric CPR/First Aid, Food Handlers, CCSO PD requirements, and active enforcement in the Criminal Background Registry (CBR) throughout any time of the employment the substitute will be considered **OUT OF COMPLIANCE**. CCSO Substitute has 30 days to reinstate, if not, they will be considered inactive for failure to fulfill the program requirements.

Reinstating Previously Inactive Applicants

The employee should submit a new application, go through the interview process, and get hired through the same process as previously.

Substitute and Supervisor Check-Ins

Supervisors will have an initial check-in with substitutes they are getting hired. Once the initial check-in has taken place, the check-ins will continue throughout the year. They can happen virtually through Zoom or in-person, depending on the proximity/request from the substitute.

Incidence of Discrimination

CCSO's non discrimination policy states that Child Care Substitutes of Oregon (CCSO) does not and shall not discriminate on the basis of 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 plan that will be implemented once a substitute informs their supervisor of discrimination.

Professional Development

It is a requirement for Child Care Substitutes of Oregon to participate yearly in at least 15 hours of training or education related to child care every fiscal year (July-June).

Here are some resources you can access to complete your 15-hour PD requirement. We strongly encourage you to access the [ORO Training Calendar](#) and register for any upcoming training they may be offering. Keep in mind that ORO offers free training as well as training that costs a small fee. CCSO will not be paying nor reimbursing any PD registration fees at this time.

Once you complete any PD training in the community, please make sure you email us your ORO PD statement or your ORO-approved training Certificate to your supervisor.

Failure to complete CCSO's requirements will result in termination of employment.

Training Compensation Professional Development

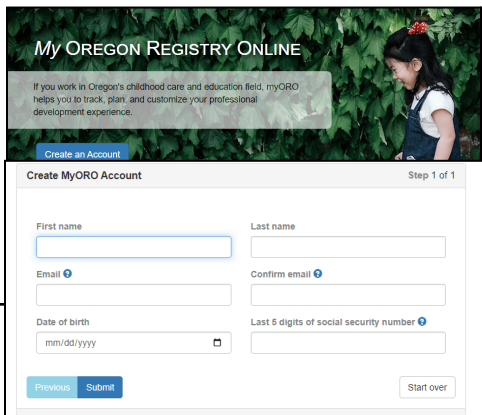
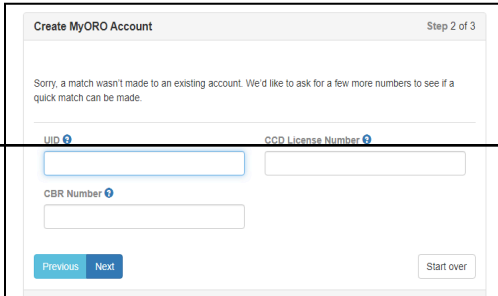
Part-time substitutes will earn a standard \$20 per hour for professional development training throughout their employment with CCSO.

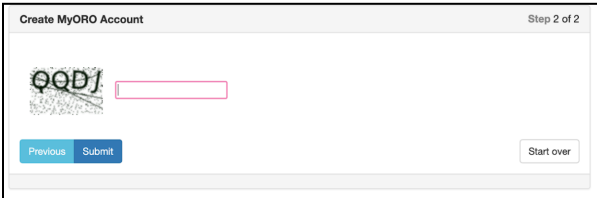
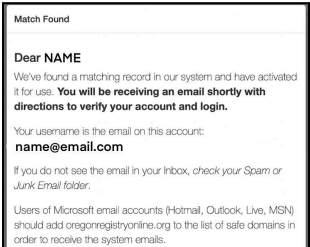
CCSO will pay up to two hours of training for each external training, with a maximum of 15-hours total for each fiscal year.

Creating an ORO Account

The Oregon Registry Online is a project of the Oregon Center for Career Development in Childhood Care and Education.

Creating an account in Oregon Registry Online (ORO) will allow you to keep track of the trainings that you have completed. It will also allow you to understand how to further your professional development in the field of early learning.

<p>Step 1 Visit the Oregon Registry Online</p> <ul style="list-style-type: none"> • https://my.oregonregistryonline.org/ • Click “Create an Account” 	 <p>The screenshot shows the homepage of 'My OREGON REGISTRY ONLINE' with a banner image of a young girl. Below the banner is a 'Create an Account' button. Below that is the 'Create MyORO Account' form, Step 1 of 1. The form includes fields for First name, Last name, Email, Confirm email, Date of birth (mm/dd/yyyy), and Last 5 digits of social security number. There are 'Previous', 'Submit', and 'Start over' buttons.</p>
<p>Step 2 Enter your information</p> <ul style="list-style-type: none"> • Use your personal email address (not your WOU email address) to create your account so you can access the account if you work beyond WOU. • Click “Next” 	 <p>The screenshot shows the 'Create MyORO Account' form, Step 2 of 3. It displays a message: 'Sorry, a match wasn't made to an existing account. We'd like to ask for a few more numbers to see if a quick match can be made.' Below this are input fields for UID, CCR License Number, and CBR Number. There are 'Previous', 'Next', and 'Start over' buttons.</p>
<p>Step 3 If there wasn't a match to an existing account the site will prompt you to either</p>	

<p>enter the license number of Child Care Substitutes of Oregon or your Central Background Registry number</p> <ul style="list-style-type: none"> CCSO's license number is RA4109. 	
<p>Step 4</p> <p>Once you enter your information, you will be prompted to answer the security question.</p>	
<p>Step 5</p> <p>If there was a match to an existing account, the site will notify you that you will be sent an email.</p> <ul style="list-style-type: none"> Check your email and follow the instructions to finish setting up your account 	

How to Upload Documents to the Oregon Registry Online

If you work in Oregon's childhood care and education field, myORO helps you track, plan, and customize your professional development experience.

Uploading Training Documents to your myORO account

Tips to getting started...

- To see what training and education is already in your account, take a look at your [Professional Development Statement](#) to see the listing of training and education.
- Please only upload documents one time if not listed on your PDS.**
- Only upload your own documents. Documents that are not yours, or do not have your name, will be declined. See the [FAQ](#) for more information. Required information on training certificates:
 - Your name
 - Date of training
 - Total hours of training
 - Title of training
 - Trainer or organization name
- PDF documents with password protection or other document properties that prevent modification will cause an error when uploading. Uploading pictures (JPG or PNG formats) is recommended. See the [FAQ](#) for more information.
- Once you upload a file you can remove it by clicking the red X icon on the image. When the file has been reviewed by staff in preparation for data entry the X option will disappear.



- Learn more about OCCD programs at www.pdx.edu/occd
- Upload new training and education documents on the My documents page.

FCCO Sub Portal

In the following **LINK (Link coming soon)**, you will find all the information you need when it comes to the platform CCSO uses in order to connect the substitutes to jobs.

Some of the following topics are found in the Substitute Procedure Document ...

- Logging into FCCO
- Searching and applying for jobs
- Setting & updating substitute profile
- Canceling a job
- Submitting a timecard

Working a Shift

On the day of the shift, when you arrive staff will check your WOU ID. You will go over the Program Checklist with the provider. It is important to communicate with the provider ahead of time to determine if they need you to arrive early to do so.

Our employee attendance policy outlines our expectations about our employees' coming to work. Being punctual when coming to work helps maintain efficiency in our workplace. Western Oregon University and CCSO attendance policy applies to all Substitutes regardless of position or type of employment.

Substitute Late Arrivals

At CCSO, we expect substitutes to arrive on time and be prepared to fully participate in their assigned programs. To ensure consistency and reliability, we have a tiered process in place for addressing late arrivals (15 minutes or more):

- **1st occurrence:** Email follow-up from supervisor
- **2nd occurrence:** Phone call from supervisor
- **3rd occurrence:** Mandatory meeting to problem-solve
- **4th occurrence:** Termination of employment

CCSO is committed to fostering strong relationships between substitutes and program staff. Timely arrival and preparedness are essential to building trust and maintaining the quality of our programs. If any challenges come up, it is important that the substitute, program, and supervisor maintain open and timely communication.

Canceling a Job

When a Substitute commits to a shift and will no longer be able to fulfill the job a substitute MUST CONTACT substitute supervisor to notify they will no longer be able to fulfill that particular job. This must be done 24 hours before the shift begins.

Please Contact your Child Care Substitutes of Oregon Substitute Supervisor, or if they are not responding please reach out to childcaresubsor@wou.edu or 503-751-4045.

Substitutes who cancel shifts frequently will be placed on hold and cannot apply for new substitute shifts until they meet with their supervisor to discuss the situation.

If the cancellation does not meet the 24-hour deadline the provider can be responsible and CCSO may deduct subsidized hours from their balance.

This is at the discretion of the CCSO administration depending on the following criteria...

- *Assigned sub on route to the destination (miles will be considered)*
- *Assigning the wrong sub and wanting to exchange sub (canceling within less than 24 hours) the provider can't repost the same shift and will have to pay partial hours to the sub that was originally assigned.*
- *Sending a sub home (cutting the shift short without previous communication) the Provider is responsible for paying the sub the remaining hours of the shift.*

Child Arrival and Departures

Child Care Substitutes of Oregon's priority is the safety of the children that substitutes will be working with. Child care rules differ between child care types so this policy and procedure outlines best practices that are encouraged by Child Care Substitutes of Oregon. Substitutes should ensure that only a person who is authorized by a child's parent or guardian shall be able to pick up a child.

Arrival

The person bringing a child to the center remains with the child until the child is accepted by staff.

This is usually verified through a physical sign-in process.

Substitute or a staff member will add children to the ratio-tracking method when a child is signed in.

Departure

The substitute shall release a child only to a parent or another person named and identified by the parent. The substitute shall verify the identification of any person who picks up a child if they do not know the person picking the child up or there is not another staff member who is able to verify the identification of the person picking up a child.

Frequently Asked Questions

General Program Information

Questions	CCSO Answer
What is Child Care Substitutes of Oregon?	<p><u>Child Care Substitutes of Oregon</u> (CCSO) is the first statewide program that connects trained substitutes with child care providers. Funded by the Early Learning Division, CCSO currently provides fifty (50) subsidized hours of substitute time to qualifying programs per calendar year.</p> <p>CCSO recruits, trains, and matches substitutes with programs so that providers may take time for their personal and professional needs.</p>

Who is this program for?	<p>This program serves two main audiences:</p> <ol style="list-style-type: none"> 1. Anyone who is interested in gaining experience in the field of early learning & care 2. Programs/providers who are in need of substitutes. Programs that are eligible for subsidized hours include: <ol style="list-style-type: none"> a. <i>Registered Family</i> b. <i>Certified Family</i> c. <i>Certified Center</i> d. <i>Certified School-Age Centers</i> <p>Programs that are exclusively Head Start or already have access to a K-12 substitute system are not eligible for subsidized hours but may be eligible for private pay.</p>
How are you recruiting substitutes?	<p>We are recruiting substitutes through multiple avenues. We know that all regions of our state are different, and each area may require a unique approach to recruitment. CCSO will be working closely with local Child Care Resource & Referral (CCR&R) agencies to determine the best methods of recruitment for your area.</p> <p>We do believe that the best type of recruitment is word of mouth by providers themselves. We invite providers to encourage those that they trust to sign up to become a substitute with CCSO.</p> <p>Other recruitment methods we are utilizing include: partnerships with local universities & community colleges, high school outreach, job fairs, social media, and community events</p>
When will I be able to access the program?	<p>CCSO is recruiting substitutes statewide and is allowing programs to enroll in the program on a region-by-region basis. This means that as soon as there is at least one substitute hired and onboarded in a region, CCSO will contact interested providers in that region and invite them to the program.</p> <p>Once contacted, programs will need to view the program orientation, complete their release forms, and create a profile on our online platform. Once all of this is completed, programs can post jobs and start having substitutes in their programs! We do not have a firm date, as this timeline looks different depending on the region.</p>

Questions about Substitutes

What are the training requirements for substitutes?	<p>To be qualified as an eligible substitute, the following must apply:</p> <ol style="list-style-type: none"> 1. Minimum of 18 years of age 2. Must pass a federal background check done by the Central Background Registry (CBR) 3. Complete all required safety set trainings (this can be done after hire), including:
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	<ul style="list-style-type: none"> a. Recognizing and Reporting Child Abuse and Neglect b. Safe Sleep for Infants c. Introduction to Child Health and Safety d. Prevention is Better than Treatment e. Foundations for Learning <p>4. CPR/First Aid training (<i>eligible for hourly rate/CCSO to cover</i>)</p> <p>5. Food Handler's Card (<i>eligible for hourly rate</i>)</p> <p>6. Substitute Orientation required by CCSO</p> <p>All training that occurs post-hire is eligible for hourly rate payment. Additional requirements apply for substitutes that are working at the Lead Teacher level. Please see the differences between Lead and Support Substitutes for more information.</p>
What is the pay rate for substitutes?	<p>The base pay rate will be \$20-\$22 depending on the substitute's qualifications. If they work in a program that has infants and/or toddlers, have to use a language other than English, work a shift in the evening or on the weekend, or work in geographic locations that we have identified as rural or a child care desert, they will receive a 5% differential for each special quality. These differentials are stackable and offered to any substitute working in these types of programs.</p>
What is the difference between a Support Substitute and a Lead Substitute?	<p>The biggest difference between a Support Substitute and a Lead Substitute is that a Lead Substitute has the qualifications that a teacher would have in a Certified Center program. While we do not currently have a program that supports the transition between positions directly, we offer training to all substitutes which will often turn into an opportunity to increase their steps in the Oregon Registry and allow them to get closer to a Lead Substitute position.</p>
Is there a minimum number of hours I need to work? Or a maximum number of hours I am available to work?	<p>Substitutes may work a maximum of 70 hours in a child care program per month. In some circumstances, substitutes may need to complete additional training required by Western Oregon University (a requirement separate from their child care related training). In total, substitutes can work a maximum of 72 hours a month (up to 70 hours in child care programs and up to 2 hours of WOU-required training).</p> <p>Substitutes do not have a minimum requirement of how many hours they can work in a child care program.</p> <p>If you are interested in working as a full time substitute, please let one of our staff members know at childcaresubsor@wou.edu as there may be additional opportunities for this type of work in the future.</p>
Are substitutes eligible for benefits?	<p>Due to the nature of the work, substitutes are not eligible for health benefits. Substitutes will earn one hour of sick time for every 30 hours worked.</p> <p>Substitutes are also eligible for Oregon Paid Family Leave if they have learned \$1000 in the previous year.</p>

<p>What types of professional development opportunities does CCSO offer?</p>	<p>Due to recruitment efforts our team will not be offering any professional development (PD) opportunities until further notice, which includes live Zoom PD trainings and asynchronous (online) canvas modules as well as connection nights offered by CCSO.</p> <p>We support substitutes in their pursuit of external professional development opportunities and step increases in the Oregon Registry through a list of free and/or low-cost Community-Based Training and support any questions or concerns that arise from the substitutes</p>
<p>How do I apply?</p>	<p>Fill out our Substitute Application and email it to ccsohr@mail.wou.edu or visit the WOU Human Resources page.</p>

Zoom Etiquette Policy

Participation

As CCSO employees and early childhood educators, you are leaders in the field. CCSO sponsored professional development opportunities are treated similarly to shifts. Since you are paid for your participation in this training, you are expected to fully participate. Full participation looks like:

- Arriving on time
- Keeping your camera on
- Staying muted unless you are speaking
- Responding to presenter questions
- Participating in activities
- Staying until the end

If you are not able to meet those requirements, you can still attend the training, but you will not be compensated for the time.

Child Care Program Checklist & Emergency Situations

Providers and directors are responsible for displaying near the entrance or some area of the home where they may be clearly viewed by all individuals responsible for emergency procedures, a floor plan identifying the locations of exits, primary evacuation routes, secondary evacuation routes, and fire extinguishers. The provider or director shall also have posted a written plan for evacuating and removing children to a safe location and sheltering in place in an emergency. Substitutes are responsible for understanding the location of what is identified on the floor plan and the emergency evacuation procedures before signing into ratio. Substitutes should also be willing and ready to participate in a drill at any time during their time in a child care program.

Upon arrival to the child care program, substitutes and program staff will use the [Child Care Program Checklist](#) to go over the location of the floor plan, identifying exits, primary evacuation routes, secondary evacuation routes, and fire extinguishers.

The program staff and substitute will also use the Child Care Program Checklist to go over the written plan for evacuating and removing children to a safe location in an emergency.

Program staff will give instructions on what role the substitute will have in the case of an emergency evacuation. Roles could include:

- Notifying parents/guardians of the relocation and reunification plan
- Addressing the needs of individual children, including infants/toddlers, children with special needs, and children with chronic medical conditions;
- Taking attendance;
- Maintaining continuity of child care operations.

If substitutes have questions about any of these items, they will ask before signing into ratio.

Drills

When conducting a fire drill, the program must demonstrate efforts to complete full evacuation of staff and child care children within three minutes;

The program must have an alert method (smoke alarm, loud bell, whistle, etc.)
The Office of Child Care may request an evacuation drill during an announced visit, and the child care program must comply.

Protocol for Reporting Serious Health & Safety Concerns

All substitutes are [mandatory reporters](#) and are also required to report any [Serious Health & Safety Concerns](#) to the appropriate person.

Serious Health & Safety Concerns (SHSC) do not reach the threshold of a mandatory reportable concern, but they include **serious violations that pose a high-risk of harm to children**. Examples can be found on pages 4-5 of this document.

If the SHSC happens during one of your shifts with Child Care Substitutes of Oregon, follow these steps:

Step	Action
1	<p>If you observe a Serious Health & Safety Concern that poses a high-risk of harm to children, follow these steps:</p> <ol style="list-style-type: none"> 1. Immediately stop what you are doing and correct the concern if possible. 2. Discuss the concern observed with the teacher/provider. 3. Request that the teacher/provider immediately corrects the concern if you are not able to, or inform the provider that you corrected it. 4. If the program has a policy or procedure for responding to serious health & safety concerns, follow those steps in addition to the Child Care Substitutes of Oregon steps below. 5. If you or another teacher/provider immediately corrects the concern, continue your shift and proceed to Step #2 at the end of your shift. 6. If you or the teacher/provider is unable to correct the concern during the shift, or refuses to correct, proceed to Step #2 as soon as it is safe to do so (break time, etc.)
2	<p>Even if you are unsure whether you observed a serious health and safety concern, follow these steps:</p> <ol style="list-style-type: none"> 1. Call CCSO and ask to speak to the Substitute Supervisor at 503-751-4045 to inform them of what happened. The supervisor will be able to help determine whether or not a call needs to be made to a Regional Manager (they will determine if it rises to the level of a serious violation). If the situation occurs outside the hours of M-F between 8:00 AM-5:00 PM, leave a message for the Substitute Supervisor and they will respond to you as soon as possible. If the situation is an emergency, follow the steps for Mandatory Reporting (see page 3). 2. If prompted by the Substitute Supervisor, the substitute & Substitute Supervisor will call the Office of Child Care together at 1-800-556-6616 and ask to speak to a Regional Manager for the area where the facility is located. A Regional Manager will then decide if the situation needs to be forwarded to a Licensing Specialist. 3. You may tell the teacher and program director that you saw a situation of potential concern and will be checking in with a Regional Manager. The Substitute may use their discretion regarding when and how this conversation takes place, or ask the Substitute Supervisor to address this conversation with the program.

Thank you for helping keep Oregon's children healthy and safe!

Mandatory Reporting Requirements

All early childhood professionals who work directly with children are mandatory reporters per [ORS 419B.010](#).

As mandatory reporters, all substitutes must report to the Department of Human Services or law enforcement in accordance with [mandatory reporting laws](#).

If a Child Care Substitutes of Oregon substitute observes a mandatory reportable concern, they must:

1. Immediately intervene, if necessary, to help ensure the safety of the children.
Contact 911 if there is imminent danger.
2. **Call the Department of Human Services: 1-855-503-SAFE (7233); Report the concern and ask for direction regarding next steps.**
3. **Call the Office of Child Care: 1-800-556-6616 to report the concern.**
4. **Call the Child Care Substitutes of Oregon within 24 hours of reporting at 503-751-4045 to let them know you submitted a report.**

Serious Health and Safety Concerns Reporting Requirements

Serious health and safety concerns observed in the early childhood setting during the conduct of an assessment or technical assistance visit that do not reach the threshold of a mandatory reportable concern, but **pose a high-risk of harm to children, must be reported.**

If a serious health and safety concern is observed, you must follow the appropriate protocol based on licensing type: [licensed](#) or [licensed-exempt](#).

Serious Health & Safety Concerns which must be reported:

1.	<p>More children allowed by law or an inadequate number of adults to provide safe care for the children present.</p> <ul style="list-style-type: none"> Children's health and safety is jeopardized due to the program being over their licensed capacity, above staff-child ratio.
2.	<p>Early educator behavior related to unsafe guidance, discipline, or interaction.</p>
3.	<p>Children are left unsupervised (out of sight and sound) for extended periods of time or a child is injured resulting from a lack of supervision.</p> <ul style="list-style-type: none"> Includes: Lost or missing child, serious injuries resulting from lack of supervision
4.	<p>Infant Safety Risks:</p> <ul style="list-style-type: none"> Any unsafe sleep practices (Examples include, but are not limited to: infants placed to sleep on their stomach; infants sleeping in car seats/swings; infants being laid to sleep with a bottle, blankets or other items in a crib, pacifier holders or attachments). Bottles being propped.
5.	<p>Multiple or Serious Fire, Health or Safety Hazards:</p> <ul style="list-style-type: none"> Any medicines/cleaners/toxics within reach of children and in their immediate area; Facility in extreme disrepair (e.g., collapsing stairs or porch, broken glass, exposed wiring); Wood stove or burning fire with no barrier or in reach of children;

	<ul style="list-style-type: none"> • Access to severe hazards (e.g., power tools, knives, sharp scissors, razors, or other potentially hazardous equipment not locked); • Firearms, weapons, projectiles not under lock; • Hot tub or pool (including wading pool), other bodies of water unsecured; • Animal feces on the ground in the play area; rodent or insect infestations/droppings; • Feces or soiled diapers accessible to children; • Excessive filth, or other excessively unsanitary conditions.
6.	Any unsupervised access to children by individuals who are conditionally enrolled or not enrolled at all in Oregon's Criminal Background Registry (if this becomes known to an early childhood professional on site).
7.	Illegal Care: Unlicensed care with more children in care than allowed by law or more hours in care than allowed by law.

Reporting serious health and safety concerns to OCC supports child safety. Suspicions of child abuse or neglect must be reported to ODHS at 1-855-503-SAFE(7233).

General Complaints

Western Oregon University and CCSO are committed to cultivating an educational and work environment in which all individuals are treated with respect and dignity. Each individual has the right to learn and work in an atmosphere that promotes equal educational and employment opportunities and prohibits discriminatory practices, including harassment. Western Oregon University expects relationships across campus will be free from bias, prejudice and harassment. This policy statement is intended to: (a) reaffirm Western Oregon University's prohibition against discrimination and harassment, (b) clarify federal and state protected classes, (c) clarify types of prohibited conduct, and (d) provide an effective complaint procedure to

individuals who believe they have been subject to or have observed prohibited conduct.

Reporting

Complaints: An effective and clear complaint procedure is a critical element of Western Oregon University's policy against discrimination and harassment. The complaint procedure is open to all employees. When reporting the process is as follows:

General Concerns or Complaints regarding shifts hours etc. please email or call your supervisor or CCSO at childcaresubsor@wou.edu or call (503) 751-4045

Anonymous Report form for sexual misconduct:

Use this form to report an incident of sexual assault, sexual harassment, domestic violence, interpersonal violence, stalking or any other form of sexual misconduct that happened to you or was reported to you by another person.

Sexual Assault/Misconduct form

<https://wou.edu/student/sexual-misconduct-resources/anonymous-report-form/>

Bias incidents:

Use this form to report an incident of bias if it is an act of conduct, speech, or expression that targets an individual or group based on their actual or perceived race/color, religion, ethnicity, national origin, gender, gender identity/expression, age, disability, or sexual orientation.

Bias incidents form

<https://wou.edu/student/bias-incident-report-form/>

General Complaints

You also have the option of contacting the Human Resources office at Western Oregon University at ccsohr@wou.edu

Child Care Substitutes of Oregon Substitute Supervisor at
childcaresubsor@wou.edu

Incident Reports & Workers' Compensation Claims

Child Care Substitutes of Oregon recognizes that the health and safety of its employees is a priority and that if accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risk is minimized.

Child Care Substitutes of Oregon understands the importance of incident reporting and investigation and has developed hazard inspection, hazard reporting and maintenance programs to minimize the workplace accidents or dangerous occurrences.

This policy applies to all Substitutes from Child Care Substitutes of Oregon. This policy has been developed to ensure that all Substitutes understand the processes to be taken in the event of a dangerous occurrence or accidents.

All accidents or incidents that result in an injury or work-related illness during the course of work must immediately be reported to the Substitute Supervisor. The [supervisor occupational injury report](#) must be filled out by the substitute with the Substitute Supervisor.

Not all injuries instigate a workers compensation claim, however if the need to file one, notify Substitute Supervisor and Human Services Department. Once the contact through phone call or email has been done fill out [Top part of 801 form filled by employee](#) and sent to WOU HR.

Child Care Substitutes of Oregon Substitute Supervisor
childcaresubsor@wou.edu

Western Oregon University, Human Resources Department
ccsohr@wou.edu

Contact Us

For any general questions or concerns please contact us by emailing childcaresubsor@wou.edu or calling (503) 751-4045, and one of our team members will reach out to you within two business days.