



The Child Care Licensing Division's Guide to:

Certified Family Child Care Homes

Department of Early Learning and Care (DELIC)
Child Care Licensing Division (CCLD)
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Disclaimer: This document is meant to be used as a resource, and for informational purposes only.
It does not replace the applicable statutes and Oregon Administrative Rules (OARs).

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The Child Care Licensing Division (CCLD)

Who we are, and what we do:

The Child Care Licensing Division (CCLD) is part of the Oregon Department of Early Learning and Care (DELIC) and is a statewide child care system that supports families and promotes safe, quality, affordable and accessible child care. The Child Care Licensing Division supports and monitors licensed programs to ensure foundational health and safety laws, rules, and requirements are met. Families and communities in Oregon rely on CCLD's licensing system to ensure that licensed child care programs have met foundational health and safety requirements.

The mission of the Oregon Department of Early Learning and Care (DELIC) is to foster coordinated, culturally appropriate, and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive.

Child Care Licensing Division's Licensing Specialists:

CCLD licensing specialists are a valuable resource as you move through the certification process. They are available to answer any questions you may have about Oregon's child care rules as well as connect you with resources for your program. In addition, licensing specialists offer support during visits, which includes information and suggestions on how to stay in compliance with CCLD rules. They can also offer consultation on developmentally appropriate practices to support children's growth and development.

Licensing is a form of child and consumer protection. It seeks to minimize risks to children in out-of-home care and promote their healthy growth and development. It is the licensing specialist's role to work with child care providers, directors, and staff when questions arise about compliance with the rules. You may at any time request help if there are questions about requirements or how a facility can comply with requirements. There may be several ways to comply. Your licensing specialist will discuss the options with you.

CCLD is here to support you:

In addition to your licensing specialist, there are other CCLD staff available to support you such as senior licensing specialists and regional managers. Senior licensing specialists can answer questions or concerns you may have about the licensing process or clarify rule interpretation. If you have conflicts with your licensing specialist or concerns of a more serious nature, you can ask to speak to the regional manager.

Our central office staff are located in Salem. Central office staff process licensing applications and Central Background Registry (CBR) enrollment applications as well as manage complaints and legal processes. You can contact CCLD central office staff with questions about your Central Background Registry enrollment and child care application processing timelines.

To connect with your local senior licensing specialist, regional manager, or central office personnel, you can contact your licensing specialist or call 1-800-556-6616.

Do I Need a Child Care License?

Oregon statutes require a child care facility providing certain types of care to be licensed by the Child Care Licensing Division as a Certified Child Care Family. Statutes also require the Child Care Licensing Division to establish rules which a child care facility must meet in order to qualify for a child care license. To carry out the intent of the statutes, the Child Care Licensing Division has developed foundational requirements set forth in Oregon Administrative Rules (OARs).

Rules for Child Care

General Rules for All Child Care Facilities

In addition to the rules for certified family homes, all child care programs (Registered, Certified, Recorded and Regulated) must also comply with the OARs covered in the General Rules for All Child Care Facilities, beginning with 414-075-0000.

The General Rules define what types of child care are “exempt” and do not require a license, see OAR 414-075-0250. If you do not fall into one of the exempt categories and you are providing child care, you are required to have a child care license. If you are not required to have a license, but would still like to apply for one, you may do so. For more information on unlicensed preschool recorded programs or school age recorded programs, visit the DELC website at www.oregon.gov/DELC.

Certified Family Rules

Each type of license operates under a different set of Oregon Administrative Rules (OARs). Certified Family Child Care Homes (CF) that care for any children from six weeks through age 12 operate under OAR 414-360-0000 through 414-360-1620. These programs will be regulated according to these requirements, which are described in the rule book titled *Rules for Certified Family Child Care Homes*. Your rule book, along with this guide and help from your licensing specialist, will be the most important tools in maintaining compliance in your home child care program.

Other Laws that Affect Child Care

As a licensed child care program in Oregon, you will be required to follow several laws regulated by other agencies. More information on these laws is available upon request, or you may contact the agency directly to learn more about their requirements:

- Immunizations (Oregon Health Authority)
- Child Care Restrictable Diseases (Oregon Health Authority)
- Child Abuse and Neglect Reporting (Oregon Department of Human Services)
- Vehicle Child Safety Systems and Seat Belts (Oregon Department of Transportation)
- Bicycle Safety (Oregon Department of Transportation)
- Civil Rights Laws (Bureau of Labor and Industries)
- Americans with Disabilities Act (www.ada.gov)

The Certified Family License

The Child Care Licensing Division issues four types of licenses:

- Registered Family (RF)
- Certified Family (CF)
- Certified Center (CC) or Certified School-age Center (SC)
- Certified Outdoor Nature-Based Programs (ONB)

A Certified Family Child Care Home (CF) is defined by CCLD as a child care facility that is certified to care for no more than 16 children and is located in the residence of a provider to whom CCLD has issued a license to operate a facility in the family living quarters pursuant to these rules and OAR 414-360-0000 to 414-360-1620.

While all these licenses have health and safety requirements, they are very different licenses. In most cases, both Registered Family and Certified Family Child Care licenses are in residential homes, and Certified Center and Certified School-Age center licenses are in commercial buildings, while Certified Outdoor Nature-Based programs operate in outdoor settings.. This guide will focus on Certified Family Child Care Homes. If you are interested in operating a child care program in a commercial building and not in your home, you can call CCLD for more information.

Before You Apply

Before you apply for a child care license, you must first determine if you are qualified to be a child care provider with a certified family license, and your home is appropriate to do so. The home must meet local planning and zoning requirements, building codes, and environmental health requirements. Water faucets used for drinking, cooking, and preparing infant formula and food must be tested for lead. In addition, it must meet requirements in CCLD's *Certified Family Child Care Homes* rule book. This portion of the guide will walk you through the steps you need to take to acquire an application for a Certified Family Child Care Home license.

Am I Qualified to be a Certified Family Child Care Provider?

"Provider" means the person in the certified family child care home who is responsible for the children in care, is the children's primary caregiver, and in whose name the certificate is issued. In a certified family child care home, the provider is the operator.

There are requirements a provider must meet in order to have a Certified Family license. To be qualified you must:

- Be at least 18 years of age if the facility is certified for 12 children, or at least 21 years of age if the facility is certified for more than 12 children.
- Have at least one year of qualifying teaching experience in the care of a group of children in an ongoing group setting such as a kindergarten, preschool, child care center, certified family child care home, registered family child care home, or Head Start program; or prior to applying to be certified for up to 16 children, completed one year of successful operation as a certified family child care facility for 12 if the qualifying teaching experience is based on registered family child care; OR
- Completion of 20 semester credits or 30 quarter credits in a college or university in early childhood education or development; OR
- Documentation of attaining at least step eight in the Oregon Registry

If you do not meet any of these requirements, you may still be able to do child care in your home with a Registered Family Child Care license. Please call 1-800-556-6616 if you have questions about the Registered Family Child Care license.

Planning, Zoning and Building Codes

The Child Care Licensing Division requires family child care homes to comply with all planning and zoning laws. If you plan on being the child care provider and you are living in the home you are providing care in, you do not need to take any action.

If you are not living in the home where care will be provided or the home is not located in a commercial or residential zone, you will need a written permission from the city/county to operate a Certified Family Child Care in the building and to ensure that the building meets the codes. You also need to be willing to complete the necessary renovations in order to obtain a proper permit. Contact your local building codes agency for more information.

Floor Plan Review

To be licensed for the first time as a Certified Family, or if you are planning to remodel, you must submit a building floor plan or drawing of your facility to CCLD. It must show the dimensions of all rooms to be used (length and width), the placement of the kitchen and bathrooms, the locations of toilets, hand washing sinks and fixtures, and plumbing in the kitchen. It must also include a description of how each room will be used. If only part of the building will be used for child care, you may limit your floor plan to that area; however, the licensing specialist will conduct a brief review of all areas of the home.

If you are submitting a new application or planning on doing construction or remodeling, you will also need to submit floor plans to the environmental health specialist, and the building department to ensure all codes and sanitation requirements are met.

The Pre-Certification Visit

After you acquire documentation that you have met planning, zoning, occupancy and building codes, you may contact CCLD to set up a pre-certification visit. At the pre-certification visit, your licensing specialist will visit your home, and estimate how many children the space available for child care can accommodate. In addition, your licensing specialist will provide guidance to you regarding any changes you may need to make to the space as you prepare for your initial licensing inspection.

The licensing specialist will take measurements of the rooms and outdoor space that you plan to use for child care. The square footage of each room will be calculated to determine the facility's capacity (35 sq. ft. per child indoors for the first 12 children, and an additional 50 sq. ft. per child for each of the additional children, up to four children. Outdoor space requires 75 sq. ft. per child). Capacity is dependent on the amount of square footage available for children's use, the number of available toilets and hand washing sinks, and the age of children that will utilize the space. Measurements that occur during a pre-certification visit provide for an estimated capacity. Final determination of capacity happens at your initial visit. The licensing specialist will also inspect the bathroom facilities, ensuring that there are enough toilets and hand washing sinks available for use. Outdoor space will be reviewed to provide an estimated capacity and advise on other safety and use requirements in the rules for outdoor spaces.

The licensing specialist will discuss rules related to staff qualifications, staff-to-child ratios and group size, enrollment in the Central Background Registry and rules specific to the age groups you plan to accommodate. During the precertification visit, we encourage you to ask questions about the licensing process and how you can meet licensing requirements.

Application Materials

Application Packet

When your licensing specialist determines you are ready to apply for a license, they will provide you with an application packet. You will usually receive this packet at the pre-certification visit. This packet will contain information on how to get your environmental health inspection scheduled and complete the water tests for lead. It will also include your application for a child care license, and applications for enrollment in the Central Background Registry. The packet will have other important materials for the licensing process, such as a sample checklist (CF Health and Safety Review Checklist, document # CCLD-0091) that licensing specialist will use during your initial visit. Use this checklist to prepare for your initial inspection.

Environmental Health Inspection (Sanitation)

It is your responsibility to request a sanitation inspection. If an inspection report calls for corrections, the corrections must be made before an annual license is issued.

It is prudent to ask for sanitation inspections as soon as possible. It may take an agency several weeks to be able to act on your request. The applicant is responsible for any fees associated with these inspections.

The Child Care Licensing Division, and most environmental health specialists can give technical assistance to prospective child care providers. This means they can help you before you invest money in a building. You should use their expertise whenever you have questions, which could help avoid costly errors.

Application Form

The application must be submitted at least 45 days before you plan to operate. You must fill it out, sign it, and return it to the Child Care Licensing Division with the appropriate fee, floor plan, and lead testing results. This needs to be completed before the Child Care Licensing Division can act on your application. If you are a new applicant, you must also apply for enrollment in the Central Background Registry for yourself as well as any staff planning on working at your facility and all adults who are living in the home or visit the home frequently.

Forms must be correctly filled out, complete and signed. An incomplete application may delay the licensing of the facility. Feel free to call your licensing specialist if you have any questions.

Application Fees

To apply for an initial application, a renewal, a change of owner, or a change of location, the fees are:

- NEW: \$25.00 plus \$2.00 x licensed capacity (e.g. the fee for a Family licensed to care for 16 children is \$25 + \$32 = \$57)
- RENEWAL: \$2.00 x licensed capacity

*APPLICATION FEES ARE NON-REFUNDABLE

Withdrawing an Application

To withdraw an application before the licensing process is completed, inform your licensing specialist, and they will give/send you a facility voluntary withdrawal or closure form (CCLD-0123) to fill out, sign, and return to the Child Care Licensing Division. This will close out your pending application.

Denial of the Application

If the facility or its operation does not comply with applicable statute or rules or with any term or condition imposed under the certification or registration, CCLD may issue a notice of intent to deny the application.

Enrollment in the Central Background Registry

The Child Care Licensing Division requires all individuals including administrative, child care and support staff, adults living in the home or frequently visiting home to be enrolled in the Central Background Registry. Other individuals who are not employed by the facility may also be required to be enrolled if their presence or role permits unsupervised access to the children. Federal and state law requires the Child Care Licensing Division perform FBI fingerprint background checks and obtain other criminal history information on all applicants. After individuals apply for enrollment in the Central Background Registry, the Child Care Licensing Division must approve the individual for enrollment **before** they are allowed to work in the child care facility. CCLD covers the cost of fingerprinting for child care staff. For more information on who needs to be enrolled in the CBR in your facility, please contact your licensing specialist or call Child Care Licensing Division customer service at 1-800-556-6616.

Testing for Lead in Drinking Water

The Child Care Licensing Division requires all applicants for licensing to test the water supply for lead if the plumbing fixture is used for drinking, cooking, or preparing infant formula or food. Test results must be submitted with the application. A floor plan indicating which faucets have been tested must also accompany the results. Fixtures must be tested every six years. Lead testing questions, lab reports, alternative water declaration forms and other communication regarding lead testing can be emailed to DELC.LeadTesting@delc.oregon.gov.

Testing supplies can be obtained from any ORELAP approved laboratory. To find a laboratory you can search from this website <https://orelap.state.or.us/searchLabs> or search the DELC website resource library for document CEN-0020 ORELAP Labs for Lead Testing. Other lead information and resources are available on the DELC website here: <https://www.oregon.gov/delc/providers/pages/lead-testing.aspx>

If certain fixtures or all fixtures fail this test, you will be required to submit and comply with a mitigation (correction) plan. Faucets that do not pass, may not be used until the issue is corrected and the faucet(s) pass a re-test.

If the facility does not use any of the on-site plumbing fixtures to obtain water for drinking, cooking, preparing infant formula, or preparing food, the program must submit form CEN-0016 Alternative Water Declaration to CCLD identifying the alternative source of water and confirming that the program does not use any on-site plumbing fixtures for drinking, cooking, preparing infant formula or preparing food.

The Initial Inspection

When you have approval or approval with corrections for your sanitation inspection and you completed the water testing for lead, the licensing specialist will conduct your initial inspection. They will inspect the facility for compliance with the requirements in your Child Care Licensing Division Rules for Certified Family Child Care rule book. Prior to operation, a facility must meet only those requirements that do not relate to the presence of children. For example, CCLD will not inspect children's enrollment records if you have no children enrolled yet.

The licensing specialist will check for health and safety requirements and review any written information and required policies. They will verify the location of faucets that have been identified as being tested for lead. They will also check staff qualifications. If the licensing specialist observes any noncompliance with the rules, you will be informed and given an opportunity to correct the issue(s).

A temporary license is issued if the facility shows the majority of CCLD's requirements are met. Once you receive a temporary license, you may begin to care for children. Temporary licenses may also be issued when a facility moves or changes ownership. A temporary license can be issued for up to 180 days.

An application will be denied if the facility does not show majority compliance with the administrative rules.

From Initial Temporary License to an Annual Child Care License

Within 180 days, a new facility must show that it can meet all requirements on a continuing basis in order to qualify to move from a temporary license to an annual license.

While the applicant has a temporary license, the licensing specialist will visit the site to evaluate the facility's compliance with the requirements, including those which apply to the presence of children. During this visit, often called a Program Review visit, the licensing specialist will look at all the items on the checklist that were not completed at the initial health and safety review. This may include your curriculum, child files and observing staff working with children. The applicant will be informed of the areas being checked, along with any findings.

After determining that the facility is in compliance with the rules, the licensing specialist will issue an annual license. The annual license replaces the temporary license and is valid for one year from the effective date of the temporary license unless it is voluntarily closed, the facility changes location or ownership, or legal action is taken by Child Care Licensing Division.

If the facility does not meet requirements during the temporary licensing period, the annual license may be denied. In addition, the temporary license may expire during this process. If this happens, the facility must stop providing child care.

Monitoring

During each licensing year, you will receive at least one unannounced visit from your licensing specialist. During this visit, the licensing specialist may arrive any time during the hours you have children in care. Your licensing specialist will, at minimum, look at the following:

- How many children you have in the home
- If children are appropriately supervised
- If staff-to-child ratio requirements are met
- If group size requirements are met
- If qualified staff are with each group of children
- Staff training requirements
- Are all individuals fully enrolled in the CBR that may have unsupervised access to children and/or living in home
- Are attendance records accurate and up-to-date
- Are all hazardous items inaccessible to children

Your licensing specialist may also check for compliance with any other rules in the book.

License Renewal

The CF license must be renewed annually. The renewal process includes on-site visits by the licensing specialist and the environmental health specialist. You will receive your renewal packet by mail about four months before your expiration date. You **MUST** submit your application to CCLD at least 30 days in advance of your license expiration date in order to have your application considered timely. The expiration date of the current certificate, unless officially revoked, remains in force until CCLD has acted on the timely application for renewal and has given notice of the action taken.

Similar to your initial inspection, at the time of renewal you will need an approved inspection from environmental health **prior** to the visit from CCLD.

In addition, each of your staff in the program may have on-going training requirements. You will need to ensure this training is completed and submitted to the Oregon Registry Online (ORO) well before the renewal date. Please consult your rule book for more details on the training requirements or talk to your licensing specialist.

After your renewal visit, an annual license is usually issued. A temporary license is only issued at renewal if the application was untimely and corrections cannot be completed before the license expiration date.

Failure to Comply with Requirements

After each visit, a Health and Safety Checklist or a Child Care Facility Contact Report form is completed. A copy will be emailed or mailed later. The form may contain:

- Topics discussed during the visit
- Compliance status
- Any rules with which the facility does not comply
- A description of the noncompliance
- Corrections needed and the date by which corrections must be made, if correction were not made at the visit

Noncompliance

A noncompliance may be a violation of the statutes, Child Care Licensing Division rules, or special conditions of the license. If noncompliance is noted at a visit, the provider will be responsible for ensuring the noncompliance is corrected within the timeframe discussed with the licensing specialist. Depending on the noncompliance, staff at the program will be given the opportunity to correct the noncompliance during the visit. The licensing specialist will note their observations on the contact report that will be issued to you at the end of the visit.

Noncompliance is documented in a letter that is sent to you from the Child Care Licensing Division. You may receive a letter documenting a noncompliance finding based on self-report, an observation made by your licensing specialist, information received by the Child Care Licensing Division, or reviewing records of your facility.

It is the facility's responsibility to follow up with the licensing specialist to report when the corrections are made. In some cases, the licensing specialist will conduct a follow-up visit to ensure the facility is in compliance (a compliance verification visit).

There are three different findings that are assigned on any complaint or noncompliance letter:

- **Valid**, when a reasonable person could conclude the noncompliance occurred based on the evidence; or
- **Invalid**, when a reasonable person could not conclude that the noncompliance occurred based on the evidence; or

- **Unable to Substantiate**, when a reasonable person could not decide whether the noncompliance occurred because of conflicting evidence or because information is not available.

Letters that contain serious valid findings are required to be posted in the facility for 12 calendar months. A serious violation means CCLD has made a valid finding that:

- Children are in imminent danger,
- There are more children in care than allowed by law,
- Prohibited punishment has been used,
- Children are not being supervised,
- Multiple or serious fire, health or safety hazards are present in the home,
- Extreme unsanitary conditions are present in the home or
- Adults are in the home who are not enrolled in the Child Care Licensing Division's Central Background Registry.

The Child Care Licensing Division may impose a civil penalty (a fine) for violations of applicable statutes or rules.

Emergency Suspension of a Child Care License

One potential legal action, the emergency suspension of a child care license, is a process used when CCLD finds that there is a serious danger to public health and safety or when, in the opinion of CCLD, such action is necessary to protect the children from physical or mental abuse or a substantial threat to health, safety or well-being. The Child Care Licensing Division may withdraw the emergency suspension if the conditions that resulted in the suspension are corrected.

Contested Case Hearings

If the Child Care Licensing Division issues a notice of intent to deny or revoke an application, a notice of intent to impose a civil penalty, a notice of intent to impose a condition, or an emergency suspension order, the program has the right to request a contested case hearing. The notice or emergency suspension order provides further information on the hearing process.

Findings Review

The purpose of the findings review is to provide an opportunity for a child care license-holder or other individual against whom a finding has been issued (referred to as "individual") to offer additional information and documentation regarding Child Care Licensing Division (CCLD) findings of noncompliance or regarding a complaint finding.

Individuals have a right to a review of CCLD's findings issued to them. This review can include a first level internal findings review by CCLD and a second level judicial review pursuant to ORS 183.484.

If an individual has requested a timely findings review (within 45 calendar days of the date of the findings letter) or petitioned for judicial review, the finding will remain in effect during the review process.

Findings review procedures are explained during the license application process. A copy of these procedures is available upon request and is posted on the Department of Early Learning and Care (DELIC) website.

- Findings Review Procedures (CCLD-0125) [English](#) | [Spanish](#) | [Russian](#) | [Chinese](#) | [Vietnamese](#)
- Request for Findings Review (CCLD-0126) [English](#) | [Spanish](#) | [Russian](#) | [Chinese](#) | [Vietnamese](#)

Complaint Investigations

Complaint Assessment

The Child Care Licensing Division investigates complaints of a violation of the applicable statutes and rules.

At the end of the investigation, CCLD will assess a finding for each allegation. Provider must post all serious valid complaint and serious noncompliance letters for 12 calendar months. The posting must be in an area where it may be clearly viewed by parents. As stated above, there are three different findings that are assigned on any complaint or noncompliance letter:

- **Valid**, when a reasonable person could conclude the noncompliance occurred based on the evidence; or
- **Invalid**, when a reasonable person could not conclude that the noncompliance occurred based on the evidence; or
- **Unable to Substantiate**, when a reasonable person could not decide whether the noncompliance occurred because of conflicting evidence or because information is not available.

Investigative Specialists

Investigative Specialists are CCLD field staff that visit child care programs when a complaint is received. Complaints remain active and open as long as needed to come to a finding decision.

How are investigators different from licensing specialists?

Licensing specialists are assigned to programs and conduct routine regulatory visits as well as provide ongoing technical assistance to licensed programs. Investigators are not assigned to programs, only to cases, although there may be times when a licensing specialist will conduct a compliant visit depending on workloads at that time.

Both licensing specialists and investigators provide regulatory oversight to child care programs. Regulatory oversight means checking to make sure programs meet the state licensing standards for operating a child care program.

What services do investigators provide?

CCLD investigators perform a complete investigation on regulatory complaint allegations and any observed noncompliance present while they are on site. This includes coordinating additional interviews, reviewing documents, and requests for additional information and documentation. Investigators also work with partner agencies like the Office of Training, Investigations, and Safety (OTIS), Law Enforcement, and Child Welfare.

Complaints of Providing Child Care Without a License

The Child Care Licensing Division may receive and investigate complaints of operating a child care facility without a license (unlawful care). Often, they did not realize they were required to have a child care license and CCLD will help the program to start the licensing process. A facility that continues to operate illegally without a license may be subject to sanctions including a fine called a civil penalty, denial of the license application or a court injunction.

Exceptions to the Rules

The Child Care Licensing Division may grant an exception to an individual rule for a specified period of time when a requirement does not apply to a facility, or when the intent of the requirement can be met by a method not specified in the applicable rule. Until an exception is approved by the Child Care Licensing Division, the facility must comply with the rule as written.

An exception may be requested during the application process or at any time during a temporary or annual license period. The exception request form is located on the DELC website, or you may ask your licensing specialist for the form. A separate form is required for each exception request. To request an exception, fill out the form and submit it to the licensing specialist.

Exceptions are considered on a case-by-case basis. The granting of an exception to a rule shall not set a precedent, and each request shall be evaluated on its own merits. An exception approval may be rescinded by the Child Care Licensing Division if conditions of the exception are not met or if the well-being of the children is compromised.

Other Information

Moving your Certified Family Child Care Home to a New Location

If you are planning on moving your program into a location other than what CCLD has approved, the following steps apply:

- Contact the licensing specialist you currently work with and discuss the timeline for the move and follow the regular application process.
- The building cannot be used for child care purposes until a license from CCLD has been obtained.

Public Access to Licensing Records

Information about child care facilities is available to the public except in specific situations stated in the State Public Records Law. The Child Care Safety Portal is a resource for parents and families to check the most updated information on the status of licensed child care programs in Oregon. The portal lets families search for a child care provider and view their licensing history over a period of time.

The Child Care Safety Portal is a part of the [Find Child Care Oregon](#) website to make it easier for families to find the information they need to make child care decisions in Oregon. Updates are made daily. On the portal, you will find:

- Child care license status, license type, and license capacity
- Summary of inspection visits including:
 - Valid findings within the last five years
 - Unable to substantiate findings within the last two years.
- Complaints:
 - Disclaimer- A complaint does not imply the allegation(s) is/are valid.
 - Complaints are not visible on the portal until after the investigation is complete.
- Enforcement activity
- Number of serious injuries or deaths

The form below may be used to submit a public response to valid or unable to substantiate complaints or valid non-compliance findings. Your response will be included whenever information about your compliance history is disclosed and will be available on the Child Care Safety Portal.

Facility Public Response form (CCLD-0543): [English](#) | [Spanish](#) | [Russian](#) | [Chinese](#) | [Vietnamese](#)

Building a Relationship with your Licensors

We're here to support you and your program. As you get to know your licensing specialist, ask lots of questions, share your concerns, or ask for examples of what compliance might look like. Every program is unique! Compliance with a rule does not always look the same, and CCLD wants to help you and your program succeed.

During Visits

We know that unannounced visits can be stressful. But just remember, the children come first! Your licensing specialist knows that they may have to wait while you take care of children, direct your staff, or talk to a parent. It's okay! CCLD staff are used to being flexible. In addition, your licensing specialist will not ask you to do something that would put your program out of compliance, such as leaving a group of children without the proper number of staff.

Technical Assistance (TA)

"Technical Assistance" means consultation and advice given to programs to assist them in maintaining compliance. As your program grows and changes, CCLD will be here to support you, offer suggestions, provide resources and cheer you on.

CCLD Optional Resources

CCLD has created many resources to help your program meet the requirements and rules. You also have the option of creating your own forms, as long as all of the required components in rule are included. Templates of forms are available as documents starting with **PR** or Program Resources, such as:

- Child Enrollment Forms
- Emergency Plan Template
- Emergency Drill Record
- Documents for verifying Qualifications.

Materials written to help programs understand what compliance looks like or to provide technical assistance that assists programs with staying in compliance are labeled as **PTA** or Program Technical Assistance, such as:

- Rule Guidance documents on a variety of topics;
- Required Policy list;
- List of Notifications that are required and the timeframe;
- Ratio charts

These and other resource documents are available from your licensing specialist or on the DELC website here: <https://www.oregon.gov/delc/resources/pages/default.aspx>

Websites

- DELC Child Care Licensing Division: www.oregon.gov/delc
- To search for resource documents on the DELC website: <https://www.oregon.gov/delc/resources/pages/default.aspx#ResourceDocuments>
- Child Care Resource & Referral agency list: <https://oregonccrr.org/regional-ccrr-information/>
- ORELAP labs for lead testing, search this site for currently accredited labs: <https://orelap.state.or.us/searchLabs>
- Secretary of the State for most current rules: <https://secure.sos.state.or.us/oard/ruleSearch.action>
- Oregon Registry Online (ORO): <https://my.oregonregistryonline.org/>
- Oregon Registry Online Training Calendar: <https://calendar.oregonregistryonline.org/>
- Child and Adult Care Food Program (CACFP): <https://www.oregon.gov/ode/students-and-family/childnutrition/cacfp/Pages/BecomingaCACFPSponsor.aspx>
- Teaching Research Institute (TRI): <http://triwou.org/centers/cel>
For information on your local Child Care Resource and Referral agency, Spark, 211 info or reimbursement for Lead testing
- Oregon Association for the Education of Young Children (OAEYC): <http://oregonaeyc.org/>

A final note:

As an agency, the Child Care Licensing Division values continuous quality improvement. CCLD works to examine the licensing process and administrative rules to find ways we can improve. Your comments and suggestions are encouraged. To provide CCLD with feedback please contact the Child Care Licensing Division's Central Office in Salem at 1-800-556-6616.

Overview of Partner Agencies

Child Care Resource & Referral Agencies (CCR&R)

Child Care Resource & Referral (CCR&R) agencies offer support services and training designed to promote providing a high-quality early education programs for children. To find a local Child Care Resource and Referral office, visit <https://oregonccrr.org/regional-ccrr-information/> or call 1-800-342-6712. The CCR&Rs offer:

- Becoming a Provider: Information about becoming a childcare provider, as well as assistance understanding the DELC Employment Related Day Care (ERDC) listing process.
- Professional Development: Professional development goal setting and planning, support, conferences, online training, local training, college classes.
- Financial Supports: Scholarships and reimbursements to support program safety and quality.
- Parent Referrals: Ensures information on child care programs is up to date in the parent referral database, which allows 211 child care consultants to provide accurate information to parents seeking childcare.
- Technical Assistance, Information and Resources: Topics include health and safety, quality improvement, inclusion supports, child development, brain development, activities for children, and tools to build and grow your business.
- Individual Consultation: Talk through questions or concerns regarding children in care, for example, supporting children with special needs, challenging behaviors or working with parents.
- Referrals to Other Community Resources: Such as Inclusive Partners (see below).

Inclusive Partners

Inclusive Partners is a statewide program funded through the Department of Early Learning and Care that supports inclusive practices in childcare settings.

- They do this through offering individualized technical assistance and consultation including collaboration with parents, childcare providers and other team members serving children and families. They offer these services at no cost, which may include:
 - Finding and sharing creative ideas for making accommodations or adaptations in the child care environment
 - Supporting problem solving and planning skills
 - Exploring strategies for responding to various kinds of learners and a variety of behaviors
- For more information, visit: <https://www.oregon.gov/delc/programs/Pages/inclusive-partners.aspx>

USDA/CACFP

The program reimburses family child care providers and centers for part of the cost of meals they serve to children and ensures meals are well balanced and nutritious. The program also provides nutrition education to providers and children. More information about the USDA food program and provider resources are available here: <https://www.oregon.gov/ode/students-and-family/childnutrition/cacfp/Pages/BecomingaCACFPProvider.aspx>

211

211info.org provides parents in Oregon with free, customized referrals to child care providers and strategies for choosing quality child care. Parents can also get support navigating and accessing other community resources. To contact 211: CALL 211 or 1-866-698-6155 or TEXT keyword "children" or "ninos" to 898211 (TXT211); EMAIL children@211info.org; or VISIT the website: 211info.org

Overview of Oregon Registry Online (ORO)

How do I get help with ORO? For help, call #1-877-725-8535 or email: orohelp@pdx.edu.

You can also view the staff list at: <http://www.pdx.edu/occd/contact>

Overview

The Oregon Professional Development System is an integrated and comprehensive statewide framework that weaves the childhood care and education profession together. The Oregon Professional Development System involves many agencies and programs that provide support for professionals in the early childhood field, such as:

1. Child care resource and referral agencies
2. State agencies like the Child Care Licensing Division
3. Higher education. The Oregon Center for Career Development at Portland State University is the backbone of ORO.

Oregon Registry Online

The Oregon Registry Online (ORO) is a database that stores training and education for Oregon's childhood care and education professionals. You may also use ORO to produce an official record of your own training and education, called a Professional Development Statement. Professionals in the field of Early Care & Education can log in or create an account at my.oregonregistryonline.org.

Training Calendar

Find upcoming training offered by all of Oregon's Child Care Resource & Referral agencies throughout Oregon at the Oregon Registry Online Training Calendar. Training accepted by the Oregon Registry and verified by OCCD, is also accepted by the Child Care Licensing Division to fulfill licensing training requirements.

Online Training

OCCD offers several online training sessions specific to Oregon childhood care and education. Whenever possible these trainings are offered in English, Spanish, Russian, Vietnamese, and Chinese. To view the available courses, visit <http://campus.educadium.com/OCCD/> for online training. Courses required for licensing by the Child Care Licensing Division:

- Safe Sleep for Oregon's Infants
- Introduction to Child Care Health and Safety
- Recognizing and Reporting Child Abuse and Neglect
- Food Handler's Certification
- Foundations for Learning

The Training and Education Criteria describes training and education accepted by Oregon's childhood care and education professional development system.

There are 10 Core Knowledge Categories (CKCs) of training:

1. Diversity (DIV);
2. Families & Community Systems (FCS);
3. Health, Safety & Nutrition (HSN);
4. Human Growth & Development (HGD);
5. Learning Environments & Curriculum (LEC);
6. Observation & Assessment (OA);
7. ****Personal, Professional & Leadership Development (PPLD);**
8. ****Program Management (PM);**
9. Special Needs (SN);
10. Understanding & Guiding Behavior (UGB).

****Hint: The two "P's" are the only CKCs that are NOT considered training in Child Development**

Ultimately, receiving training in all of the 10 CKC's will help early educators diversify their training and, create well-rounded professionals.

Professional Development Statements

ORO functions like a savings account. The training and education is "deposited" into a personal account, called myORO. Each person may log in to myORO to view the training and education that has been deposited and can download a Professional Development Statement. The Professional Development Statement:

- Helps CCR&R staff to assist providers in planning for their ongoing professional development.
- Helps educators plan their future training and evaluate their education needs.
- Allows individuals to ensure their training and education records are accurate and up to date.

ORO FAQs

- **What is the Oregon Registry Online (ORO)?**

The Oregon Registry has expanded to include an online component we call Oregon Registry Online (ORO). This is a statewide database that stores all submitted training and education to be verified for system use, such as the Child Care Licensing Division licensing needs. It will produce a training and education statement for each person who has an account. This online component includes a Training Calendar and will provide participants with online access to their own training and education accounts.

- **Who has access to the information in my ORO record?**

Authorized personnel with the Child Care Licensing Division, the Oregon Center for Career Development, Department of Human Services, and/or the Central Coordination of Child Care Resource and Referrals, and local child care resource and referral programs may access your training through ORO.

- **What are annual training hours?**

These are the hours required by the Child Care Licensing Division to maintain a facility's license.

- **What are the CCLD licensing requirements for renewal?**

Training hour requirements will vary according to facility type, position, and hire date. For specific questions about licensing requirements, refer to the Child Care Licensing Division Rules.

- **What will you see in myORO?**

If you are linked to a licensed facility by the CCLD, go to the Enrollment > my employment tab. You will see a breakout of total training hours for the current licensing period for each facility. The columns will be labeled with Child Development, Safety Set and Other. If you are NOT linked to a facility, you will not see any information on the "My Employment" page in myORO. Using MyORO and other Oregon Registry videos: <https://youtu.be/E5LMisE9daY>

- **Why would you want to view this information?**

The annual training hours in myORO is a tool to help track your training hours for licensing compliance purposes. It helps you to be proactive about sending in training, recognizing when training hours are posted, and gives you the ability to plan how many additional hours are needed to fulfill the licensing renewal requirements.

- **Why doesn't the Professional Development Statement (PDS) match the annual training hours?**

The PDS is a summary of all training and education submitted to ORO. The annual training hours are a calculation of hours which will count for the current licensing period. These are hours taken within the facility's licensing period. Refer to the PDS to ensure Safety Set trainings (First Aid, CPR, Food Handler's, RRCAN) are complete and current.

- **Are the training hours listed in myORO the same as the Staff Qualification and Training Log (SCTL)?**

The training hours you see in myORO should be the same as the SCTL, which is generated by the Child Care Licensing Division from their database. The CCLD database pulls these reports directly from ORO, so the report is up to date as of the printed date on the SCTL. The SCTL is updated nightly.