

Early Years and Child Care Service Provider Handbook

for licensed child care providers in Peel



Dear service provider,

Peel Region is the service system manager for Early Years and Child Care Services (EYCCS) in Peel. In this role, we work with service providers to create positive outcomes for families. Peel is a growing and diverse municipality, and the needs of its children and families have changed over the past 20 years. To help manage this diverse and growing system, Peel Region introduced a - [road map for early years and child care](#), which outlines a vision for creating a system that is affordable, inclusive, high quality, accountable, and accessible.

This Service Provider Handbook (“SPH”) for licensed child care providers is one tool through which we communicate system priorities. The SPH serves as an accountability guideline by outlining:

- Roles and responsibilities for service providers and Peel Region
- Policies for service providers who are using public funds
- Peel’s processes for service provider monitoring and policy enforcement.

Service providers must review this SPH and use it to guide their operations and reporting along with their EYCC Funding Agreement(s) and funding guidelines. Together these are legally binding documents between Peel Region and the service provider. We have the discretion to implement progressive sanctions if service providers do not comply with the requirements in this SPH.

If you have questions about the information in this SPH, please contact us at EarlyYearsSystemDivision@peelregion.ca.

This SPH supports our shared commitment to supporting children and families in Peel. On behalf of EYCCS, we look forward to continued collaboration with your agency.

Sincerely,



Nakiema Palmer
Director, Early Years and Child Care Services
Peel Region

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Early years and child care service system priorities

This SPH will ensure the funding provided is used efficiently and responsibly to support the following EYCCS System Plan priorities:

- Public funds are used to improve the **affordability** of licensed child care and the viability of the child care system providers
- Early years and child care programs are **inclusive** to all children and families
- Continuous improvement in early years and child care program **quality**
- The early years and child care system is future-oriented, responsive, and **accountable**
- Families have **access** to programs that meet their needs and **access** to accurate and up-to-date information



Technology supports

GovGrants

Peel Region uses GovGrants Technology System to flow public funds. GovGrants is a safe, secure, and user-friendly system that allows you to:

- Sign funding agreements
- Complete reconciliation and progress reports
- Directly communicate with early years staff

The information you enter into the system will only be accessible to authorized users in your organization and Peel's EYCCS staff. You can view your information at any time and make updates as needed. Training videos, tip sheets and other resources are available on our [website](#) to assist you with using GovGrants.

OCCMS

OCCMS is a provincial system to track attendance for licensed child care agencies. For Peel, OCCMS is currently used to report the record attendance of:

- children in receipt of Child Care Subsidy; and
- children in receipt of CWELCC, vacancies, Operating Capacity, and Wait List

Please refer to the [OCCMS User Guide](#) for more details.

Early years child care system staff and support

A team of professionals is available to support you. This team includes Early Years Specialists (EYS), Purchase of Service Analysts (POSA), Senior Program Funding Analysts (SPFA), Peel Inclusion Resource Services Resource (PIRS) Consultants, Children's Services Workers (CSWs), and Contract Coordinators (CC). If you have a question about who to contact, please email us at:

EarlyYearsSystemDivision@peelregion.ca.

Early years and child care service staff

Early Years Specialists (EYS)

The EYS is your primary contact for information and support. The EYS role is to:

- Annually review the SPH
- Review funding guidelines, applications, tools, and resources with you
- Support ongoing Authentic Participation (ensuring children who receive Child Care Subsidy can enrol in your program(s), participating in quality enhancement initiatives, and including children with special needs)
- Collaborate with Peel Inclusion Resource Services (PIRS) Resource Consultants and Child Development Resource Connection Peel (CDRCP) Quality Initiatives (QI) Mentors to offer recommendations and resources to enhance quality and build capacity of program staff.
- Supporting the implementation of [How Does Learning Happen?](#) through visits, observations, and discussions
- Supporting the implementation of legislative requirements from the [Child Care and Early Years Act, 2014](#)

Purchase of Service Analyst (POSA)

The role of the POSA is to:

- Review required documents and funding applications to ensure you are eligible
- Ensure you use funds according to the terms and conditions of the EYCCS agreements, policies, procedures, and funding guidelines
- Review reconciliation reports, progress reports, and enhanced reporting requirements
- Process and review rate increase requests
- Conduct child care funding inspections

Senior Program & Funding Analyst (SPFA)

The role of the SPFA is to:

- Support the administration of all EYCCS funding programs
- Support the development of reporting tools
- Analyze financial submissions, such as budget proposals, financial annual information return (FAIR) reconciliation reports and financial statements
- Ensure funds are recovered from providers
- Conduct child care funding reviews

Children's Services Workers (CSWs)

The role of the CSW is to:

- Determine and approve eligibility for Child Care Subsidy
- Communicate Child Care Subsidy approvals (including subsidy start date, placement(s), and parent fee), changes to approvals (including changes to placements, parent fees) and when subsidy is ending
- Complete and manage child care placements on OCCMS
- Communicate with you to offer support and/or address any concerns about families in receipt of Child Care Subsidy

Contracts Coordinators (CCs)

The role of the Contracts Coordinator is to:

- Review and verify OCCMS web attendance for children who receive Child Care Subsidy
- Complete payment adjustments to correct confirmed discrepancies
- Process subsidy payments

Other supports and resources

Peel Inclusion Resource Services (PIRS) Resource Consultants (RCs)

RCs are employed by the following Special Needs Resourcing (SNR) agencies:

- Brampton Caledon Community Living
- Community Living Mississauga
- ErinoakKids Centre for Treatment and Development
- EveryMind Mental Health Services

RCs are a resource to families, children, and you through their knowledge of child development, early intervention, and inclusive practices. They regularly visit child care programs to:

- Build the capacity of service providers and educators to support the inclusion of all children through conversations, coaching and modelling, and sharing of ideas, strategies, information, and resource materials.
- Collaboratively develop and support the implementation of Individual Program Plans for children engaged in service.
- Work with providers and educators to increase awareness of PIRS for families.
- For additional information about the role of the RC, please see the [PIRS Memorandum of Understanding](#).

Child Development Resource Connect Peel (CDRCP)

CDRCP supports early years and child care programs through professional learning and development sessions and Raising the Bar in Peel (RTBP) as the selected continuous quality enhancement program. Service Providers are encouraged to reach out to their QI Mentors and visit CDRCP's [website](#) for more information.

Service provider responsibilities

Authentic participation requirements

By signing a Peel funding agreement, you are agreeing to the following requirements:

- Including children who receive Child Care Subsidy
- Participating in continuous quality enhancement practices
- Being inclusive of children with special needs by participating in PIRS and complying with the [PIRS Memorandum of Understanding](#)

Child care subsidy

To ensure Authentic Participation in the Child Care Subsidy program, you shall:

- Discuss Child Care Subsidy with all parents during tours
- Include Child Care Subsidy information in your Parent Handbook
- Display a Child Care Subsidy poster in a visible area(s) for all parents
- Include information regarding Child Care Subsidy on your website and in any publicity, promotional materials and/or social media used
- Accept all children approved to receive Child Care Subsidy on a first come, first served basis, without biases or preferences
- Ensure all parents are aware Child Care Subsidy is available from Peel Region and that it works together with the Canada-Wide Early Learning and Child Care program's fee reduction grant.

Continuous Quality Enhancement

You may choose from two options to demonstrate Continuous Quality Enhancement

1. [Raising the Bar](#)

- a. Commitment to meet the requirements of Raising the Bar in Peel
- b. Submission of a signed Letter of Understanding annually, confirming compliance with Continuous Quality Enhancement Authentic Participation requirements.

or

2. Another Accredited Quality Enhancement Initiative

- a. Engagement of all staff in continuous professional education
- b. Self- assessment through the completion of a validated environmental assessment on an annual basis
- c. The establishment of program goals based on current best practices.

If you choose this option, you must present documentation to establish that the Quality Enhancement Initiative meets the required criteria. Peel Region reserves the right to approve the Quality Enhancement Initiative and shall assess and validate your participation.

Peel Inclusion Resource Services (PIRS)

You are required to:

- Support the inclusion of children with special needs by participating in PIRS
- Ensure that child care program staff and/or home child care providers comply with the PIRS participation requirements outlined in the [PIRS Memorandum of Understanding](#). We may update or amend the document at any time.

Compliance with authentic participation

The following processes are in place to ensure you meet your Authentic Participation.

Public concerns process

If families have concerns or questions about their child care that they cannot resolve by working with their child care provider, they can phone us or complete the [online form](#). All complaints are followed up by EYCCS staff.

Alternatively, families may also make a [child care complaint to the Ministry of Education](#).

Escalation and feedback processes for PIRS

You must follow the Escalation Process outlined in the [PIRS Memorandum of Understanding](#) when you have concerns about your services from the PIRS Resource Consultant. If a resolution cannot be reached, you can escalate the matter to us at PIRS@peelregion.ca.

Similarly, if a PIRS SNR agency has concerns with your participation in PIRS, they must follow the Escalation Process or email us if a resolution cannot be reached.

You can also send us your feedback about PIRS through our [PIRS Feedback Form](#). Staff will review your feedback and follow up with you if requested.

Escalation process for Child Care Subsidy:

Staff will regularly review if your agency is accepting children receiving Child Care Subsidy and will address concerns with you directly.

Escalation process for Continuous Quality Enhancement:

If you are participating in Raising the Bar in Peel (RTBP), CDRCP must share information with us regarding your Authentic Participation status. This includes intensified support program involvement and the professional learning and development opportunities you access. If you are at risk of non-compliance, you will be monitored through the Authentic Participation Escalation Plan. If you are not in compliance, we may take progressive action.

Other general requirements

- Operate in a manner consistent with the requirements from the Child Care and Early Years Act, 2014, the Early Childhood Educators Act, 2007, including the Code of Ethics and Professional Misconduct Regulation
- Ensure your child care licence is in good standing
- Be in good standing with financial and contractual reporting requirements
- Submit required information completely and on time
- Ensure any funding provided to you is used in accordance with Regional Guidelines and EYCCS Agreement(s)
- Maintain records, including your funding agreement(s), for all funding received and expensed for a minimum of seven years
- Be subject to funding reviews and audits by us or an authorized agent
- Follow the principles outlined in the Conduct of the Service Provider section of the EYCC funding agreement and our [statement](#) on employee harassment
- Use an automated payroll system to manage EYCCS funding paid to staff

Sale of items purchased with Peel Region funding

If you are considering selling items which were purchased with Peel Region funding, you must notify us via email for approval. All sales must be transacted at fair market value (FMV). FMV refers to the price of an asset when a buyer and seller have reasonable knowledge of it and are willing to trade in the open market without pressure. This also applies to related-party transactions.

All proceeds from the sales must be used toward the purchase of new materials and/or toys for the site. You must not accept cash for the sale. Documents supporting the sale may be subject to review.

Once the sales and/or purchases have been complete, you must email EarlyYearsSystemDivision@peelregion.ca copies of the following within 30 days:

- Electronic Funds Transfer (EFT) or cheque for each sale, including a bank statement for record of deposit; and
- Copy of invoices or receipts for new materials and/or toys purchased.

Conflict management

Peel Region prioritizes the health and safety of all its partners and their employees and is committed to working with and supporting our partners in building diverse, respectful, safe, and inclusive workplaces free from workplace harassment, racism, discrimination, or bullying behaviour.

The Inter-Agency Dispute Resolution Policy, [available on Peel's website](#), reflects the responsibilities and obligations of all partners in ensuring the development and maintenance of a respectful, safe, and inclusive workplace. It applies to all the employees of the partners who support the delivery of early years and child care services to children and families in Peel. In the event of a conflict with external service delivery parties, you must comply with Peel's Inter-Agency Conflict Policy. Employers may wish to visit the Ministry of Labour, Immigration, Training and Skill Development's website for more information and consult their legal counsel as required. You are also encouraged to visit our [website](#) for more information.

Change of business operations

Child care site relocation

You must notify us of any temporary or permanent location changes.

You must also:

- Provide all impacted families with a letter of notification, so they can decide if they want to attend the new location
- Email us a signed and dated PDF copy of the letter sent to families at EarlyYearsSystemDivision@peelregion.ca. The letter must include:
 - Date of the move to the new location
 - Reason for the relocation
 - Anticipated date the program will return to the original location if temporary
 - If the relocation will be extended beyond the originally communicated timeline, we must be notified at least 10 days in advance

Opening a new site

You must apply during the application period. Please visit our [website](#) for more information. We will approve applications at our discretion, based on those that meet system priorities, eligibility requirements, and the availability of funding.

Types of business changes

Share transfer

A share transfer takes place when a corporation is transferred from one party to another, and the new shareholder(s)/owner(s) assumes responsibilities of the corporation in its current state. This includes the condition of the corporation before purchase and all effects after the purchase date.

The new shareholder(s) or owner(s) also obtains the operating licence issued by the Ministry of Education, including any CWELCC space allocations (at approved operating fees) and the funding agreement(s) with Peel Region, and all reporting requirements associated with the corporation and its fiscal year-end. If the provider fails to meet to the reporting requirements, regardless of a share transfer, we may apply consequences under the Deadlines Compliance Policy.

Asset sale

An asset sale takes place when part or all assets owned by corporation are sold, and the purchaser assumes responsibility for the assets purchased on the effective date. The seller remains responsible for the assets sold before the effective date.

The operating licence from the Ministry of Education, including any CWELCC space allocations and any funding agreement(s) with Peel Region would be terminated. Purchasers can apply for CWELCC funding during the application period. Please visit our [website](#) for more information.

Amalgamation

An amalgamation takes place when two or more incorporated child care service providers merge and combine all assets and liabilities of each Corporation to form an entirely new legal entity, or *Corporation*.

The operating licence from the Ministry of Education, including any CWELCC space allocations, and any funding agreement(s) with the Peel would be terminated. Owners of the new entity/corporation can apply for CWELCC funding during the application period. Please visit our [website](#) for more information.

Corporation change

A corporation change takes place when a corporation changes its business type as recognized by the Ontario Business Registry to another type of corporation, sole proprietorship, or partnership.

The operating licence from the Ministry of Education, including any CWELCC space allocations, and any funding agreement(s) with Peel would be terminated. Owners of the new entity or corporation can apply for CWELCC funding during the application period. Please visit our [website](#) for more information.

Change of business

If you plan to change the business of your child care centre or home care agency, you must notify us at least 60 days before the effective date, or before October 31st of the applicable funding year, by emailing us at EarlyYearsSystemDivision@peelregion.ca. Failure to comply with notice period could result in a delay and/or hold on payment.

Any change of business executions, including the transfer of funding agreement(s), will be approved at our discretion. We will not transfer existing funding agreement(s) to new or existing owner(s) if:

- The purchasing corporation has a different corporation name than the one signed on the EYCCS funding agreement(s)
- The operating licence, as provided by the Ministry of Education, has been terminated, impacted, or altered



Please refer to the [Ministry of Education's child care licensing resources](#) for more information about Shares Transfers, Asset Sales or Amalgamations.

Short-term and long-term temporary closures

Short-term closure happens when an unplanned (not part of regular operations) closure of a program is expected to last longer than two consecutive weeks (and more than four weeks of closure in a calendar year for CWELCC providers), up to one month.

Long term closure happens when an unplanned closure of a program is expected to last longer than one month, up to 12 months. This relates to closures outside normal operations but does not include closures due to inclement weather or provincial direction.

Peel asks that you provide 60 days notice if you suspect your centre will experience a temporary closure, a delay in opening a program, or a delay in resuming operations after a temporary closure. We understand that you may not be able to provide 60

days notice if there is of a temporary closure, however we ask that you provide as much notice as possible.

Please email EarlyYearsSystemDivision@peelregion.ca notifying us of any temporary closure and provide the following information:

- Expected date and duration of the closure
- Reason(s) for the closure
- If you will continue to charge families during the closure
- Copy of communication sent to families notifying them of the closure
- Copy of email or notification to the Ministry of Education

After we review the information you submit, we will discuss funding impacts and restrictions with you, if applicable.

Labour and other service disruptions

Peel Region asks that you provide 60 days notice if you suspect your centre will have a service disruption that impacts licensed child care service delivery. We understand that you may not be able to provide 60 days notice if there is a service disruption, however we ask that you provide as much notice as possible.

Please email EarlyYearsSystemDivision@peelregion.ca notifying us of the disruption and let us know if you will continue to charge families and pay your staff. After we review your policies, we will discuss applicable funding impacts.

If you experience a type of service disruption, you will:

- Communicate program availability and closures to your families
- Follow your parent handbook related to charging families
- Determine if you will pay staff for closure days
- Notify Peel Region at the email provided above

Changes in operating levels of 25% or more in service hours or staffing

Notify us immediately if you experience an increase or decrease of 25% or more in service levels or staffing.

Termination of EYCCS agreements

You are liable for all obligations outlined in your EYCCS agreement(s) and applicable guidelines up to and following the termination of an agreement. When any of your agreements are terminated, you must:

- Comply with all requirements referred to in the EYCC funding agreement, Regional Guidelines, and this handbook, including but not limited to:

- Completing and submitting Ontario Child Care Management System (OCCMS) Attendance, financial statements, and reconciliations by assigned deadlines
- Paying any funding identified as due to us following the reconciliation process

Insurance

You must maintain the following insurance at your own expense as noted in your funding agreement:

- Commercial General Liability insurance (\$5,000,000)
- Abuse coverage (\$2,000,000)
- Automobile insurance, if applicable (\$5,000,000)

All policies shall:

- Be written with an insurer licensed to do business in Ontario
- Be completed on the applicable insurance certificate
- Serve as the primary insurance available to Peel Region
- Contain an undertaking from the insurer to notify Peel Region in writing within 30 calendar days of any cancellation, reduction in the coverage being provided, lapse or termination of the policies.

For existing providers, any expiry, renewal, amendment, or other impacts to your insurance policy, must be updated via the insurance form provided in GovGrants.

If you do not provide the required insurance, it may result in:

- the withholding and/or cancellation of payments
- the withholding of enrolment of further approved children for Child Care Subsidy
- the withholding of Child Care Subsidy rate increases
- at the sole option of Peel Region, termination of their funding agreement.

Change of banking information

If you plan to change your banking information, you must email us at EarlyYearsSystemDivision@peelregion.ca 60 days in advance of the effective date.

Accountability framework

The accountability framework consists of principles, tools, and mechanisms which guide our operations as a service system manager. The Early Years and Child Care Services (EYCCS) Accountability Framework is a lens we use to promote a responsible use of public funds and fostering of supportive stakeholder relationships. This

framework will guide the creation and/or modification of future policies and procedures, our approach to stakeholder interactions, and our administrative efforts to maximize the external use of public funds.

Guiding principles

- **Transparent** - we will clarify our expectations by communicating timely and openly the funding rules and the relevant consequences for non-compliance without breaking confidentiality.
- **Evidence-Based decision-making** - we will use relevant data to guide our decisions on agreements, processes, reporting requirements, compliance audits selection criteria, and continuing or terminating relationships. The following are examples of the relevant data: information from ministry guidelines, update tasks, financial statements, the Financial Annual Information Return (FAIR), reconciliation reports, key performance indicators, funding applications, timely and quality of submissions, program quality, application of non-compliance sanctions, funding inspection, and compliance audit results.
- **Risk-based** - we will identify and prioritize the highest compliance risks and funding exposure in our accountability mechanisms and processes to maximize impact and minimize waste.
- **Consistent** - we will maintain a consistent and equitable approach for all service providers with consideration to unique situations while balancing our accountability goals and upholding our reputational integrity.
- **Supportive** - we will maintain accountability for public funds in a manner that is fair and supports the financial viability of the early years' system.
- **Responsive** - our rules, principles, mechanisms, and corrective actions are responsive to the change in ministry direction and the evolving needs of the child care early years system.

Compliance audit mechanisms

We, or an authorized agent, will conduct onsite or virtual funding inspections and reviews to ensure you follow guidelines and policies. These reviews and inspections may result in recoveries and funding impacts. We may select your agency for any of the following, once every three to five years.

Funding inspections

The purpose of a funding inspection is to verify compliance with specific sections of the funding guideline(s). We may conduct random onsite or virtual funding inspections, including an attendance review. We will ask for and review supporting documents to confirm that you follow specific sections of a funding guideline and complete applicable requirements.

Funding reviews

The purpose of a funding review is to confirm how you used funding and ensure that you comply with applicable guidelines, policies, memos, and regulations. A funding review can be conducted across multiple funding streams and periods.

Third-party funding reviews

These are funding reviews completed by our authorized third-party auditors. The purpose is like a staff-led funding review. The scope may vary depending on the budget and the agreed auditor engagement letter.

Enhanced reconciliation reviews

The purpose of an enhanced reconciliation review is to verify amounts claimed by requiring supporting documents and answering questions before your reconciliation is approved. In some cases, we may reopen an approved reconciliation for us to complete an enhanced reconciliation review.

Unplanned reviews

The purpose of unplanned reviews is to address compliance issues for specific funding because of a request from the provider, staff, and/or a concerned citizen complaint, a reconciliation review, funding application, and/or when needed.

Compliance audit selection

We will use the following parameters to select a random sample of service providers for reviews and inspections:

- Late submissions or non-submission of reporting requirements
- Inaccurate submissions
- Non-compliance to policies, guidelines, agreements, and the Service Provider Handbook
- Raising the Bar and program quality concerns received
- Complaints from staff, parents, and concerned citizens
- Viability concerns as reflected in the financial statements and the FAIR
- No prior relationship with Peel

Notice

If you are selected, we will send you a Notice of Review or a Notice of Funding Inspection two weeks before our on-site visit or virtual review. The notice will inform you of the following:

- A detailed scope of the audit
- A list of documents you must prepare
- Dates and deliverables
- Names of staff who will be involved
- The estimated timeline



You will need to work with us or our authorized agent by:

- Providing suitable on-site space for our staff to complete the audit
- Ensuring that all requested documents are on-site or uploaded to GovGrants
- Being available to answer any questions during the audit.

Compliance audit requirements

During these reviews and inspections, we may require any of the following information:

- Proof of credits or reimbursements/refunds issued to families.
- Proof of payments to suppliers, staff, or home child care providers such as copies of staff payroll registers, T4s, paystubs, staffing schedules, distribution of HCC payments, staff distribution plan, timesheets including the number of hours worked, bank statements, canceled cheques, billing to parents, bank reconciliation statements including outstanding cheques, documentation of staff reassignment to other duties, communication to parents and staff etc.
- Actual enrolment data and/or attendance records.
- Proof of revenue generated such as, parent fees, funding from government or third-party support programs, including copies of grant applications and approvals/discounts.
- Receipts, invoices, quotations, proof of purchase, and any other documentation to assess expenses regardless of the amount.
- Copies of lease and other long-term agreements, including any amendments
- Additional reporting and/or audit requirements may be implemented on a case-by-case basis.

Our compliance audit mechanisms may result in the following but not limited to, if you do not follow or comply with the funding guidelines and the related agreement(s), the following consequences may apply:

- Stopping future placements of children in receipt of child care subsidy
- Recovery of funding
- Discontinuation of funding
- Termination of your funding agreement(s)

We may review one or more funding streams for up to seven years for each audit. A follow-up audit may occur depending on our findings. We reserve the right to change our audit selection parameters and the frequency of our compliance audit mechanisms.

After completing our funding inspection and funding review, we will set up a meeting with you to discuss the results and findings. We will issue a report of our findings within 30 days after we finish our review.

You must submit accurate reports to us. Any reports containing false information could result in consequences including but not limited to hold on payments, reduction in funding, ineligibility for new funding, or termination of the agreement.

Please refer to the Event of Default and Corrective Action Section of the funding agreement for other actions we may take relating to audit findings.

Financial reporting requirements

Financial Statements (Unaudited and Audited) and the Financial Annual Information Return (FAIR) apply to any provider with a funding agreement. All providers receiving CWELCC funding must submit audited financial statements.

It is your responsibility to verify that the auditor you select has a valid license to perform audits in Ontario. Only accountants with a Public Accounting License (PAL) may issue an Independent Audit Report. Please visit the [CPA website](#) for accounting and assurance standards, searching for an auditor, or reporting concerns regarding a Chartered Public Accountant (CPA).

If you receive Peel funding equal to or greater than \$150,000 in your fiscal year or you have opted-in to CWELCC, you must provide audited financial statements and any accompanying notes within the prescribed deadlines regardless of changes to your fiscal year-end.

If you operate multiple sites, you must submit consolidated revenue and expenses for your Peel sites as a supplementary schedule to your audited financial statements. If your child care centre(s) operates as part of a larger organization, you must provide a revenue and expense statement for the child care operations, separate from the larger organization.



Financial Annual Information Return (FAIR)

The [FAIR reporting template](#) standardizes financial statement information. You may choose to complete the FAIR template on your own or your auditor or accountant may complete it on your behalf. More information is in the [FAIR Guideline](#).

You must complete the FAIR template and submit it to us with your financial statements and management letter (if applicable) within four months after your fiscal year-end.

Reconciliation

You must submit your reconciliation report(s) by Peel Region's submission deadline. Failure to submit your reconciliation report(s) by the deadline may result in sanctions outlined in the Deadlines Compliance Policy. Please refer to your funding agreement(s) for more details.

Recoveries

You must repay Peel Region all or part of your funding if you:

- Do not meet the eligibility criteria at any point during the funding period
- Do not spend all or part of your funding
- Misuse funding as per the requirements set out in the funding agreement, and Peel's guidelines
- Claimed expenses that were supported by other government funding
- Failure to provide supporting documentation for expenses claimed
- Failure to comply with or participate in an audit process
- Cease or close operations of your business; and/or
- Failure to comply with any requirements as per your funding agreement(s)

We will deduct payments through our recovery process. If the current cash flow is less than the recovery amount, you will have to repay Peel Region within 30 days of our report.

Deadlines Compliance Policy

Purpose

It is important that Service Providers submit information in a timely manner and meet the deadlines and guidelines required by the Peel Region (Peel). These actions by Service Providers are critical to the Peel’s role as service system manager for managing its budget to ensure accountability of public funds. Peel will collaborate with Service Providers to ensure they continue to comply with the Agreement and Regional Guidelines.

The Deadlines Compliance Policy outlines corrective actions that Peel will take when a Service Provider misses a deadline to submit required documents, or does not meet obligations according to their Agreement, the Service Provider Handbook, and/or Regional Guidelines.

Policy

Peel will apply the following timelines and corrective actions when a Service Provider has missed a deadline.

1.Immediately following the missed deadline

Peel will inform the Service Provider of their non-compliance and provide 14 days to comply. This will include notice of holds that will follow if the Service Provider does not comply.

Proof of insurance:

Peel considers the expiry of insurance to be a serious matter. Peel will apply sanctions to Service Providers who do not submit proof of insurance (Peel’s Certificate of Insurance form) before or on the expiry date.

If the Peel’s Certificate of Insurance form is delayed, proof of insurance (copy of policy) is required before or on the expiry date. If this is not received, the service agreement may be terminated. The Certificate of Insurance form is required; no other proof of insurance will be accepted.

2.15 - 60 days from due date

If compliance is not met, Peel will take the following actions:

- Placing a hold on related funding, except fee subsidy and CWELCC funding; and/or,
- Suspending eligibility for any future funding.

Note: Suspending eligibility is different from placing a hold. Suspending eligibility means the Service Provider would not qualify to receive that funding, and placing a hold means that funding may be released later when Peel considers it suitable.

3. Between 61-90 days

Peel will inform the Service Provider that more penalties are being applied. If compliance is not met, Peel will take the following actions:

- Reducing current and future funding allocation, including administration funding or any new funding initiatives
- Holding rate increases - retroactive increases will not apply
- Delaying rate increases to the next scheduled rate increase period
- Holding placement of children who receive child care subsidy
- Holding of CWELCC funds if Audited Financial Statements are not submitted

4. More than 91 days

When documents are outstanding for more than 91 days, Peel will assume that the Service Provider has either misused funds or cannot provide the required documents. If compliance is not met, Peel will take the following actions:

- Recover any related funds
- Consider terminating the funding agreement(s)
- Reduce all applicable funding on hold by 10%, and 3% per month thereafter, until compliance is met**
- Recover 25% of the total Administration funding allocation.

** When compliance is met, the total funding reduction will remain in effect and not be eligible for retroactive pay.

5. After 365 days

Non-compliances that last longer than 365 days will result in:

- Termination of any funding agreement(s)
- Non-renewal of any funding agreement(s)

Ineligibility for future funding.

Regardless of penalties, all compliances must be met by October 15 of the funding year (or two and a half months before the end of the budget period for funding ending December 31). Compliances not met by this timeframe will result in ineligibility for all funding on hold.

Multiple Missed Deadlines

When assessing eligibility for funding, Peel may decide allocations based on the Service Provider's deadline compliance record. A poor record of compliance with deadlines may impact the Service Provider's funding allocations or result in terminating the agreement.

**Expectations
of the Service
Provider**

Peel is committed to helping Service Providers meet their contractual requirements. Service Providers must comply with this policy, and understand the obligations in funding agreements, all applicable funding guidelines, and Peel’s Service Provider Handbook.

Peel has discretion to grant exceptions for exceptional circumstances.

Hold policy

Purpose It is important that Service Providers submit information in a timely manner and meet the deadlines and guidelines required by Peel Region (Peel). These actions by Service Providers are critical to Peel’s role as service system manager for managing its budget to ensure accountability of public funds. Peel will work collaboratively with Service Providers to ensure they continue to comply with the Agreement and Regional Guidelines.

The Holds Policy outlines the type of holds Peel may enact to ensure that a Service Provider complies with its Agreement, Regional Guidelines, and any other specified deadlines.

Holds Peel may place a hold (in part or in full) on the payment of one or more funding types, placements of children who receive child care subsidy, and/or on rate increase approvals at any time if:

- I. A Service Provider does not comply with its Agreement.
- II. A Service Provider’s performance of its obligations under an Agreement is not satisfactory to Peel.
- III. A Service Provider has not met previously stated deadlines.
- IV. A Service Provider does not comply with Regional Guidelines/Policies.
- V. A Service Provider does not comply with the Service Provider Handbook.
- VI. A child care licence is not in good standing.
- VII. A compliance audit mechanism has been started.
- VIII. Information requested is considered by Peel to be insufficient/incomplete.
- IX. A Service Provider’s reporting requirements are not met, and/or,
- X. Any other condition where, at Peel’s discretion, a hold is required.

Withholding New Funding Agreements and/or Renewals If Peel determines that withholding payment or placements from a Service Provider is required and the funding agreement has not yet been awarded, Peel reserves the right to withhold the Service Provider’s funding agreement until the reason for the hold is resolved.

Lifting Holds

Lifting a Hold on Payments and/or Placements

A hold on payment(s) or placements may be lifted if:

- Peel determines that the Service Provider has met its obligation(s);
- The Service Provider complies within timelines advised by Peel; and/or,
- The reason for the hold is resolved.

Peel will inform the Service Provider when a hold has been lifted.

Appendix A - Child care subsidy program information

We provide Child Care Subsidy to help eligible families with child care costs for children 0-12 years of age in licensed child care programs. Information about eligibility criteria, the application process, and family responsibilities while receiving Child Care Subsidy is available on our [website](#).

Payment information

Start date

The CSW will notify you of a child's subsidy start date on the Confirmation of Child Care Subsidy notice.

We will pay our portion of the fee (which is the approved daily rate minus any parent contribution) beginning on the approved start date.

Late starts

If the child's start date is delayed, we will pay up to a maximum of 10 absent days until the child physically attends care. If the child does not attend care within those 10 days, the child is considered to have withdrawn from care without notice.

Withdrawals

If a family tells us they're withdrawing, we will give you at least two weeks written notice before withdrawing the child. If the family gives you notice they're withdrawing, email your CSW.

If the family does not provide at least two weeks' notice, we will pay you the approved daily rate minus any parent contribution (i.e. the municipal contribution) for up to 10 days, minus any days within that period the vacancy was filled.

Outstanding fees

You are responsible for reviewing and enforcing your payment policies with families. If a family owes you an outstanding balance for unpaid fees at the time they withdraw, you should advise the CSW of the amount owing. If a family reapplies for subsidy, they must make a repayment agreement with you before the application is approved.

Statutory holidays

We will pay you the approved daily rate on the following statutory holidays according to the child's approved schedule:

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

Days your program is closed

You must report days when your program is closed (for example, staff professional development day, Easter Monday, or Christmas break) and whether you are charging full-fee families are charged. This information should be included in your parent

handbook and we recommend including it on your website. We will only pay for closed days if you are charging full-fee families. The web attendance [online training](#) or [manual shows you how to report closure days](#).

Absent day

Absent day allowance

If the child is away from the child care program for any reason, it is considered an absent day. We will pay the approved daily subsidy rate for up to 36 absent days from January 1 to December 31. Unused absent days will not carry over to the following calendar year.

If a child's start date for Child Care Subsidy is after January 31, the Absent Day Allowance is pro-rated based on the month the child starts the program:

Month of Enrolment	Maximum Absences
January	36 Days
February	33 Days
March	30 Days
April	27 Days
May	24 Days
June	21 Days
July	18 Days
August	15 Days
September	12 Days
October	9 Days
November	6 Days
December	3 Days

When all absent days are used

We will not pay the approved daily rate when a child uses up all their Absent Day Allowance.

It is your responsibility to track children's absences. When a child has five absent days left for the year, you must remind the family that they will be responsible for paying the full cost of child care for any excess days. If the Absent Day Allowance is exceeded, you must collect the full fee from the family.

Families are informed of this policy as part of the application process, through the Parent Agreement, and on an annual basis as part of their mandatory case review.

Reporting consecutive absences

If at any time a child is absent for five consecutive days without contact, you must notify the CSW on the 5th day.

If the consecutive absences result in a withdrawal where no notice was given, see the web attendance [online training](#) or [manual](#) for how to report the withdrawal in the OCCMS web attendance.

Break-in-service

A break-in-service happens when a family asks us to keep their subsidy file open, but their child is not in care or receiving subsidy. We advise the family that they speak with you to see if you can hold their child care space during this time. Keeping the subsidy file open does not guarantee them a child care space. The decision about their child care space is yours to make.

Subsidy payments will resume when the CSW approves the child to return to care.

Examples of a break-in-service:

- Family and child leave the country for more than four consecutive weeks
- A child care program does not operate for all or part of the summer. In this case, if the family still meets eligibility requirements, a child registered in a program that does not operate in July and August can resume their subsidy in September. The family must confirm with the child care program if a space will be held for them in September.

Snow days and inclement weather

If you provide full-day care to approved school-age children who cannot attend the regular school board program due to school closure or bus cancellation, we will reimburse the approved full-day school-age rate.

If you typically walk the children to school but choose not to walk the children to school when the school is open, we will only pay the before and/or after-school rate.

Parental leave

Siblings may continue to receive Child Care Subsidy for a maximum of eight weeks after the new child is born or the last day of the parent's approved activity, whichever comes first. If after eight weeks the parent is not returning to work or school, their subsidy will end, and they will have to reapply when they return.

Subsidy will not be paid after the eight weeks unless the CSW has provided advance written approval of an extension.

Enrolment into kindergarten

Children eligible to attend full-day kindergarten are not eligible to receive Child Care Subsidy for full-day child care on instructional days. Subsidy for full-day care may be approved up to the date before school starts. When school starts, subsidy will be paid for before and after school programs on instructional days and full-day care on non-instructional days such as PA days, March Break, if eligible.

Municipal rates and market rates

If you are currently enrolled in CWELCC, rates are frozen and ineligible for increase. You must comply with the Ministry's [Cap on Fees](#).

Please see the following options to request a municipal rate increase:

Providers serving children 0-5 years of age:

If you have **opted out** of the Canada-Wide Early Learning and Child Care (CWELCC) program, we will not be approving a rate increase.

If you have **opted in** to the CWELCC program, you do not need to apply for a rate increase through the regular municipal rate increase process as this is funded through the CWELCC allocation you are receiving.



Providers serving children 6-12 years of age:

You may apply for a municipal rate increase for your programs serving children 6-12 years of age through the regular municipal rate increase process.

You are required to submit a copy of your new Market Rate Fee Schedule to us at least 60 calendar days before any changes to your market rates. You should submit New Market Rate Fee Schedules to EarlyYearsSystemDivision@peelregion.ca. Failure to provide updated information may result in payments being held or further sanctions being applied.

Municipal daily rates

Municipal Approved Daily Rates are the rates you charge Peel Region for children who receive Child Care Subsidy. The Municipal Approved Daily Rate is the maximum rate we pay for Child Care Subsidy. You can find approved municipal rates in GovGrants. The Approved Daily Rate shall be set according to the following age categories:

Age Category	Age Range
Infant	0 to 18 months
Toddler	19 to 30 months
Preschool	2.5 to 4 years
Kindergarten	4 to 5 years
School age	6 to 12 years

- 1) Payment is contingent on verification of the enrolment and attendance records of an Approved Child as set out in Appendix C - Web Attendance Reporting
- 2) You shall be responsible to collect the Parent's Contribution
- 3) You shall not charge the parent of an approved child a fee which exceeds Peel Region's Approved Daily Rate
- 4) You will be responsible for collecting any balances owing from the Parent's Contribution, or fees due because the parent no longer receives Child Care Subsidy

Circumstances that may affect the municipal approved daily rates

- 1) Mixed age grouping
 - You shall ensure that the Approved Child is in the correct Program for their age group. Peel Region will pay the Approved Daily Rate based on the correct Program for an approved child's age group regardless of the Program for which the child is placed. You will see this on the monthly schedules in the OCCMS web attendance. Any situations where an approved child is placed temporarily in a program not intended for their age group must be temporary and short term.
- 2) Discounted rates
 - The Approved Daily Rate may be adjusted if you offer a discount to their market rates. Any discounts offered to market daily rates, which may include, but are not limited to, percentage deductions for multiple siblings enrolled at one site or for staff with children enrolled at one site, must also be applied to the municipal daily rates.
- 3) Where an approved child never starts an approved program and does not provide 10 days' advance notice to the service provider, Peel Region may pay you for the Child Care Subsidy portion of an Approved Daily Rate up to a maximum of 10 days upon request and with approval.
 - You must report withdrawals with no notice in accordance with the Reporting Consecutive Absences section in Appendix B and the web attendance e-learning.

How to apply for a municipal rate increase:

Please complete one [Municipal Rate Increase Application](#) for your eligible program. Please ensure your rates are not above the caps set out by the Ministry of Education.

Rate increase windows:

Every year, there are two periods to apply for a municipal rate increase, but you can only apply once a year. You can request a municipal rate increase to take effect on either January 1 or September 1. Rate increases must be submitted at least 60 calendar days before the date the rate increase will take effect:

- January 1 rate increase requests must be submitted by November 1 of the previous year
- September 1 rate increase requests must be submitted by July 1 of the same year

Rate increase requests received after the due date will be moved to the subsequent increase period. For example, if a January 1 rate increase request is received after November 1, it will be considered for a September 1 rate increase.

Note: If you decide to change your rate increase period, you will need to wait 18 months for your next increase to take effect. For example, if you received an increase for January 1, 2023, you need to wait until September 1, 2024, for your next rate increase if you want to move your rate increase period from January to September.

Market daily rates

Market rates are the fees that you charge to full-fee families who do not receive Child Care Subsidy. You must post your market rates in your child care facility and include them in your Parent Handbook. You are encouraged to give families at least 30 days notice of a market rate increase.

Calculation of market daily rates

We will not pay a Municipal Approved Daily Rate that is higher than your Market Daily Rate. This is how Market Daily Rates are determined:

Rate frequency identified on provider fee schedule	Number of days child is enrolled per week	Market daily rate calculation <i>(Divide the rate by the average number of days below)</i>
Monthly Rate	5	21.75
	4	17.42
	3	13.08
	2	8.75
	1	4.42
Weekly Rate	5	5
	4	4
	3	3
	2	2
	1	1

Changes to market rate fee schedule

We must ensure child care is affordable for Peel Region families. If you wish to change your Market Rate Fee Schedule for their 6-12 ages, you must submit a revised Fee Schedule to Peel Region 60 days prior to each rate coming into effect.

You may only apply for a market rate change if:

- You are enrolled in CWELCC and Child Care Subsidy, and the proposed change is for the 6-12 age group
- You are not enrolled in CWELCC or Child Care Subsidy

Your market and approved daily rates differ, Peel Region may review and determine continued eligibility for funding at any time, where the Market Rates in a Fee Schedule are:

- Increased significantly in Peel Region's determination in comparison to Approved Daily Rates
- Increased or planned to be increased twice or more in a calendar year
- Increased beyond the Canadian Consumer Price Index over a 12-month period

If your funding eligibility or allocation changes because of a Market Rate review; Peel Region will provide a minimum of 30 calendar days' notice of its decision before effecting the change(s).

Cross-jurisdictional placements

We can enter into cross-jurisdictional agreements with other municipalities. These agreements allow families to access a child care program in another municipality than where they live.

When a cross-jurisdictional agreement is in place:

- A cross-jurisdictional placement will be considered under certain circumstances and with approval from both municipalities in the cross-jurisdictional agreement
- The municipality where the family lives approves the Child Care Subsidy and reimburses the municipality where the child care program is located
- The municipality where the child care program is located confirms the Child Care Subsidy start date and makes the subsidy payment to the program on behalf of the child

Appendix B - OCCMS web attendance reporting

OCCMS web attendance mandatory training

All staff who provide attendance data to us must complete the following:

- Review the [CWELCC Attendance Manual](#)
- [OCCMS Web Attendance Online Learning](#)

After you complete the mandatory training, we will provide you a username and password to access [OCCMS Web Attendance](#)

Security and user rights

- In [OCCMS Web Attendance](#), each head office requires a separate username and password.
- To receive a username and password, you must complete the mandatory OCCMS Web Attendance [e-learning training](#).
- The head office username and password are only intended for one user who has signing authority.
- The head office user can [set up access](#) for other secondary users. More information on “user rights” is available through the OCCMS Web Attendance [e-learning training](#).
- Each user must have their own username and password; it is not to be shared for security and privacy reasons.

Attendance schedule and reporting

OCCMS Web Attendance is available on the first calendar day of each month. The attendance schedules reflect the enrolment for children in receipt of Child Care Subsidy and an aggregate reporting of CWELCC enrollment the previous month. For example, programs will have access to the Attendance Schedule for June on July 1.

Attendance is to be completed and submitted by the seventh business day of the month. If not submitted on time, your payment may be delayed. Due dates are listed on the EYCCS [funding calendar](#).

Attendance information is saved on OCCMS for a minimum of seven years. You can view your previous month’s attendance at any point by signing in with your username and password.

Reporting child care subsidy placement

You must complete the attendance for each child with the appropriate attendance code as outlined below and in the web attendance training.

Attendance type	Code
Absent	A
Non-Paid days	N
Present	P
Sick	S
Statutory holidays	H
Vacation	V
Withdrawal	W
End date (will appear if an End Date has been entered on the child's formal placement and if the child is scheduled for that day)	E
Other paid day (used when a program is closed and full fee families are charged, such as a snow day)	O

Reporting CWELCC attendance

Attendance reporting for 0 - 6 is captured at a site level for child care centres with multiple sites and at a head office level for Licensed Home Child Care agencies.

Child care providers are required to submit an accurate collection of the following for each month as defined in the CWELCC Attendance User Manual:

- Vacancies: number of spaces that are currently available per program, based on the current staffing complement
- Operating capacity: number of children the centre/home child care can serve based on their staffing complement and budget. This cannot exceed the licensed capacity
- Waitlist: number of children waiting for admission per program
- Full fee children: number of Full fee children enrolled, receiving the CWELCC fee reduction, per care type
- Full fee spaces: number of spaces occupied by a Full fee child per care type.

Licensed Home Child Care Providers are also required to report the number of active homes in the comments section of the attendance report.

Appendix C - child care subsidy payments

Payment process

Payment can be processed when completed Attendance Schedules for all sites under the Head Office have been submitted and verified.

Adjustments

Any changes to a child's placement should be reported to the CSW as they happen during the month rather than waiting for attendance reporting. This will ensure the attendance schedule is accurate when it becomes available for you and avoids adjustments, administrative work, and payment delays.

If a change is needed after the attendance schedule becomes available (for example, placement is incorrect, a child's name is missing, etc.), you must report it immediately to your CSW for review and approval before submitting the attendance schedule. Payment for changes reported to the CSW after the attendance schedule has been submitted may be delayed.

Centre payment detail summary

The Centre Payment Detail Summary is available after the attendance has been verified. It provides a summary of the payment based on what you reported, including any adjustments. You should review this summary within 30 days to ensure any payment errors are reported by the deadline.

Electronic funds transfer (EFT) remittance advice

You will receive an automated email notification advising you of the payment details, including the expected timeframe for the deposit.

Reporting over/underpayments

You must report any over or underpayments within three months of the payment date.

Region's discretion to adjust past payments

We have the discretion to adjust prior payments up to 24 months from the date of written notice to correct a subsidy over or underpayment

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