



GUIDE TO LICENSED CERTIFIED CHILD CARE CENTER

Oregon Department of Education

Early Learning Division

Office of Child Care

503-947-1400 • 1-800-556-6616

CRT-133 July 1, 2019

Disclaimer:

This document is intended to be used as a guide, a resource, and informational purposes only. This document does not replace the applicable statutes and rules.

The Office of Child Care continues to evaluate and monitor the licensing process and administrative rules. Your comments and suggestions are encouraged. To do so, you may contact the Office of Child Care's Central Office in Salem at 503-947-1400 or 1-800-556-6616.

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The Early Learning Division and The Office of Child Care

Who we are, what we do:

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

The mission of the Early Learning Division is to support all of Oregon's young children and families to learn and thrive. We value equity, making a positive impact for children and families, dedication, integrity and collective wisdom all to benefit Oregon's children and families.

Office of Child Care's Licensing Specialists:

OCC 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 serving children at your center. In addition, licensing specialists offer support during visits, which includes information and suggestions on how to stay in compliance with OCC 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.

Additional Support from OCC:

In addition to your licensing specialist, there are other OCC staff available to support you such as senior licensing specialists as well as 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 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 connect with OCC central office staff for questions about your Central Background Registry enrollment and 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. An automated message will guide you to each department.

Do I Need a Child Care License?

Oregon statutes require a child care facility providing certain types of care to be licensed by the Office of Child Care as a Certified Child Care Center. Statutes also require the Office of Child Care 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 Office of Child Care has developed foundational requirements set forth in administrative rules.

Depending on the type of care you provide, you may or may not be required to have a child care license. You may be exempt from a child care license if you:

- Provide care to three or fewer children
- Provide care to preschool-age children that is primarily educational for four hours or less per day.
- Provide care on an occasional basis and are not ordinarily engaged in child care. (“Occasional” means infrequently or sporadically, including but not limited to care that is provided during summer or other holiday breaks when children are not attending school, but not to exceed 70 calendar days in a year.)
- Provide care for children from only one family other than your own family
- Provide care for school-age children that is primarily a single enrichment activity for eight hours or less per week
- Provide care in which youth development activities are provided to school-age children during hours that school is not in session and which does not take the place of a parent’s care
- Provide care that is primarily an incident of group athletic or social activities sponsored by or under the supervision of an organized club or hobby group; the exclusion applies only to the time engaged in the group athletic or social activities and if the children can come and go as they please
- Provide care that is operated by a school district, political subdivision of this state, or a government agency
- Provide care while the child’s parent remains on the premises and is engaged in an activity offered by the facility or in other non-work activity

If you do not fall into one of these 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 preschool recorded programs or school age recorded programs, visit our website listed on the last page of this manual.

The Certified Center License

The Office of Child Care issues three types of licenses:

- Registered Family
- Certified Family
- Certified Center

A child care center is defined by OCC as a child care facility that is certified to care for thirteen or more children, or a facility that is certified to care for twelve or fewer children and located in a building constructed as other than a single family dwelling.

While all three licenses have health and safety requirements, they are three very different licenses. In most cases, both Registered Family Child Care and Certified Family Child Care licenses are in residential homes, and Certified Child Care Center licenses are in commercial buildings. This guide will focus on the Certified Child Care Center license. If you are interested in operating a child care program in your home and not in a commercial building, you can call Office of Child Care’s number listed on the front of this guide.

Each type of license operates under a different set of Oregon Administrative Rules (OARs). Certified Centers operate under OAR 414-300-0000 through 414-300-0415. Your program will be regulated according to these requirements, which are described in the rule book titled *Rules for Certified Child Care Centers*. Your rule book, along with this guide and help from your licensing specialist will be valuable tools in maintaining compliance in your center.

Before You Apply

Before you apply for a child care license, you must first find a space where it is appropriate to do so. Your facility must meet local planning and zoning requirements, building codes, environmental health requirements, be approved by the fire marshal, and water faucets used for drinking, cooking, and preparing infant formula and food must be tested for lead. In addition, it must meet requirements in OCC’s *Rules for Certified Child Care Centers*. This portion of the guide will walk you through the steps you need to take in order to acquire an application for a Child Care Center license.

Planning, Zoning and Building Codes

The Office of Child Care requires child care centers to comply with all planning and zoning laws. Before you acquire a space for child care, it is important for you to verify with your local municipality that governs planning and zoning that the building you are interested in using is zoned appropriately for child care. This is usually the county or city where the building is located. You will be asked to provide documentation to OCC that the building is zoned for child care before initial licensing.

Specific building codes apply to child care centers. You will also need to ensure that the building meets the codes or 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 Child Care Center, or if you are planning to remodel, you must submit a building floor plan or drawing of your facility to OCC. 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 center.

If you are planning on doing construction or remodeling, you will also need to submit floor plans to the environmental health specialist, the fire marshal, and the buildings department to ensure all codes and sanitation requirements are met.

The Pre-Certification Visit

After you acquire documentation that you have met planning, zoning, and building codes, you may call

OCC to set up a pre-certification visit. At the pre-certification visit, your licensing specialist will visit your space, and determine how many children the space can accommodate. In addition, your licensing specialist will provide guidance to you regarding any changes you may need to make to the building 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. Depending on the intended age group occupying each room, the capacity may vary. 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 inspected to ensure it meets the minimum size requirements and that the space is hazard free.

The licensing specialist will discuss rules relating to staff qualifications, staff-to-child ratios and group size, enrollment in the Central Background Registry and rules specific to 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.

Other Laws that Affect Child Care

As a licensed child care provider 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)

Application Materials

Introduction

When your licensing specialist determines you are ready to apply for a license, they will provide you an application packet. You will usually receive this packet at the pre-certification visit. This packet will contain information on how to get your fire marshal and environmental health inspection scheduled. It will also include your application for a child care license, and applications for enrollment in the Central Background Registry. The packet will also have other important materials for the licensing process, such as a sample checklist. Use this checklist to prepare for your initial inspection.

Fire Marshal and Environmental Health Inspections

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

It is prudent to ask for fire safety and 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 Office of Child Care, and most fire marshals and environmental health specialists are able to 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 Office of Child Care with the appropriate fee, floor plan, Management List, and Director Designation form. This needs to be completed before the Office of Child Care can act on your application. If you are a new applicant, you must also submit an application for enrollment in the Central Background Registry for yourself as well as any staff planning on working at your facility.

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

Enrollment in the Central Background Registry

The Office of Child Care requires all individuals including administrative, child care and support staff in child care facilities 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 Office of Child Care 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 Office of Child Care must approve the individual for enrollment before they are allowed to work in the child care facility. There is a non-refundable fee for each application. For more information on who needs to be enrolled in the CBR in your facility, please contact your licensing specialist or call Office of Child Care customer service at 1-800-556-6616.

Testing for Lead in Drinking Water

As of September 30, 2018, the Office of Child Care 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. All sample collection and testing must be in accordance with the Environmental Protection Agency (EPA)'s 3Ts for Reducing Lead in Drinking Water in Schools and Child Care Facilities, Revised Manual from October 2018, adopted by reference. Test results must be submitted with the application. A floor plan indicating which faucets have been tested must accompany the results. Fixtures must be tested every six years.

If certain fixtures or all fixtures fail this test, you will be required to submit and comply with a mitigation plan.

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 provider must submit a written statement to OCC identifying the alternative source of water and confirming that the provider does not use any on-site plumbing fixtures for drinking, cooking, preparing infant formula or preparing food.

Application Fees

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

Certified Child Care Center:

- **NEW:** \$100.00 plus \$2.00 x licensed capacity (e.g. the fee for a Certified Child Care Center licensed to care for 60 children is \$100.00 + \$120.00 = \$220.00).
- **RENEWAL:** \$2.00 x licensed capacity

*APPLICATION FEES ARE NON-REFUNDABLE

The Initial Inspection

When you have approval or approval with corrections for your fire safety and sanitation inspection, the licensing specialist will conduct your initial inspection. They will inspect the facility for compliance with the requirements in your Office of Child Care *Rules for Certified Center Child Care Center* rule book. Prior to operation, a facility must meet only those requirements that do not relate to the presence of children. For example, OCC 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.

A temporary license is issued if the facility shows the majority of OCC'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, and when an applicant is renewing their child care license. 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 statutes or the administrative rules.

From Temporary to Annual Child Care License

Within 180 days, a new facility must show that it can meet 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, the licensing specialist will also conduct a program review to look at your curriculum. The applicant will be informed on the areas being checked along with any subsequent 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 Office of Child Care.

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 cease providing child care.

Withdrawing an Application

To withdraw an application before the licensing process is completed, inform your licensing specialist, and they will give/send you a voluntary withdrawal form to fill out, sign, and return to the Office of Child Care. This will close out your pending application.

Monitoring

During your licensed 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 entire facility (capacity)
- 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
- Ongoing staff training requirements

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

Renewal

The child care license must be renewed annually. The renewal process includes on-site visits by the licensing specialist, the fire marshal, and the environmental health specialist. You will receive your renewal packet by mail four months before your expiration date. You **MUST** submit your application to OCC 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 OCC has acted on the 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 a visit from OCC. You will also need an annual approval from a fire marshal.

In addition, each of your staff in the center may have on-going training requirements. You will need to ensure this training is completed and submitted to the Oregon Registry Online (ORO) 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, a temporary or annual license may be issued. The type of license you receive will depend on whether there are corrections that need to be made.

Failure to Comply with Requirements

After each visit, a Child Care Facility Contact Report form is completed. A copy will be left at the facility or mailed later. The form may contain:

- 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

A noncompliance may be a violation of the statutes, Office of Child Care rules, or special conditions of the license. If noncompliance is noted at a visit, the director will be responsible for ensuring the noncompliance is corrected within the timeframe discussed with the licensing specialist. Depending on the noncompliance, staff at the center 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.

A noncompliance is documented in a letter that is sent to you through the Office of Child Care. You may receive a letter documenting a noncompliance finding based on self-disclosure, an observation made by your licensing specialist, information received by the Office of Child Care, 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.

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

- Valid: The noncompliance occurred and may or may not have been corrected
- Unable to Substantiate: There was no information or conflicting information provided to show if the noncompliance did or did not occur
- Invalid: There was information provided that showed the noncompliance did not occur

A serious violation means OCC has made a valid finding when assessing a complaint that alleges:

- Children are in imminent danger,
- There are more children in care than allowed by law,
- Corporal punishment is being 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 Office of Child Care's Central Background Registry.

Letters that contain serious valid findings are required to be posted in the facility for 12 calendar months. Findings are assigned in accordance to the noncompliance framework.

The Office of Child Care may impose a civil penalty for violations of applicable statutes or rules.

Denial of the Application

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

Exempt Prohibition

If your application for a license is denied for cause or revoked, or if you meet other criteria set forth in ORS 329A.252, as amended by Oregon Laws 2018, Chapter 115, Section 3, you will be considered an "exempt prohibited individual." Exempt prohibited individuals are ineligible for enrollment in the Central Background Registry and may not provide care to any child who is not related to you by blood or marriage within the fourth degree, as determined by civil law. After the five years, an individual can cease being an exempt prohibited individual by applying for and being enrolled in the Central Background Registry. OCC will evaluate eligibility for enrollment at the time of the application.

Please refer to ORS 329A.252, as amended by Oregon Laws 2018, Chapter 115, Section 3, for information about exempt prohibited individuals.

Emergency Suspension of a Child Care License

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

Revoking a License

If the facility or its operation do not comply with applicable statute or rules or with any term or condition imposed under the certification or registration, OCC may issue a notice of intent to revoke the license.

Contested Case Hearings

If the Office of Child Care 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 provider has the right to request a contested case hearing. The notice or emergency suspension order provides further information on the hearing process.

Complaint Investigations

Complaint Assessment

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

At the end of the investigation, OCC will assess a finding. Owners/Operators must post all serious valid complaint and serious non-compliance letters for 12 calendar months. The posting must be in an area where it may be clearly viewed by parents. See the failure to comply with requirements section for the different findings. Findings are made in accordance to the noncompliance framework.

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

- Valid: The noncompliance occurred and may or may not have been corrected
- Unable to Substantiate: There was no information or conflicting information provided to show if the noncompliance did or did not occur
- Invalid: There was information provided that showed the noncompliance did not occur

Complaints of providing Child Care Without a License

The Office of Child Care may receive and investigate complaints of operating a child care facility without a license. A facility that operates without a license may be subject to sanctions including civil penalty, denial of the license application or a court injunction.

Exceptions to the Rules

The Office of Child Care 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 Office of Child Care, 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 ELD 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 Office of Child Care if conditions of the exception are not met or if the well-being of the children is compromised.

Moving a Center

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

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

**Please remember you need to obtain a license from OCC prior to operating a new location.*

Office of Child Care Licensing Records

Public Access to Licensing Records

Information about child care facilities is available to the public subject to exceptions in the State Public Records Law. If you would like to obtain information about a program, please go to the Office of Child Care website at www.oregonearlylearning.com and click on the Child Care Safety Portal link.

Resources

- Office of Child Care and Early Learning Division: <https://oregonearlylearning.com/>
- Teaching Research Institute (For information on your local Child Care Resource and Referral, Spark, 211info) : <http://triwou.org/centers/cel>
- Oregon Registry Online Training Calendar: <https://calendar.oregonregistryonline.org/>
- Oregon Registry Online: <https://my.oregonregistryonline.org/>
- Oregon Association for the Education of Young Children (OAEYC): <http://oregonaeyc.org/>
- Child and Adult Care Food Program (CACFP) <https://www.oregon.gov/ode/students-and-family/childnutrition/cacfp/Pages/BecomingaCACFPSponsor.aspx>
- Please contact OCC for the most current list of ORELAP labs for lead testing
- Secretary of the State for most current rules <https://secure.sos.state.or.us/oard/ruleSearch.action>



Appendix A- Child Care Resource & Referral Services

Child Care Resource & Referral (CCR&R) agencies offer free support services and low to no cost training designed to promote your success in providing a high quality program for the children in your care. Your local CCR&R program offers you many or all of these services:

- **Becoming a Provider:** information about becoming a child care provider, assistance understanding the DHS Employment Related Day Care (ERDC) listing navigation.
- **Professional Development:** professional development goal setting and planning support, conferences, online trainings, local trainings, college classes, support navigating college systems, cohorts for in-depth learning with other providers, and coaching.
- **Financial Supports:** scholarships and reimbursements to support program safety and quality.
- **Parent Referrals:** ensuring your information is up-to-date in the parent referral database, which allows 211 child care consultants to provide accurate information to parents seeking child care and meet parents' needs.
- **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 your care, for example, supporting children with special needs and challenging behaviors, working with parents.
- **Program Materials:** receive free materials to use in your program and/or borrow (where available) from lending libraries with videos, books, toys, and/or equipment.
- **Referrals to Other Community Resources:** ex. Child Care Provider Professional Organizations and Inclusive Child Care Support.

Contact your local CCR&R to take advantage of the support and services that are available to you.

Use the list below to identify the Child Care Resource & Referral program in your area. For more information on statewide CCR&R services, contact the Central Coordination Office at Western Oregon University at 1-800- 342-6712 or www.oregonccrr.com.

CCR&R of Multnomah County

*Serving **Multnomah** County

4510 NE 102nd Ave.

Portland, OR 97720

Phone: 503.491.6200 | **Toll Free:** 866.227.5529

Website: www.ccr-mc.org

Email: info@ccrr-mc.org

CCR&R of Marion, Polk & Yamhill Counties

*Serving **Marion, Polk, & Yamhill** Counties

2475 Center St NE

Salem, OR 97301

Phone: 503.585.2491 | **Toll Free:** 800.289.5533

Website: <http://mwvcaa.org/programs/ccrr/#ccrr>

Email: ccrrweb@mwvcaa.org

Child Care Resource Network

*Serving **Jackson & Josephine** Counties

Physical: 35 S. Bartlett Street

Medford, OR 97501

Mailing: 101 N. Grape St.

Medford, OR 97501

Phone: 541.842.2610

Website: www.ccrnso.org

Email: ccrn@soesd.k12.or.us

CARE Connections

*Serving **Coos & Curry** County

Coos County Office

1988 Newmark Ave (Main Office)

Coos Bay, OR 97420

Phone: 541.888.7957 | **Toll Free:** 800.611.7555

Website: <http://www.socc.edu/careconnections>

Email: qualitychildcare@socc.edu

Curry County Office

96082 Lone Ranch Parkway

Brookings, OR 97415

Child Care Partners

*Serving **Gilliam, Hood River, Sherman, Wasco, & Wheeler** Counties

400 E Scenic Drive

The Dalles, OR 97058

Phone: 541.506.6131 | **Toll Free:** 800.755.1143

Website: www.cgcc.edu/childcare

Email: ccp@cgcc.edu

Quality Care Connections

* Serving **Lane** County

4000 E. 30th Ave, Building 24

Eugene, OR 97405

Phone: 541.463.3954 | **Toll Free:** 800.222.3290

NW Regional Child Care Resource & Referral

*Serving **Clatsop, Columbia, & Tillamook** County

Phone: 503.614.3162 | **Fax:** 503.614.1440

Email: NWRegionalCCRR@nwresd.k12.or.us

Clatsop County Office:

3194 Marine Dr.
Astoria, OR 97103

Phone: 503.338.3369

Columbia County Office:

800 Port Ave
St. Helens, OR 97051

Phone: 503.338.3369

Tillamook County Office:

2515 3rd St.
Tillamook, OR 97141

Phone: 503.815.4448

Family Connections of Linn, Benton & Lincoln

*Serving **Linn, Benton & Lincoln** Counties

6500 SW Pacific Blvd
Albany, OR 97321

Phone: 541.917.4899 | **Toll Free:** 800.845.1363

Website: www.linnbenton.edu/familyconnections

Email: connect@linnbenton.edu

Care, Connections & Education

*Serving **Douglas, Klamath & Lake** Counties

Douglas County Office:

1140 Umpqua College Rd, TC102
Roseburg, OR 97470

Phone: 541.440.7706

Website: www.umpqua.edu/care-connections

Klamath County Office:

700 Klamath Ave
Klamath Falls, OR 97601

Phone: 541.882.2308

Child Care Resource & Referral of Washington

*Serving **Washington** County

1001 SW Baseline
Hillsboro, OR 97123

Phone: 971.223.6100

Toll Free: 800.624.9516

Email: crr@caowash.org

Neighbor Impact Child Care Resources

*Serving **Crook, Deschutes, & Jefferson** Counties

404 SW 7th St
Redmond, OR 97756

Phone: 541.323.6513 | **Main Desk/Toll Free:** 888.298.2672

Website: www.neighborimpact.org/ccr

Email: ccr@neighborimpact.org

Child Care Resource & Referral of Clackamas

*Serving **Clackamas** County

13455 SE 97th Ave
Clackamas, OR 97015

Phone: 503.675.4100 | **Toll Free:** 866.371.4373

Email: crr@clackesd.k12.or.us

Child Care Resource and Referral at UMCHS

*Serving **Baker, Grant, Harney, Malheur, Morrow, Union, Umatilla, & Wallowa** Counties

110 NE 4th St
Hermiston, OR 97838

Website: www.umchs.org crr@umchs.org

Baker County Office

2101 Main St. Suite #214
Baker City, OR 97814

Phone: 541.523.7838 | **Toll Free:** 800.559.5878

Grant County

530 E. Main St. #6
John Day, OR 97845

Phone: 541.575.1112 | **Toll Free:** 800.559.5878

Harney County

779 W Fillmore St.
Burns, OR 97720

Phone: 541.573.3069 | **Toll Free:** 800.559.5878

Malheur County

780 SE 6th St.
Ontario, OR 97914

Phone: 541.889.4882 | **Toll Free:** 800.559.5878

Morrow County

110 NE 4th St.
Hermiston, OR 97838

Phone: 541.564.6878 | **Toll Free:** 800.559.5878

Union County

1100 K Ave. (basement)
La Grande, OR 97850

Phone: 541.975.5607 | **Toll Free:** 800.559.5878

Umatilla County

110 NE 4th St.
Hermiston, OR 97838

Phone: 541.564.6878 | **Toll Free:** 800.559.5878

Wallowa County

758 NW 1st St
Enterprise, OR 97828

Phone: 541.910.0795 | **Toll Free:** 800.559.5878