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Early Years and Child Care Service Provider Handbook

Peel Region Licensed Child Care Providers

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Dear Service Provider,

The Region of Peel is the Service System Manager for early years and child care services in Peel. In this role, we work with service providers to create positive outcomes for families. Peel is a fast-growing, 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, the Region introduced the [Early Years and Child Care Service System Plan \(2019-2024\)](#) that outlines a vision for creating an early years and child care system that is affordable, inclusive, high quality, accessible and accountable.

This Service Provider Handbook (Handbook) for licensed child care providers is one tool to help the Region communicate system priorities. Through this Handbook, the Region is committed to being transparent with service providers by outlining the responsibilities and policies that must be followed when providing licensed child care in Peel. This Handbook serves as an accountability guideline and has been updated to communicate:

- Roles and responsibilities for service providers and the Region;
- Policies for service providers who are using public funds; and
- Processes for monitoring and enforcing the policies.

Service providers must review this Handbook and use it to help guide their operations and reporting along with their Early Years and Child Care Services (EYCCS) Agreement, which together are a legally binding contract between the Region and the service provider. This allows the Region to have the discretion to implement sanctions and/or hold EYCCS funding if service providers do not comply with the requirements listed in this Handbook.

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

This Handbook supports our shared commitment to support children and families in Peel. On behalf of Early Years and Child Care Services we look forward to continued collaboration with your agency.

Sincerely,

Suzanne Finn
Director, Early Years and Child Care Services
Region of Peel

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1. REGION OF PEEL EARLY YEARS AND CHILD CARE SYSTEM PRIORITIES

The Region (we) is the Service System Manager for Peel's early years and child care system. We are responsible for leading the planning and management of licensed child care services. As the Service System Manager, we work with service providers (you) to create positive outcomes for families with children aged 0-12 years.

1.1 Road Map for Early Years and Child Care

As Service System Manager, we have identified priorities to address the needs of Peel's early years and child care system. These priorities are outlined in the [Early Years and Child Care Service System Plan \(2019-2024\)](#). The Plan reflects our commitment to create a healthy, safe and connected community and supports the Region's Strategic Plan and Vision of creating a [Community for Life](#), where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives by building and growing a strong and responsive early years and child care system.

1.2 Early Years and Child Care Service System Priorities

This Handbook will ensure Regional funding is used efficiently and responsibly to support the following Early Years and Child Care Services (EYCCS) System Plan priorities:

- Public funds are used to improve the affordability of licensed child care and the viability of the child care system
- 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

2. EARLY YEARS AND CHILD CARE SERVICES STAFF ROLES AND OTHER SUPPORTS

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, PIRS Specialists, Children's Services Workers (CSW) and Contracts Coordinators (CC).

If you have a question about who to contact, please email us at:

EarlyYearsSystemDivision@peelregion.ca

2.1 Early Years and Child Care Services Staff

EYCCS Staff	Roles
Early Years Specialists (EYS)	<p>The EYS is the service provider's primary contact for information and support. -The EYS support service providers by:</p> <ul style="list-style-type: none"> • Reviewing this handbook yearly with the service provider and program supervisor • Reviewing funding guidelines, applications, tools and resources • Supporting ongoing authentic participation (i.e., accepting children in receipt of child care subsidy, participating in quality enhancement practices, and being inclusive of children with special needs) • Collaborating with PIRS (Peel Inclusion Resource Services) Resource Consultants and Child Development Resource Connection Peel (CDRCP) Quality Initiatives (QI) Mentors to offer recommendations and resources to enhance quality and build the capacity of program staff • Supporting the implementation of <i>How Does Learning Happen?</i> through visits, observations and discussions • Supporting the implementation of legislative requirements from the <u>Child Care and Early Years Act, 2014</u> • Conducting child care subsidy reviews • Reviewing applications for Fee Subsidy and Funding Agreements
Purchase of Service Analyst (POSA)	<p>The role of the POSA is to provide funding-related support to service providers by:</p> <ul style="list-style-type: none"> • Reviewing required documents and applications for EYCCS funding programs to ensure service providers meet the qualification criteria • Ensuring that funds are used according to the terms and conditions of the EYCCS Agreement and Ministry policies, procedures, and guidelines • Processing and reviewing rate increase requests
PIRS Resource Consultants (RCs)	<p>RCs are a resource to the family, the child and the service provider through their specialized knowledge of child development, children's mental health, early intervention and inclusive practices.</p> <p>RCs will regularly visit the child care program/setting to:</p> <ul style="list-style-type: none"> • Work with educators/providers to increase awareness of PIRS for families. • Build the capacity of educators/providers to support the inclusion of all children through formal and informal conversations, coaching and modelling, sharing of ideas, strategies, information and resource materials. • Collaboratively develop and support the implementation of Individual Program Plans (goals) for children engaged in service to support the inclusion and participation of all children in the child care program <p>Note: RCs are never counted in the adult/child ratio.</p>
Specialists, PIRS	Specialists, PIRS support the work of policy and program development and quality

	<p>assurance and compliance for Special Needs Resourcing (SNR) supports. The role of the Specialists, PIRS is to:</p> <ul style="list-style-type: none"> • Monitor PIRS authentic participation compliance for child care providers and SNR agencies • Review and approve service provider Inclusion Policies • Investigate and address complaints or concerns in relation to PIRS services/supports and/or access to programs for families • Maintain oversight for the use of Program Support Funding
Children's Services Workers (CSW)	<p>CSWs support families and parents through the Child Care Fee Subsidy (Child Care Subsidy) program by:</p> <ul style="list-style-type: none"> • Assessing, reviewing, and approving eligibility for child care subsidy • Completing child care placements, creating schedules, and approving program related changes • Supporting and providing resources to parents in receipt of child care subsidy
Contracts Coordinators (CC)	Contracts Coordinators review and verify OCCMS web attendance and process subsidy payments.

2.2 Other Supports and Resources

Child Development Resource Connection Peel (CDRCP):

We provide funding to CDRCP to support 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 speak with their RTBP Quality Initiatives Mentor and explore [CDRCP's website](#) for ongoing supports and professional learning opportunities.

3. GOVGRANTS TECHNOLOGY SYSTEM

GovGrants is a user-friendly, safe and secure system that will allow you to:

1. Get information about and apply for available funding
2. Sign electronic contracts
3. Input reconciliation/progress report information
4. Directly communicate with our staff

The information you input into the system will only be accessible to authorized users in your organization and early years 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.

4. SERVICE PROVIDER RESPONSIBILITIES

As the Service System Manager, we are committed to being transparent and helping you, as service providers, to understand your responsibilities when entering into a funding agreement. This section outlines the general requirements you are required to follow. There are additional requirements in the EYCCS Agreements and Funding Guidelines, which you must also follow.

4.1 General Requirements for Service Providers

- Each year, you are required to sign a Letter of Compliance. This letter demonstrates your commitment to **Authentic Participation** by:
 - ✓ Accepting children in receipt of child care subsidy;
 - ✓ Participating in continuous quality enhancement practices; and
 - ✓ Being inclusive of children with special needs by participating in PIRS.
- Be in good standing with financial/contract reporting requirements.
- Ensure any funding provided to you is used according to Funding Guidelines and EYCCS Agreement.
- Maintain records for all funding/grants received and expensed for a minimum of 7 years.
- Utilize an automated payroll system to manage EYCC funding paid to staff.
- Be subject to reviews by us or a delegate.
- Operate in a manner consistent with the requirements set out in the *Child Care and Early Years Act, 2014*, the *Early Childhood Educators Act, 2007*, including the Code of Ethics and Professional Misconduct Regulation.
- Follow the principles outlined in the Conduct of the Service Provider section of the EYCCS Fee Subsidy Agreement and our [statement](#) on employee harassment.

4.2 Insurance Requirements

You are required to maintain the following insurance at your own expense:

- a) Commercial General Liability insurance
- b) Automobile insurance

You must submit a [Certificate of Insurance form](#) when your insurance coverage expires or is replaced. If you do not submit the [Certificate of Insurance form](#) on or before the expiry date, we reserve the right to take corrective as indicated in the [Deadlines Compliance policy](#).

4.3 Changes to Your Business

You must notify us of changes to your business, including:

- a) Program relocation
- b) Opening a new site
- c) Change of ownership

a) Program Relocation

If your program must relocate for an extended period, a new licence may be required. You must contact the EYS to inform us of the move and whether a new licence has been issued. The EYS will conduct a site visit at the new location.

You must also:

- Provide all impacted families with a **letter of notification**, so they can decide if they want to attend the new location
- Send us a **signed and dated PDF copy of the letter sent to parents** by email to EarlyYearsSystemDivision@peelregion.ca. The letter must include:
 - date of the move to the new location;
 - reason for the relocation; and
 - anticipated date the program will return to the original location
- Notify the EYS as soon as possible if the relocation is extended

b) Opening a New Site

If you open a new site, you must [apply](#) for an EYCCS Agreement for the new site. Having an EYCCS Agreement at one location does not guarantee that an agreement will be approved for the new site. Applications that meet system priorities **may be approved** at our discretion.

c) Changes of Ownership

If you plan to sell your child care centre or home care agency (i.e., child care business), you must notify us **at least 60 days** before the tentative closing date and provide the following to the EYS:

- Copy of the Sale Agreement (i.e., the Shares Purchase or Asset Sale Agreement) and any other relevant document related to the transaction.
- Copy of the letter distributed to parents and staff notifying them of the change
 - The letter must be distributed a minimum of 30 days before the sale
- Contact information (email, phone, address) if it changes before or after the closing date.
- Complete the [Consent to Obtain and Disclose Information template](#).
- Complete the [Asset Sale Checklist](#) or [Shares Transfer Checklist](#).

Types of Ownership Changes	
Shares Transfer	If the sale is a Shares Transfer, the purchaser acquires the Corporation and takes responsibility for the operating licence issued by the Ministry of Education.
Asset Sale	The purchaser does not acquire the Corporation licensed to operate the child care centre/home care agency if the sale is an Asset Sale. The Corporation's operating licence (issued by the Ministry) and the EYCCS Agreement the Corporation has with the Region of Peel for funding will end on the closing date.
Amalgamation	An amalgamation takes place when two (or more) incorporated child care service providers merge (i.e., all assets and liabilities of each Corporation are combined) to form an entirely new legal entity, or "Corporation." Corporations are required to do the following to amalgamate: <ul style="list-style-type: none">• File "Articles of Amalgamation" with the Ministry of Government Services

	<ul style="list-style-type: none"> • Submit required documents • Pay a fee to the Ministry of Government Services <p>The transfer of EYCC Agreements from one party to another due to a shares transfer, asset sale, or amalgamation will be at our discretion.</p>
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The information provided above regarding the Shares Transfer, Asset Sale and Amalgamation of a child care centre above is not intended to provide legal advice. All parties involved are encouraged to obtain legal advice.

Please refer to the [Ministry of Education's Child Care Licensing Resources](#) for more information about Shares Transfers, Asset Sales or Amalgamations

Termination of EYCC Agreement

As a service provider, you are liable for all responsibilities and obligations incurred under EYCCS Agreements up to and including the day the Agreement ends. Upon termination of your Agreement, you must:

- Comply with all reporting requirements, including but are not limited to:
 - Completing and submitting final Ontario Child Care Management System (OCCMS) Web Attendance, financial statements, and reconciliations by deadlines
- Pay any funding identified as due to us following the reconciliation process

5. ACCOUNTABILITY AND REPORTING

We take our responsibility to manage public funds very seriously. This section outlines the specific reporting policies and processes you must follow and how we monitor these policies. You are required to submit accurate reports to us. Any reports containing false information could result in consequences to the EYCCS Agreement, including but not limited to hold on payments, reduction in funding, or termination of the Agreement.

5.1 Funding Reviews/Audit Strategies

We conduct detailed funding reviews to ensure you are following the Funding Guidelines and policies. These reviews are conducted with you and may result in consequences (e.g., recovering money) if funding rules were not followed. These types of reviews include Child Care Subsidy Attendance Reviews and Funding Reviews.

a) *Child Care Subsidy Attendance Reviews:*

The purpose of Child Care Subsidy Attendance Reviews is to confirm if the monthly child care subsidy payments made are accurate. Provider sites are selected for reviews based on criteria, including the level of support, amount of funding, previous reviews, etc. Sites are reviewed at least once over a three-year cycle.

b) Funding Reviews:

The purpose of Funding Reviews is to review the funding programs that have been issued.

When selected for review:

- You will be sent a Notice to Review letter two weeks before the on-site or virtual review.

The letter will inform you of the following:

- scope of the review (i.e., review period and funding streams);
- documents you are required to prepare;
- pre-visit/virtual meeting and estimated review dates;
- the number of our staff who will be conducting the review; and
- period of time to complete the review

If you are selected for a review, you will be required to work with us by:

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

After the review, we will set up a meeting to discuss the results of the funding review.

5.2 Review Follow-up Process

The Child Care Subsidy Attendance Review may result in a ‘recovery,’ ‘continuous monitoring and support,’ and/or ‘follow-up review.’ If you have high error rates from Child Care Subsidy Attendance Reviews, you may be subject to follow-up reviews and consequences such as:

- Stop placement of child care subsidy children; and
- Recommendation to terminate the EYCCS Fee Subsidy Agreement.

A Funding Review can result in various recommendations, including immediate termination of your Agreements. If you do not follow or do not comply with the Funding Guidelines and the related Agreements:

- Funding may be recovered;
- Funding may be discontinued; and
- EYCCS Fee Subsidy Agreement or any other funding agreements may be terminated.

In addition to recovering unused or misused funding, the following actions may also be recommended:

- Follow up reviews
- Reduction of future funding amounts
- Ineligibility for future funding
- Disclosing the use of funding not included in funding review scope
- Enhanced and more regular reporting by the service provider
- Additional support from EYCCS staff to better understand responsibilities and expectations
- Improving payment processes, retaining documents, and internal controls

5.3 Compliance with Authentic Participation

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

- a) Public Complaints process;
- b) Escalation Process for PIRS;
- c) Escalation Process for Child Care Subsidy; and
- d) Escalation Process for Continuous Quality Enhancement

a) *Public Complaints Process:*

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

b) *Escalation Process for PIRS:*

You are encouraged to follow the Escalation Process outlined in the [PIRS Memorandum of Understanding](#) when you have concerns about your services from the PIRS RC. 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 are encouraged to follow the Escalation Process to address the concern. PIRS SNR agencies can also escalate their concern to the Region of Peel for continued discussion, and the Region will follow up regarding the matter. Follow-up may include joint meetings between all parties with the goal of resolution.

c) *Escalation Process for Child Care Subsidy:*

Participation in child care subsidy is reviewed on an annual basis through the Letter of Compliance process. The EYS will regularly review the number of children actively receiving child care subsidy and address concerns with you, if necessary.

d) *Escalation Process for Continuous Quality Enhancement:*

If you are participating in Raising the Bar in Peel (RTBP), CDRCP is required to share information with us regarding your Authentic Participation status, including probationary status involvement with the program requirements, 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 found to be in non-compliance, progressive actions may be implemented.

5.4 Financial Reporting Requirements

a) *Financial Statements (Unaudited and Audited):*

If you receive Regional funding equal to or greater than \$20,000 and less than \$150,000 in your fiscal year, you must provide financial statements and any accompanying notes within the prescribed deadlines. These can be unaudited statements.

If you receive Regional funding equal to or greater than \$150,000 in your fiscal year, you must provide audited financial statements and any accompanying notes within the prescribed deadlines. All Regional funding applies toward the \$150,000 threshold for audited financial statements, except for the Wage Enhancement Grant (WEG) and Home Child Care Enhancement Grant (HCCEG).

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, such as a church or a private school, you must also provide a revenue and expense statement for the child care operations, separate from the larger organization.

- We may add or remove funding types counted toward the audited financial statement threshold, subject to provincial funding.
- Financial Statements are due to us no later than four months after your fiscal year-end.
- We prefer that you submit audited financial statements if they are available regardless of the amount of funding provided by us.

b) *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 have your auditor or accountant 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 audited or unaudited financial statements and management letter (if applicable) **four months after your fiscal year-end.**

c) *Reconciliation and Recovery of Funds:*

You must submit your reconciliation template(s) by the submission deadline, communicated to you by memo. Not submitting your reconciliation by the deadline may result in **payments and/or placements of child care subsidy children being held**. Please refer to the .

Note: Please notify us immediately if you experience a significant increase or decrease in service levels or staffing (i.e., 25% or more) by emailing:

EarlyYearsSystemDivision@peelregion.ca.

We reserve the right to recover any unused monies or monies paid to you that have not been used as required under any EYCCS agreement. We will recover funds by deducting amounts owing from future payments to you as our primary means of recovery.

5.5 Deadlines Compliance and Hold Policies

The purpose of the [Deadlines Compliance](#) and [Hold](#) policies are to help us strengthen accountability and clarify when and how consequences may be applied to you.

a) Deadlines Compliance Policy:

You must submit all required documents and meet your obligations on time. The [Deadlines Compliance Policy](#) outlines the corrective actions we will take if you miss a deadline to submit required documents or do not meet obligations according to your Agreement, this Handbook, and/or Guidelines.

We reserve the right to prioritize funding (including one-time grants) for service providers that consistently submit required documents on time and meet their obligations under EYCCS agreements.

We are committed to helping you meet your contractual requirements, including challenges with submitting required documentation and information on time.

b) Hold Policy:

The [Hold Policy](#) outlines when we may place a "hold" on the payment of one or more funding types, placement of children who receive fee subsidy, new funding agreements or renewals, and rate increase approvals.

5.6 Supporting Service Providers

We are committed to providing support, advice and guidance to you. If you have concerns about your financial viability, compliance with your contract, and quality and programming requirements, please contact us. Resources are also available at our website:

- [Service providers and partners](#)
- [Funding and support resources for early years and child care providers](#)
- [Early Learning and Child Care Data and Planning Tools](#)

5.7 Administration Funding for Service Providers

Administration funding is capped at \$150,000 across all EYCCS programs. This cap applies as one limit to all centres/agencies related in ownership and/or owned by the same beneficial owner(s).

6. MUNICIPAL RATES AND MARKET RATES

We encourage you to keep fees affordable. If your market and municipal rates are different, your municipal rates **cannot** be higher than your market rates.

- **Market Rates** are the fees that you charge to full-fee families who do not receive child care subsidy for child care. 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.

- **Municipal Rates** are the rates you charge us for families who receive child care subsidy. Approved municipal rates are listed in your EYCCS Child Care Fee Subsidy Agreement. The Approved Daily Rate is the maximum rate we will pay for child care subsidy.

As Service System Manager for Peel's early years and child care system, one of our priorities is making child care more affordable for Peel families. To do this, we implemented a review of market rate increases. We will contact you if your market rate increase impacts our affordability targets. Your eligibility for funding may be affected if you implement a significant market rate increase that impacts our affordability targets.

The EYCCS Agreement requires you to submit a copy of your new Market Rate Fee Schedule to us at least **60 calendar days** before the market rate increase takes effect. New Market Rate Fee Schedules should be submitted to EarlyYearsSystemDivision@peelregion.ca. Failure to provide updated information may result in payments being held.

6.1 Child Care Municipal Rate Increase Request

If you wish to increase your municipal rates, you must submit a fully completed [Municipal Rate Increase Request Form](#) to us. Municipal rate increases will only be approved once per 12-month period.

We have changed the Municipal Rate Increase process to reduce the administrative burden on you. The changes below will be implemented for rate increases that take effect beginning January 2022:

- Two Application Periods for Requesting a Municipal Rate Increase
- Two Options for Requesting a Municipal Rate Increase

a) Two Application Periods for Requesting a Municipal Rate Increase

There will be two periods to apply for a municipal rate increase. You can request a municipal rate increase to take effect on either January 1st or September 1st. Rate increases must be submitted at least 60 calendar days before the date the rate increase will take effect, so:

- January 1st rate increase requests must be submitted by November 1st
- September 1st increase form must be submitted by July 1st

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

Note: If you decide to change your rate increase period, you would be required to wait 18 months for your subsequent increase to take effect. For example, if you received an increase for January 1, 2022, you would be required to wait until September 1, 2023, for your subsequent rate increase if you want to move your rate increase period from January to September.

b) Two Options for Requesting a Municipal Rate Increase

When you request a rate increase, you must choose one of the rate increase options below.

Option 1: Requests for EYCCS Rate of Inflation	This increase option is to offset inflationary costs at a rate of inflation determined by EYCCS. <ul style="list-style-type: none">• This option requires less information to be submitted• Documents required to be included with this type of request:<ul style="list-style-type: none">○ Current Market Rate Fee Schedule○ Market Rate Fee Schedule that will be in effect at the time of the municipal increase
Option 1: Requests for more than EYCCS Rate of Inflation	This increase option is to offset exceptional costs incurred, such as increases to staff wages and benefits above the EYCCS Rate of Inflation. <ul style="list-style-type: none">• This option requires more information to verify that the rate increase supports EYCCS system priorities.• Documents required to be included with this type of request:<ul style="list-style-type: none">○ Market Rate Fee Schedule○ Market Rate Fee Schedule that will be in effect at the time of the municipal increase○ New municipal rates requested○ A detailed budget for the current fiscal year projected revenue from all sources (including ROP) and all projected expenses○ Supporting documentation to verify extraordinary expenses○ Other documents and verification may also be requested
EYCCS Rate of Inflation: Each year, the rate of inflation will be determined during the EYCCS budget process. It will be communicated to you by November 1 st .	

6.2 Municipal Rate Caps

To manage budget constraints, we have established municipal child care rate caps. Each year, these rate caps will be increased based on the EYCCS Rate of Inflation and the municipal child care rate caps will be shared with you by November 1st each year.

6.3 Calculation of Market Daily Rates

We will not pay a municipal daily rate for child care subsidy higher than the rate indicated on your market fee schedule. We calculate market daily rates for providers that use monthly or weekly rates based on the calculations below:

Rate Frequency Identified on Provider Fee Schedule	Number of days child is enrolled per week	Market Daily Rate Calculation – Divide the rate by the average number of days below:
Monthly Rate	5	21.75
	4	17.42
	3	13.08
	2	8.75
Weekly Rate	5	5
	4	4
	3	3
	2	2

7. CHILD CARE FEE SUBSIDY (CHILD CARE SUBSIDY) 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, parent responsibilities and the application process is available on our [website](#).

7.1 Cross-Jurisdictional Placements

We can enter into cross-jurisdictional agreements with other municipalities. These agreements support families that live in one municipality with accessing a child care program in another municipality.

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.

7.2 Camps and Children's Recreation Programs

Subsidies for children attending camps are available **only to eligible programs** delivered by licensed child care providers, school boards, and local municipalities in Peel with an EYCCS Fee Subsidy Agreement. These programs must be licensed in accordance with the *Child Care and Early Years Act (CCEYA)* or be accredited by the Ontario Camp Association, or have HighFive certification. Subsidy may be provided for children attending a camp who are four years old or older (or turning four in the current calendar year and enrolled in a camp on or after September 1st).

We require that programs develop and implement requirements to support children's health, safety, and well-being in camps to be eligible for an EYCCS Agreement. At a minimum, these requirements must include standards related to the following health, safety and well-being provisions:

- Liability Insurance that meets the Region's minimum requirements
- Safe Arrival and departure of children
- Vulnerable Sector Check/Standard First Aid
- Adult supervision
- Accident and injury reporting
- Plans for children with medical or special needs

7.3 Child Care Subsidy Special Circumstances

Examples of special circumstances that may impact child care subsidy include:

a) Break-in-Service:

A break-in-service is a hold on subsidy where the file stays open, but the children are not currently approved for care or receiving subsidy. Families that are placed on a break-in-service must speak with you to determine if their child will be able to return to care at a later date or if their space can be held. **Subsidy payments will resume when children are approved to return to care by the CSW.**

Examples of a break-in-service include:

- Parent and child leave the country for more than 4 consecutive weeks to care for a sick relative.
- A teacher that does not require care in the summer for their child as they are not working.
- A child care program that does not operate for all or part of the summer. If they still meet eligibility requirements, children registered in programs that do not operate in July and August will resume their subsidy in September. The parent must confirm with the child care program if a space will be held for them in September.

All requests for a break-in-service must be made in writing by the family to the CSW before the break-in service begins. The CSW must approve the reinstatement of child care subsidy.

b) Potential Service Disruptions:

If a service disruption, such as a labour disruption affecting licensed child care, happens we will connect with you if your programs are impacted.

c) Snow Days/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.

Contact your Ministry Program Advisor to discuss the details of your license conditions about available licensed space and program staff required to provide services when buses are cancelled and for non-instructional days.

d) Parental Leave:

Siblings may continue to receive child care subsidy for a **maximum of 4 weeks** after the new child is born or the last day of the parent's approved activity, whichever comes first. After this period, subsidy ends. When the parent returns to work or school after a parental leave, they must reapply for subsidy.

Subsidy will not be paid after the 4 weeks unless the CSW has provided advance written approval of an extension.

e) Transfer or Withdrawal Notice:

If a parent is transferring their child to a different child care program or withdrawing their child from child care subsidy, they must:

- Give the CSW at least two weeks' written notice and
- Give the child care program notice according to their transfer and withdrawal policy.

f) 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. In the case of staggered kindergarten start dates, subsidy for full-day care may be approved up to the date before school starts. Once school starts, subsidy will be paid for before and after school care on instructional days and full-day care on non-instructional days, such as PA days, March Break, etc., if eligible.

7.4 Privacy and Confidentiality

We take the privacy of child care subsidy recipients seriously. You must take all precautions to protect the privacy of subsidy recipients. Failure to do so may result in the termination of your EYCCS Child Care Fee Subsidy Agreement. You must:

- Keep subsidy recipients' information confidential and take all reasonable measures to protect their information from unauthorized collection, use, retention or disclosure.
- Operate in accordance with any applicable privacy legislation, including but not limited to the Municipal *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56
- Not transmit personal information over the internet unless the subsidy recipient has provided written consent to accept all risk and liability of using email.

To protect the privacy of individuals, **please do not include in the attachments and/or the notes** sections any personal information as defined under section 2(1) of the *Municipal Freedom of Information and Protection of Privacy Act*, 1990 ([MFIPPA](#)). The inclusion of personal information would be considered a breach of privacy. Should you become aware of any personal information contained in the attachments or notes sections, please immediately notify your EYS.

8. FEE SUBSIDY WEB ATTENDANCE REPORTING

You are required to report the attendance of children in receipt of subsidy through the [OCCMS Automated Billing System](#). Information about completing and managing attendance schedules is available in the mandatory OCCMS Web Attendance [e-learning training](#).

The information in this Handbook is only a snapshot of the instructions. You should continue to refer to the [e-learning training](#) as required.

8.1 OCCMS Web Attendance Mandatory Training / Username / Password

a) *Mandatory e-Learning Training:*

All staff involved in providing attendance data to us are required to complete the mandatory [e-learning training](#) successfully.

We will provide you with the username and password you can use to access [OCCMS Web Attendance](#) after completing the Web Attendance [e-Learning](#) and once there is a child enrolled in the program in receipt of subsidy.

b) *Username and Password Security/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 intended only for one user (i.e., a user with signing authority).
- The head office user can [set up access](#) for other secondary users after the head office user has been given a username and password. 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.
- Notify us immediately if there are any changes to the staff who are responsible for Web Attendance.
- You are responsible for user IDs and passwords and accountable for their use and confidentiality.
- You are responsible for deactivating users who are no longer authorized to complete Web Attendance as soon as the change occurs.

<p>Questions about OCCMS Web Attendance username and/or password should be directed to ZZG-IBSContactBSD@peelregion.ca</p>

8.2 OCCMS Automated Billing System – Automatic Age Group Rate Changes

OCCMS automatically changes a child's age group, care code and approved daily rate as they reach the next age category (according to their date of birth). The age group categories in OCCMS are:

Age Group	From	To
Infant	Birth	18 months
Toddler	19 months	30 months
Preschool	2.5 years	4 years
Kindergarten	4 years	5 years
School Age	6 years	12 years

Reminder: Child care subsidy ends the day a child turns 13 years of age.

When OCCMS changes the child's age group, care code and approved daily rate, that is the rate that will be paid (minus any parent contribution) for the child regardless of the program/room that the child is attending.

You can use the “Children Turning 18, 30 or 72 months” report accessible each month on the site attendance to assist with planning for age group changes.

Important:

- We will not pay for any fee subsidy placement that a CSW has not approved. You will receive an email confirmation of all approvals.
- Attendance Reports must be accurate; we base payments on this information.
- Attendance Reviews are completed to verify accuracy.

8.3 Attendance Schedule and Reporting

OCCMS Web Attendance is available on the first business day of each month. The attendance schedules reflect the enrolment for the previous month (e.g., programs will have access to the Attendance Schedule for June on the first business day of July).

Attendance is to be completed and submitted by the seventh business day of the month. Due dates are listed on the EYCCS [funding calendar](#).

If the attendance is not submitted by the seventh business day of the month, payment will be delayed.

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

You are required to complete the attendance for each child with the appropriate code listed in the legend. Codes for recording attendance are as follows:

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

8.4 Reporting Vacancies

You are required to report program vacancy/space information by age group each month. Vacancy information must be recorded on the Attendance Schedule — this information is used to facilitate placements and transfer requests.

8.5 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.

The Absent Day Allowance is adjusted for the calendar year based on the month the child starts the program:

Month of Enrolment	Maximum Absences Permitted
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

Important:

- If at any time a child is absent for 5 consecutive days without contact, you must notify the CSW on the 5th day.
- Unused absent days will not carry over to the following calendar year.
- The maximum absent days for the first year of child care are pro-rated based on the month the child starts in the program.
- Parents are responsible for managing the child's attendance within the given allowance.

8.6 When All Absent Days are Used

We will **not** pay the approved daily rate when a child's Absent Day Allowance has been exhausted.

- It is your responsibility to track children's absences. If the Absent Day Allowance is exceeded, you must collect the full fee from the parent.
- Parents are informed of this policy as part of the application process and on an annual basis as part of their mandatory case review.

When a child's absent days are within five days of those allowed, you must remind the parent that they will be responsible for paying the full cost of child care for any excess days.

8.7 Start Date, Late Starts and Withdrawals

The table below shows when payment for Child Care Subsidy will begin and end.

Start Date	<ul style="list-style-type: none"> • The CSW will confirm if a child has been approved for child care subsidy and the date their subsidy will start • We will pay our portion of the fee (i.e., the approved daily rate minus any parent contribution) beginning on the approved start date • The parent is responsible for paying you their parent contribution (if any) beginning on the child's approved start date
Late Starts	<ul style="list-style-type: none"> • We will pay up to a maximum of ten days before the child's start of care if the child's start date is delayed • In such cases, the days before the child starts care will be considered absent days and will be deducted from the child's absent day allowance • If a child never starts, the withdrawal section below will apply
Withdrawals	Parents are required to provide you and their CSW with at least 2 weeks' notice of withdrawal. We will give you at least 2 weeks' written notice before withdrawing an approved child. If a parent provides you with at least 2 weeks' notice of withdrawal and you do not receive at least 2 weeks' written notice from us, email your CSW.

	If appropriate notice is not given, we will pay you the approved daily rate minus any parent contribution (i.e., the municipal contribution) for up to 2 weeks (i.e., 10 days), minus any days during the notice period the vacancy was filled.
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8.8 Outstanding Fees

You are responsible for reviewing and enforcing your payment policies with families. If a parent owes you an outstanding balance for unpaid fees at the time of withdrawal, you should advise the CSW of the amount owing. We will require the parent to make a repayment agreement with you if the parent reapplies for Child Care Subsidy before the application is approved.

8.9 Program Closures/Non-Operational Days

a) *Statutory Holidays:*

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

We will pay the approved daily rate of a child's regular scheduled day for the following holidays:

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

b) *Program Closures for Specific Days:*

You are required to report days when your program is closed (e.g., staff professional development day, Easter Monday or Christmas break) and whether or not full-fee families are charged. We will only pay for closed days if you are charging full-fee families.

9. REIMBURSEMENT FOR SERVICE PROVIDERS

To be reimbursed, you are required to complete the OCCMS Attendance Schedule accurately, including:

- Care Code
- Approved Daily Rate
- Fee paid by the parent
- Region of Peel's contribution
- Number of vacancies

9.1 Payment

a) Payment Process

Payment can be processed when completed Attendance Schedules for all sites under the Head Office have been submitted and verified. The following flowchart outlines the payment process starting with attendance reporting.

b) 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 avoid adjustments, administrative work and payment delays.

If a change is needed after the attendance schedule becomes available (i.e., 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.

c) 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 (see section 9.2).

d) Electronic Funds Transfer (EFT) Remittance Advice

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

9.2 Reporting Over/Underpayments

You must report any over/underpayments within 3 months of the payment date.

9.3 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.

CONCLUSION

This Handbook serves as a guide to clearly outline responsibilities and expectations related to our policies and processes to help ensure accountability that public funds are being used properly. We are committed to working with you to ensure families and children have access to a licensed child care system that is affordable, inclusive, high quality, accessible and accountable.