



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 (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 Overview

The Department of Early Learning and Care has contracted The Research Institute at Western Oregon University to build Child Care Substitutes of Oregon 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.

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.

CCSO Contact information: childcaresubsor@wou.edu

Definitions

Central Background Registry or “CBR” means Child Care Licensing Division’s registry of individuals who have been approved to be associated with a child care facility in Oregon

Conditional Enrollment: 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.

Find Child Care Oregon (FCCO) The system which hosts the Subpool online framework for connecting programs with CCSO substitutes.

Inactive Status A substitute who is not field ready or not in compliance with CCSO program requirements.

Lead Substitute A CCSO substitute who can work in a child program without direct supervision by another staff member. They can be alone with children and once a Lead Substitute receives supervisor approval, they may work alone in a facility. CCSO substitutes must meet licensing Teacher qualifications:

- 750 hours of qualifying teaching experience in a Certified Child Care Center,
- One year or 1,500 hours of qualifying teaching experience in Registered Family or Certified Family child care,
- Step 6 in ORO,
- 9 Quarter credits in two CKCs (3 must be in HGD or UGB),
- Associates Degree in a child or education related field, r
- A state or nationally recognized credential, e.g. Child Development

Associate (CDA).

Licensing Compliance Following the rules and regulations outlined by the Department of Early Learning and Care's Licensing Division.

Mandatory Reporting The legal obligation to report suspected cases of child abuse and neglect to the appropriate authorities.

Orientation CCSO virtual training for new substitutes to support their navigation, understanding, and compliance of CCSO process and procedures.

Onboarding Phase of CCSO employment where substitutes are hired into the system but are not program ready yet.

Oregon Registry Online (ORO) Oregon's professional development database and training access hub.

Pay Differential Extra pay per hour added to an employee's base pay rate.

Serious Health & Safety Concerns Concerns **that** do not reach the threshold of a mandatory reportable concern, but they include serious violations that pose a high-risk of harm to children.

Support Substitute A CCSO substitute who can work in a child program with direct supervision by another staff member. They cannot be alone with children or alone in a facility.

Program An eligible child care facility, specifically one enrolled and participating in CCSO.

Program Ready A hired CCSO substitute enrolled in the Criminal Background Registry, in possession of a current Food Handlers and Infant CPR/First Aid certification, and having completed all required safety set trainings as well as the CCSO Orientation.

Provider The person responsible for the operations of the child care program and point person for CCSO. This person may also be a director, owner, or caregiver.

Ratio The number of caregivers responsible for a specific number of children per licensing rules. The required number of caregivers per child varies by facility type.

Substitute Individual hired, trained, and approved by CCSO to work in a child care facility in place of regular program staff.

Supervision The activity of watching, counting, listening, and responding to children in care. This includes substitutes positioning themselves so they can always observe children.

Worklife Systems The company that builds the FCCO framework used by CCSO. CCSO substitutes will receive emails from Worklife Systems in relation to their work with CCSO.

Types of Substitute

CCSO substitutes are classified into two position types:

- Support Substitute:
 - Base pay \$21 per hour
 - May be conditionally enrolled in CBR
 - Must be within sight *or* sound (or sight *and* sound if conditionally enrolled in the CBR or working in a certified center) of provider or qualified staff member
 - Position is equivalent to Office of Child Care roles:
 - Assistant Program Leader
 - Assistant I
 - Aide I
 - Support

- Lead Substitute
 - Base pay \$22 per hour
 - Teacher-qualified based on [rules](#) from the Department of Early Learning and Care.
 - Active enrollment in the CBR
 - May be alone with children
 - Position equivalent to Office of Child Care roles:
 - Teacher
 - Substitute Provider
 - Program Leader
 - Assistant Program Leader
 - Assistant II
 - Aide II

While participating in CCSO, you can 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.

Program Readiness

Becoming Program Ready

Before a substitute educator is able to work in child care programs, they must complete:

- CCSO Substitute Orientation
- WOU Picture ID
 - Upon hiring, send a picture of from the shoulders up (passport style) to the HR Department from their assigned WOU email to ccsohr@wou.edu.
 - ID card will be mailed to the substitute by HR after the picture the sub provided matches there I-9 documents.
- Enrollment in the Central Background Registry (CBR)
- Pediatric First Aid/CPR (in person)
- Oregon [Food Handler's Certificate](#)
- 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
- Read and review [Licensing rules and regulations](#) for all facility types, especially focusing on ratios, supervision, and injury prevention.

Staying Program Ready

Substitute educators must keep certifications current and complete ongoing professional development in order to stay eligible to work in child care programs substitutes must:

- Complete 15 hours of professional development related to child care every fiscal year (July-June)
 - The [ORO Training Calendar](#) has opportunities statewide
 - CCSO will reimburse substitutes for the 15 hours of professional development each fiscal year upon completion.
- Renew their Pediatric First Aid/CPR (in person) every two years

- Renew their Oregon [Food Handler's Certificate](#) every three years
- WOU Picture ID
 - Wear WOU Picture ID at all times when working in programs
 - Coordinate with the supervisor to update the “year” sticker on the ID each academic year.
- The substitute must have worked 3 shifts for CCSO and 4 hours in the facility before being left alone.
 - Substitutes must have supervisor approval before beginning to work shifts where they are the only adult working in the facility.

If the substitute fails to meet the requirements above any time of the employment the substitute will be considered **OUT OF COMPLIANCE**. The CCSO substitute has 30 days to come into compliance and reinstate, if not, they will be considered inactive for failure to fulfill the program requirements.

Tracking Professional Development

The Oregon Registry Online (ORO) is where substitutes must upload and track their professional development in order to maintain licensing compliance and program readiness.

Creating an account in Oregon Registry Online (ORO)

1. [Visit the Oregon Registry Online](#)
 - Click “Create an Account”
2. Enter your information
 - 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”
3. If there is not a match to an existing account the site will prompt you to either enter the license number of Child Care Substitutes of Oregon or your Central Background Registry number
 - CCSO's license number is **RA4109**
4. Once you enter your information, you will be prompted to answer the security question.
5. If there was a match to an existing account, the site will notify you that you will be sent an email.

- Check your email and follow the instructions to finish setting up your account

Uploading document into Oregon Registry Online (ORO)

1. Log in to [myORO](#)
2. Click “MyORO” in the upper left menu
 - Click “Documents” at the bottom of the dropdown menu
3. Review the pop up box of helpful tips from ORO and click “Close” at the bottom when you are finished.
4. Click the “Upload” blue box towards the top of the page
5. Select the certificate from your device you would like to upload
6. A box will appear titled “Documents being processed”
7. You can view documents received previously by ORO below
 - A green checkmark on a document means it has been processed and approved
 - An hour glass icon means the document is still being processed
 - A red X means the documents has been denied
8. You can contact ORO directly for support at their [Contact Us](#) page.

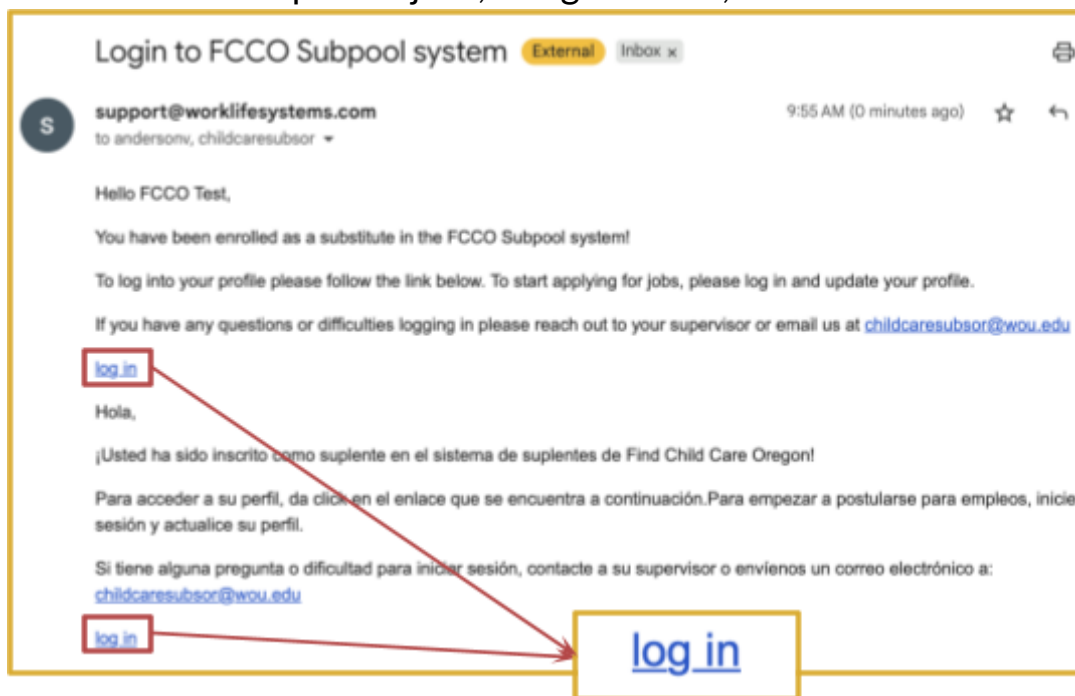
Subpool System (FCCO)

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@worklivesystems.com) include.

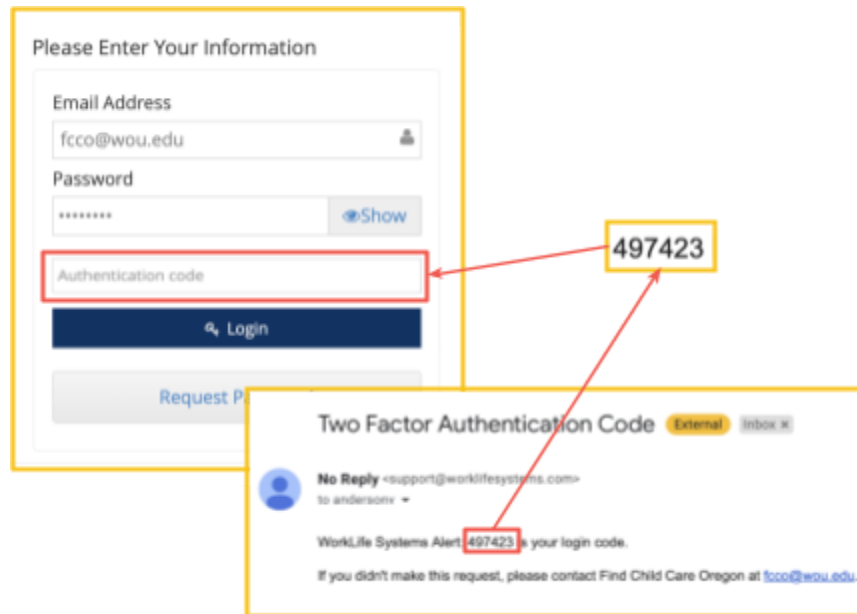
- Two-Step Authentication Code
- Password Request
- Notifications for posted jobs, Assigned Jobs, and Submitted Time Card



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:
www.stage.worklivesystems.com/substitute/34
5. If you need the login email sent an additional time, you can reach out to your supervisor and they will be able to send you a new one.

Using FCCO

FCCO is where you will:

- Update your profile,
- Set the area in which you want to work,
- Apply for jobs, and
- Access your time card.

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

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

Password: resources4CCSO!

Working a Shift

Cancelling

When a substitute commits to a shift and will no longer be able to fulfill the job a substitute must:

- Contact the program, notify them that they will no longer be able to work that particular shift.
 - This must be done **24 hours** before the shift begins.
- And contact CCSO at childcaresubsor@wou.edu or 503-751-4045.

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

Preparing for Your Shift

- Review the notes from the job posting for important information like:
 - Parking
 - Start and end times
 - Age groups you can expect to work with
 - Type of facility
- Review the [Licensing Rules](#) for the facility type that matches the program you will be working at.
- Check Address in GPS for how long it will take you to arrive, plan for extra time to ensure you arrive on time.
- If you are a Lead Substitute and will be completely alone at the program during the shift:
 - Review “Lead Substitute Program Operations Support Document received from program (Program document available on [Portal](#))
 - Reminder: only Lead Substitutes who have received approval from their supervisor may work in a facility without additional program staff present.

Arrival

- Arrive early enough that you are inside the facility by the time your shift is set to begin.
 - Arriving 15 minutes or later than the start of a shift is a “Late Arrival” and may result in disciplinary action.
 - **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
- Program staff will check the substitute’s WOU ID

Program Orientation

- Complete the Substitute Orientation Checklist with a program staff member
 - Access document on the [CCSO Portal](#) (available in several formats)
 - Ask questions as needed

Work Shift

- Follow the directions of the program staff
- Provide excellent care to children and
- Act professionally towards children’s families
- Stay in compliance with DELC Licensing rules and regulations

Ending Your Shift

- If the program offers to let you leave early, remind them they will have the full number of hours deducted from their program no matter when you clock out.
 - Ask if they would like you to stay to support the program for the rest of the shift?

Time Cards

- Login to FCCO
 - <https://stage.worklivesystems.com/substitute/34>

- Under the tab “Time Cards” click “Add New Time Card”
 - "Add New Time Card" to record your hours worked.

Follow Up

- Apply for your next shift!

Shift Requirements and Expectations

Minimum Work Requirement

Part-time substitutes must work at least one shift per year to remain an active CCSO employee. Failure to complete CCSO's requirements will result in termination of employment.

Maximum Work Limit

Part-time 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.

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 breast feeding parent needing to express milk) the substitutes will get the approval from CCSO to support in program accommodations.

Supervision and Support

Substitute Educator Supervisor

Each Substitute is assigned a CCSO supervisor. Substitutes are required to:

- Read regular email communications for their supervisor and from the general CCSO email account
- Attend quarterly virtual checkins

Meeting Expectations

CCSO supervisory meetings, sponsored professional development opportunities, and other connections with CCSO staff and the public are treated like program shifts. Since you are paid for your participation in this training, you are expected to fully participate.

Acceptable participation in virtual events includes:

- Arriving on time
- Camera on
- Staying muted unless you are speaking
- Responding to questions
- Participating in activities
- Staying until the end
- If you are not able to meet those requirements, you may not be compensated for your time.

Acceptable participation in live, in person events (meetings, program Meet and Greet, recruitment events) includes:

- Arriving on time
- Responding to questions
- Participating in activities
- Staying until the end
- If you are not able to meet those requirements, you may not be compensated for your time.

Dress Code

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.

Substitutes must always present a clean, professional appearance.

Dressing appropriately includes the expectations that:

- Clothes are clean.
- Staff are well groomed.
- No clothing with offensive or inappropriate designs or stamps for example, foul language, drugs, alcohol, sexual content, etc.
- Clothing must cover private parts and underwear.
- 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 when in programs.
- 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.
- Clothing and grooming styles dictated by religion or ethnicity are exempt.

Sick Leave

After 30 hours worked, substitutes earn one hour of paid sick leave. Sick leave does not include any differential hours, it is paid at the hourly base rate. To request sick leave fill out the [Sick Leave Request Form](#).

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](#).

Feedback and Performance Reviews

Supervisors will share program feedback with substitutes, offer performance improvement supports as needed, and support professional development.

In the case of poor performance and/or negative feedback from programs, corrective plans may need to be put in place, including a Progressive Discipline Plan.

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

Steps to address misconduct or poor performance include:

- Verbal warning (which can be by email., phone conversation or in person)
- Meeting with substitute supervisor to discuss corrective action plan (though Zoom or in person)
- Performance Improvement Plan with HR
- Termination

The substitute supervisor will inform employees when they begin 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.

Safety

Substitute Safety

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:

- reaffirm Western Oregon University's prohibition against discrimination and harassment,
- clarify federal and state protected classes,
- clarify types of prohibited conduct, and
- provide an effective complaint procedure to individuals who believe they have been subject to or have observed prohibited conduct.

Inclement Weather

Substitute educators 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 educator safety in the case of inclement weather.

When a region is experiencing inclement or extreme weather conditions, substitute educator 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 and alert the supervisor.
 - If a substitute educator 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.

Reporting

If you have an experience that requires support there are several avenues of reporting incidents as well as accessing resources and support.

For issues including: pay, timesheets, program experiences, provider or caregiver interactions, or experiences with other members of CCSO or TRI:

- Reach out to your supervisor directly or use the general CCSO contact information:
 - childcaresubsor@wou.edu or
 - (503) 751-4045

For incidents including: 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:

- Submit an [Anonymous Report form](#)
- Contact your supervisor for support if you feel comfortable or use the general CCSO contact information:
 - childcaresubsor@wou.edu or
 - (503) 751-4045

For incidents that involve bias or discrimination including acts 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:

- [Submit a Bias Incident Form](#)
- Contact your supervisor for support if you feel comfortable or use the general CCSO contact information:
 - childcaresubsor@wou.edu or
 - (503) 751-4045

When in doubt, contact your supervisor or the Center Director. CCSO leadership cares about your safety. Do not hesitate to make a report or to ask for help.

Child Safety

Transportation

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.

Serious Health and 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.

If a Serious Health & Safety Concerns (SHSC) happens during your shift, follow the Action Steps below:

1. **Immediately stop** what you are doing and correct the concern if possible.
2. **Discuss** the concern observed with the caregiver/provider.
3. Request the caregiver/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 call your supervisor at the end of your shift for further guidance.

6. If you or the teacher/provider is **unable to correct** the concern during the shift, or **refuses to correct**, call your supervisor as soon as it is safe to do so (break time, etc.) for further guidance.

If the situation occurs outside the hours of M-F between 8:00 AM-5:00 PM PST, 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 below.

Mandatory Reporting

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](#).

Serious Health & Safety Concerns which must be reported:

- Children's health and safety is jeopardized due to the program being over their licensed capacity or staff-child ratio.
- Early educator behavior related to unsafe guidance, discipline, or interaction.
- 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.
 - Includes: Lost or missing child, serious injuries resulting from lack of supervision
- Infant Safety Risks:
 - 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 for feedings
- Multiple or Serious Fire, Health or Safety Hazards that cannot be corrected or that the program refuses to correct:
 - 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);
- Woodstove or burning fire with no barrier or in reach of children;
- Access to severe hazards (e.g., power tools, knives, sharp scissors, razors, or other potentially hazardous equipment not locked);
- Firearms, weapons, projectiles not locked;
- 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

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 Oregon Department of Human Services (ODHS):
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 supervisor within 24 hours of reporting to let them know you submitted a report.