



Solo Coverage Policy: Substitutes

Types of Job Postings

Support:

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

Lead:

- Director or Provider is on site (or staff qualified to step into that role as needed) with the substitute
 - Teacher qualified
 - Do not need to be directly supervised
 - Can be alone with children
 - Only Substitutes who are approved as a lead by CCSO staff may apply for and work lead shifts.
- Required Paperwork (All paperwork is on the [CCSO Portal](#)):
 - CCSO Orientation Checklist **REQUIRED**

- This document is **required by Child Care Licensing** and must be completed before the substitute begins working with children. This document is for every type of shift (support, lead, and solo).
- Lead Substitute Program Operations
 - This document is required for Solo Coverage shifts and strongly encouraged when a substitute will be caring for children in a room by themselves even when there are other staff members present in the facility.

Solo Coverage:

- No program staff is on site with the substitute at any time during the shift
 - Teacher qualified (Approved CCSO Lead Substitute)
 - Has worked one shift in the program previously as support or lead within the last 30 days.
 - Requires supervisor approval for Registered Family programs for all solo shifts.
 - Requires supervisor approval for shifts over 4 hours long for:
 - Certified Family Child Care
 - Certified Center Child Care
 - Certified School-Age Child Care
 - Outdoor Nature-Based Child Care is **not** eligible for solo coverage.
- Required Paperwork (All paperwork is on the [CCSO Portal](#)):
 - CCSO Orientation Checklist **REQUIRED**
 - This document is **required by Child Care Licensing** and must be completed before the substitute begins working with children. This document is for every type of shift (support, lead, and solo).
 - Lead Substitute Program Operations **REQUIRED**
 - This document is required for Solo Coverage shifts and strongly encouraged when a substitute will be caring for

children in a room by themselves even when there are other staff members present in the facility.

- For solo shifts, the document must be filled out by the program and emailed to the substitute at least 24 hours before the start of their shift.
 - If the program does not complete this requirement, CSSO will cancel the job, and no substitute will be able to work the shift.
- [Solo Policy Exception Form](#)
 - **REQUIRED** for all solo coverage in Registered Family programs
 - **REQUIRED** for all programs when requesting more than 4 hours of solo care.
- Limitations:
 - Substitutes may only work alone in a facility for up to 4 hours
 - **Substitutes can not work in a RF program without filling out a [Solo Policy Exception Form](#).** See “Exceptions” section below for more Registered Family (RF) information.
 - The Provider/Director must provide an emergency contact for support as needed.
 - The emergency contact must be local to the facility and able to physically support the substitute at the facility within 1 hour of being contacted in the case of an emergency.
 - Substitutes may work in a program for more than 4 hours, but not without support from a qualified person on the premises.
 - Examples of a qualified person in a Center:
 - Director
 - Assistant Director
 - Caregiver
 - Program staff
 - Examples of a qualified person in a Home Based Program:

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

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