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Service Providers' Handbook

Peel Region Licensed Child Care Providers

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Dear Service Provider,

This handbook is intended for licensed child care providers in Peel Region and should be reviewed and used as a reference by the Owners/Operators and Program Supervisors.

As part of Peel Region’s early years and child care system, you will find important information in this handbook about your responsibilities as a Child Care Service Provider, the Fee Subsidy services the Region of Peel provides, and how the Region can help you meet your objectives. By working together, we can ensure we meet our common goal of providing high-quality services so that children and families in Peel Region have access to safe and affordable child care.

Your Early Years and Child Care Services (EYCCS) Fee Subsidy and Funding Agreement with the Region, in conjunction with this handbook, is a legally binding contract between the Region of Peel and the Service Provider. The Agreement outlines the requirements of all Service Providers. This handbook will also help you to manage your fee subsidy attendance reporting requirements.

Sections in the handbook that include either new information or significant changes are flagged for your attention with the following symbol “”. Many of these changes are also included in your EYCCS Fee Subsidy and Funding Agreement with the Region.

If you have questions or comments about information in this handbook, please contact us by **email** at: EarlyYearsSystemDivision@peelregion.ca

Thank you for your ongoing commitment to supporting children and families in Peel Region and we look forward to continued collaboration with your agency.

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1. Working with You

A team of professionals is available to support licensed child care Service Providers in Peel Region with providing high quality services to children and families. This includes supports provided by Early Years Specialists, Resource Consultants and Resource Specialists, Children’s Service Workers, Contracts Coordinators, and Child Development Resource Connection Peel.

1.1 Early Years Specialists (EYS)

The EYS is the Service Provider’s main contact regarding information in the Service Provider Handbook. The EYS reviews this handbook annually with the owner, Service Provider or supervisor of the program. Additionally, the EYS visits programs to build Service Provider’s capacity and provide support with the following:

- Discuss and review ongoing program viability in areas of staffing, enrollment, governance, programming and business management, and funding
- Conduct Fee Subsidy Reviews through review of OCCMS Web Attendance records
- Support ongoing Authentic Participation (i.e. accepting children in receipt of fee subsidy, participating in quality enhancement practices, and being inclusive of children with special needs)
- Implementation of the Provincial report [How Does Learning Happen?](#)
- Implementation of legislative requirements from [Child Care and Early Years Act, 2014](#)

Following each visit by an EYS, a Program Visit Report summarizing areas discussed will be completed and kept on file. A copy of the report will be provided to the Service Provider.

1.2 Peel Inclusion Resource Services (PIRS): Resource Consultants and Resource Specialists

PIRS is a partnership between special needs resourcing programs and licensed child care Service Providers to support the inclusion of all children in licensed child care programs within the community.

In their role, the Resource Consultants act as a support and resource to the family, the child and the Service Provider through specialized knowledge of child development, children’s mental health, early intervention and inclusive practices. The Resource Consultant will work in collaboration with Providers and Educators to:

- Consult with parent/guardian(s) to facilitate referral to PIRS Intake and other resources as required
- Regularly visit the child care program and all rooms within the program (Note: Resource Consultants are never counted in the adult/child ratio)
- Help the child care team build their capacity to support the inclusion of all children through formal and informal conversations and knowledge transfer with staff, coaching and modelling, sharing of ideas, strategies, information and resource materials
- Assist the Provider/Educator to implement and evaluate the PIRS Continued Placement Process

The Resource Specialists support inclusionary practices at the system level within the Early Years and Child Care System through the following:

- Support to the PIRS partnership with system planning and information sharing information
- Support the development of, and annually approve, child care Providers' Inclusion Policy
- Facilitate professional learning opportunities related to inclusionary practices to educators and service providers
- Provide resource consultation to licensed before and after school programs to further enhance inclusion and inclusionary practices, and support the distribution of Special Needs Program Support Funding for Before and After School Programs

1.3 Children's Services Workers (CSW)

The CSW supports families and parents through the child care fee subsidy process by:

- Assessing, reviewing and approving eligibility for child care fee subsidy
- Completing child care placements, creating schedules, and approving program related changes
- Supporting and coaching parents in receipt of fee subsidy

1.4 Contracts Coordinators (CC)

The Contracts Coordinators review and verify attendances and process payment requests. The Contracts Coordinators are the Service Provider's point of contact for contractual documents including: insurance renewal, financial statement submissions, and contract signing.

1.5 Child Development Resource Connection Peel (CDRCP)

The Region of Peel and [CDRCP](#) work together to provide support to the early years community. CDRCP connects the community and early years practitioners with the information, resources, professional education and services that promote business management, viability, governance and human resources supports as well as quality care for families and children. The Region of Peel provides funding to CDRCP for professional education sessions and Raising the Bar in Peel which is a continuous quality enhancement program to support quality in early years programs.

2. Service Provider Obligations

2.1 General Requirements

Service Providers with an EYCC Services Fee Subsidy and Funding Agreement are required to comply with the requirements set out in their Agreement, Regional funding guidelines, and this handbook.

General requirements include:

- Ongoing Authentic Participation by:
 - ✓ Being inclusive of children in receipt of fee subsidy;
 - ✓ Participating in continuous quality enhancement practices;
 - ✓ Being inclusive of children with special needs by participating in PIRS;
- Having sound business management practices and be in good standing with respect to financial/contract reporting requirements as set out by the Region;
- Ensuring any funding provided by the Region of Peel is utilized in a way that is consistent with the intent of the fund/grant;
- Timely reporting and documentation submission to the Region;
- Maintaining records for all funding/grants received and expensed for minimum of 7 years;
- Being subject to a random review by the Region or a delegate; and,
- Operating in a manner that is 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 and the [Region of Peel Values](#).

Providers are required to submit a **signed Letter of Compliance** to the Region every two (2) years to confirm compliance with the **Authentic Participation** requirements (identified above).

Inclusion of Children in Receipt of Fee Subsidy

Service Providers are required to:

- Manage demand for fee subsidy on a first come, first serve basis, without biases or preferences and not deny a family in receipt of fee subsidy an available vacant space in a child care program
- Maintain and/or increase the number of Fee Subsidy families served
- Include Fee Subsidy information in their Parent Handbook and in any publicity, promotional materials and social media used by the Service Provider
- Ensure all families are aware Fee Subsidy is available from the Region (display a Fee Subsidy poster in visible area(s) for all families and discuss Fee Subsidy with all families during tours)

Participate in Continuous Quality Enhancement Practices

Service Providers may demonstrate Continuous Quality Enhancement by participating in either:

a) Raising the Bar in Peel which shall include:

- Commitment to meet the requirements of Raising the Bar in Peel

- Submission of an annual **signed Letter of Understanding** confirming compliance with Continuous Quality Enhancement Authentic Participation requirements

b) Another Accredited Quality Enhancement Initiative which shall ensure:

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

Service Providers that choose option (b) must present documentation to establish that the Quality Enhancement Initiative adopted meets the required criteria. The Region reserves the right to approve the Quality Enhancement Initiative for the purposes of EYCC Services Fee Subsidy and Funding Agreement and may assess and validate the Service Provider's participation.

Inclusion of Children with Special Needs by Participating in Peel Inclusion Resource Services (PIRS)

Service Providers are required to:

- Ensure that all Educators in the program are aware of and understand the PIRS Memorandum of Understanding
- Inform parents of PIRS supports
- Ensure that families feel welcome and programs are inclusive to all children
- Ensure appropriate program accommodations are and will be made to allow all children to thrive
- Work in partnership with PIRS staff, including welcoming PIRS staff into all program rooms
- Support Educators to work with PIRS staff for inclusion of all children

Service Providers are required to:

- Submit a **signed PIRS Memorandum of Understanding** on an annual basis confirming compliance with PIRS participation requirements.
- Submit an **Inclusion Policy** approved by the Region on an annual basis.

As part of a plan to provide child and family specific support (for children referred to PIRS), the Resource Consultant will work with the Service Provider, family and Educator to support the child's transition to other programs (e.g. from child care to school). In collaboration, with Providers, the family and other professionals involved with the child, an Individual Program Plan will be developed and reviewed regularly to determine next steps.

2.2 Insurance Requirements

During the term of the EYCC Services Fee Subsidy and Funding Agreement, the Service Provider is required to maintain in full force and effect at its own expense:

- a) Commercial General Liability insurance which will include bodily injury, including death, personal injury, property damage, including loss of use thereof, contractual liability, non- owned automobile

liability, owner’s and contractor’s protective coverage, products- completed operations, employer’s liability, contingent employer’s liability, with coverage including the activities and operations conducted by the Service Provider and those for whom the Service Provider is in law responsible.

The policy shall:

- i. be written on an occurrence basis with coverage for any one occurrence or claim of not less than five million dollars (\$ 5,000,000.00);
- ii. include abuse coverage with a sublimit of not less than two million dollars (\$2,000,000.00);
- iii. name The Regional Municipality of Peel as an additional insured; and iv. contain a Cross Liability and Severability of Interest Clause.

- b) Automobile insurance against statutory liability and accident benefits for any owned or leased vehicle used to transport children in an inclusive limit of not less than Five Million Dollars (\$ 5,000,000.00).
- c) As insurance coverage expires or is replaced, a Region of Peel Certificate of Insurance form must be submitted within seven (7) calendar days of such expiry or replacement.

2.3 Financial Documentation Requirements – Financial Statements + FAIR

Financial Statements (Un-Audited and Audited)

Service Providers that receive funding equal to or greater than \$20,000 and less than \$150,000 in their fiscal year based on a combination of the funding types listed below must provide financial statements; however, they can be un-audited statements. The financial statements must include a sub-schedule that breaks down information by site, if a multiple site Service Provider, and any accompanying notes, within the prescribed deadlines.

Service Providers that receive funding equal to or greater than \$150,000 in their fiscal year based on a combination of the funding types listed below must provide audited financial statements, including a sub-schedule that breaks down information by site, if a multiple site Service Provider, and any accompanying notes, within the prescribed deadlines.

The Region of Peel prefers that Service Providers submit audited financial statements if they are available regardless of the amount of funding provided by the Region.

Note that the following funding types apply toward the \$150,000 threshold for requiring audited financial statements:

- Fee Subsidy Funding
- Pay Equity Funding
- General Operating Funding – All components excluding “Repairs and Maintenance” and “Rate Reduction Operating Grant”
- Mitigation Funding

- Program Support Funding for Special Needs Resourcing in Before and After School Programs
- Access Funding
- Capacity Building Funding
- Canada-Ontario Early Learning and Child Care Capital Funding
- Community-Based Early Years and Child Care Capital Program Funding

The Region may add and/or remove funding types to be counted toward the audited financial statement threshold as it deems necessary and subject to provincial funding.

Financial Annual Information Return (FAIR)

The FAIR is a new reporting template being rolled out in 2019. The information the Region receives from providers through the financial statements varies widely in terms of consistency and the degree of detail provided. As such, the purpose of the FAIR is to enable greater standardization of this information through the new template.

Service Providers are now required to complete the FAIR template and submit it to the Region, together with audited or un-audited financial statements and management letter (if applicable) four months after a Service Provider's fiscal year-end. Providers may choose to have their auditor or accountant complete the FAIR or populate it themselves.

For more information about the FAIR, please refer to the "**Early Years and Child Care Services Financial Annual Information Return Guideline**".

2.4 Recovery of Funds

As part of the reconciliation process, Service Providers must issue a cheque or payment to return **unused funds equal to or greater than \$10**. In the event that a recovery amounts to less than \$10, the Region may deduct the amount from future payments to the Service Provider. This threshold applies for all funds reconciled by the Region (i.e. General Operating, Pay Equity, Wage Enhancement Grant, etc.).

2.5 Notifying Changes in the Service Provider's Business

A licensed Service Provider that is selling their child care centre or home care agency (i.e. child care business) is required to notify the Region of Peel **at least sixty (60) days** prior to the tentative closing date (as stipulated in their EYCC Services Fee Subsidy and Funding Agreement), and are **required to 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 which will be distributed to parents to notify them of the change
- Contact information (email, phone and address) if it will change before or after the closing date
- Consent to speak to the new owner
- [Asset Sale Checklist](#) or [Shares Transfer Checklist](#)

PLEASE NOTE THE FOLLOWING SITUATIONS:

Shares Transfer: If the sale is a Shares Transfer, the purchaser (or purchasers) is acquiring the Corporation and therefore is also taking responsibility for the operating licence issued by the Ministry of Education and EYCC Services Fee Subsidy and Funding Agreement with the Region of Peel for funding (including fee subsidy). Before the sale takes place you should provide the purchaser with:

- Copy of the EYCC Services Fee Subsidy and Funding Agreement (signed by both parties).
- Any information and/or documents necessary to continue to meet requirements of the service agreement. This includes information necessary to submit accurate financial statements and year end reconciliation.

Monthly fee subsidy payments cannot be pro-rated. You will receive payment for the entire month that the closing date falls in even if the closing date is not the last day of a month. If the closing date is not the last day of the month you and the purchaser will be responsible for negotiating and arranging any pro-rated amount you may owe to the purchaser for the month the sale takes place.

Asset Sale: If the sale is an asset sale the purchaser is not acquiring the Corporation licensed to operate the child care centre/home care agency. This means the Corporation's operating licence (issued by the Ministry) as well as the EYCC Services Fee Subsidy and Funding Agreement the Corporation has with the Region of Peel for funding will end on the closing date.

Since your EYCC Services Fee Subsidy and Funding Agreement will end following the Asset Sale you will be responsible for meeting all reporting requirements for the period of time up to and including the day your agreement is terminated, which will be the same date as the closing date.

Reporting includes but is not limited to:

- Completing and submitting your final Ontario Child Care Management System (OCCMS) Web Attendance, financial statements and reconciliations within the prescribed deadlines.
- Additional information and documentation may be required, on a case by case basis.

Amalgamation: An Amalgamation takes places when two (or more) incorporated child care Service Providers merge (i.e. all assets and liabilities of each corporation combined) to form an entirely new legal entity, or "corporation". To amalgamate, the Corporations are required to:

- File "Articles of Amalgamation" with the Ministry of Government Services
- Submit required documents
- Pay a fee to the Ministry of Government Services (MGS)

When an Amalgamation occurs a new EYCC Services Fee Subsidy and Funding Agreement is required and the Region of Peel must be notified to ensure:

- Appropriate action is taken with the Service Agreement (including any remaining payments to the existing owner)
- Disruption to families with children in care is minimal

The information provided regarding the Shares Transfer, Asset Sale and Amalgamation of a Child Care Centre does not intend to provide legal advice. All parties in a shares transfer, asset sale or amalgamation transaction are encouraged to obtain legal advice.

For more information about **Shares Transfers, Asset Sales or Amalgamations** refer to the Ministry of Education's Child Care Licensing Handbook.

Program Relocates: Should your existing program relocate for an extended period of time which may require a new licence, the EYS should be informed as soon as the decision has been made.


- The EYS will conduct a site visit.
- A new Certificate of Insurance will need to be submitted.

If your program moves *temporarily* to a new location, the EYS must be informed as soon as possible.

- All parents affected by the move need to receive a letter of notification from the Service Provider so they can decide whether they want their child to attend the new location.
- Service Providers are required to fax or e-mail the Region of Peel a signed and dated PDF copy of the letter sent to parents. The date of the move to the new location and the date of the move back to the original location is to be included, as well as the reason for the move.
- The CSW for this site will contact you if any of the parents chose to move their child to another location.
- If the move is extended, please notify the EYS as soon as possible.

Service Provider Opens a New Site: When a Service Provider opens a new program at a new location, they may apply for an [EYCC Services Fee Subsidy and Funding Agreement](#). Please note that completed applications will be subject to a review process before being approved.

3. Enhanced Accountability

 The Region of Peel is implementing enhanced accountability measures to ensure responsible allocation and use of Early Years and Child Care funding. As a part of these accountability measures, the Region of Peel will be implementing:

- Enhanced Accountability Mechanisms
- Late Filing Policy

a) Enhanced Accountability Mechanisms

To enhance to Region's accountability on the use of EYCC funding, the Region will be conducting Provider Reviews. These reviews may take place over the course of a few days however it is likely that it may take longer in some cases. Provider Reviews will include:

- Regular fee subsidy attendance reviews
- Onsite funding reviews

- Review of funding (Child Care Rate Reduction Funding, General Operating Fund - Salaries and Wages (POF and Historical), Wage Enhancement Grant, Fee Stabilization Support, Pay Equity)
- Review of other funding (Repairs & Maintenance, Mitigation, Access, Capital, etc)
- Ongoing monitoring of Authentic Participation requirements

Upon receiving Notice of Intent to review any of the above, Service Providers will be required to work with the Region by:

- Providing suitable onsite space for Regional staff to complete the review
- Ensuring that all requested documents are onsite
- Being available to answer any questions that arise during the review

b) Late Filing Policy

As per the Region's Late Filing policy and Fee subsidy and Funding Agreement, failure to submit information on time will result in progressive penalties ranging from:

- Stop payments of funding
- Stop placement of fee subsidy children
- Full agreement termination

As a part of this process, the Region will work with Providers to discuss challenges and offer support.

4. Child Care Fee Subsidy Information

The Region of Peel provides financial assistance (or fee subsidy) to help families with their child care costs for children younger than 13 years of age in licensed child care programs. For information on child care fee subsidy specific to parents/guardians, click [here](#).

Licensed child care programs that have an EYCC Services Fee Subsidy and Funding Agreement with the Region of Peel can provide child care to families receiving fee subsidies. For information on applying for an EYCC Services Fee Subsidy and Funding Agreement for fee subsidy, specific to child care Service Providers, click [here](#).

4.1 Ontario Works Child Care Support

The Region of Peel administers licensed child care for Ontario Works (OW) families (clients) through the Child Care Fee Subsidy program.

4.2 Cross Jurisdictional Placements

The Region of Peel has entered into a number of Cross-Jurisdictional Agreements with other municipalities which allows a family residing in one municipality to access fee subsidy for a child care program in another municipality. Under the cross-jurisdictional agreement the municipality in which the family resides is responsible for determining eligibility for a child care fee subsidy and for the payment of the child care fee

subsidy according to its own fee structure. A cross jurisdictional placement will be considered under certain circumstances and with approval from both parties in the Agreement.

Families living outside Peel Region and requesting a cross-jurisdictional placement should not start their child in a placement in Peel until confirmation is received from the Region of Peel that a cross-jurisdictional placement has been approved.

4.3 Child Care Fee Subsidy Special Circumstances

The following are examples of Special Circumstances which may impact child care fee subsidy:

Break-in-Service

A break-in-service permits families to keep their eligibility status for child care fee subsidy while not actively receiving it. Examples of a break-in-service might be:

- Parent leaves the country (taking their child) for a couple of months to care for a sick relative.
- Teacher does not require care in the summer for their child as they are not working.
- Child care program does not operate for all or part of the summer.

Children who are registered in programs that do not operate in July and August will retain their subsidy in September, providing they still meet eligibility requirements. The parent must confirm with the child care program if a space will be held for them for September.

All requests are required in writing to the CSW prior to the break-in-service. If parents notify their CSW of changes after the approved start or end date then a request for a break-in-service will not be granted.

Reinstatement of child care fee subsidy must be approved by Region of Peel staff.

Elementary School Board Strike Plan

If there is a strike, parents have several options for the care of their Full-Day Kindergarten/School age children. They may:

- Have their child/ren attend the full-day program at their licensed child care program or find, if possible, an alternate licensed child care program that is contracted with the Region of Peel.
 - Parents will still be responsible to pay their assessed parental contribution, if applicable.
- Withdraw their child/ren from the licensed child care program.
 - If a parent withdraws their child/ren, their file will be placed on a break-in- service status. Their child care fee subsidy will be reinstated at the end of the strike. Parents will be required to confirm space availability with their regular program.
- Make alternative private arrangements.

The Region of Peel cannot provide a fee subsidy to children who attend unlicensed child care programs. If alternate private arrangements are made for full-day care during a strike, these will not be deducted as part of a child's allowable absent days.

Snow Days/Inclement Weather

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

If a centre or home child care provider, typically walks the children to school, but chooses not to walk the children to school when the school is open the Region of Peel will only pay the before and/or after school rate.

If a Service Provider believes that their licence prevents them from operating a full-day kindergarten or school age program on days where buses are cancelled, but the school is open, please speak to your Ministry of Education Program Advisor.

Service Providers should discuss the details of their licence conditions directly with their Ministry Program Advisor as each program will vary regarding available licensed space and program staff to provide such services when busses are cancelled and on non-instructional days.

Parental Leave

Siblings may continue to receive child care fee subsidy for attending a program for a maximum of four weeks after the birth of the child, or last day of the approved activity, whichever comes first. After this period the child care fee subsidy ends. When the parent returns to work or school/training after a pregnancy/parental leave ends, they will need to reapply for child care fee subsidy.

Prior approval is required from the Children's Services Worker if siblings are to remain in licensed child care and continue to receive a fee subsidy.

The CSW will confirm, in writing, the withdrawal date or ongoing child care fee subsidy with the Provider.

Job Search

Parents may be eligible for child care fee subsidy up to a maximum of 14 weeks per calendar year in order to search for employment. If the job search does not result in an approved activity, the child care fee subsidy will be terminated.

Transfer or Withdrawal Notice

If the parent is transferring their child to a different child care program or withdrawing their child from child care fee subsidy, they are required to:

- Give the Children’s Services Worker at least two weeks written notice
- Give the child care program notice according to their transfer and withdrawal policy
- Keep their child in care for the entire notice period including the last day of the notice period

The Service Provider is responsible for enforcing their payment policies with their families.

Enrolment into Kindergarten

Children eligible to attend Full-Day Kindergarten may not receive subsidy for full day child care on instructional days. However, an exception may be made in extenuating circumstances. Children who have staggered enrolment into kindergarten will be paid the approved rate, effective their first day of enrolment into an extended day program. If a parent feels there is an extenuating circumstance, they should contact their CSW to discuss eligibility.

5. Fee Subsidy Web Attendance Reporting

Service Providers are required to report the attendance of children in receipt of fee subsidy through the [OCCMS Automated Billing System](#).

Important:

- The Region of Peel will not pay for any child care placement that has not been approved by a Children’s Services Worker. Service Providers will receive written confirmation of all approvals.
- It is essential the attendance reports are accurate as the Region of Peel bases your payments on this information.
- Attendance Reviews are completed on-site at the Service Provider’s licensed child care facility.

5.1 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). Age groups are defined in OCCMS as follows:

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

The maximum age limit for a school-aged child to remain in the Child Care Fee Subsidy Program is 12 years. Eligibility for child care fee subsidy terminates the day the child turns 13 years of age. The posted licence will confirm that the program is licensed for children up to 12 years.

If a child has been automatically changed to the next age group by the billing system, but the child has not yet moved rooms (due to space, development, age), the Region of Peel may cover the child for a maximum of three months at the lower age group.

- The Service Provider must contact the Children’s Services Worker to discuss the date that the child will be moved to the next age group.
- The paid rate for a child is based on the age group in which care is provided.
- If an extension past the three month period is required, the Service Provider is required to contact the Children’s Services Worker to discuss when the child will be moved to the next age group.

All placement changes need to be reported to the Children’s Services Worker for action in advance to the change.

Service Providers will see an age group rate change on the Payment Detail Summary sheet (e.g. an infant rate payment for the number of days the child was enrolled under 18 months of age and a toddler rate payment for the number of days the child was in the toddler age category).

5.2 Attendance Schedule Process and Distribution

The Region of Peel will send Attendance Schedules on the first business day of each month. The Attendance Schedule reflects the enrollment for the previous month (e.g. programs will receive the Attendance Schedule printout for June on the first business day of July).

- Attendances are saved on OCCMS for a minimum of seven years.
- Service Providers can access and view their previous month’s attendances at any point by signing in with a designated user name and password.

5.3 Reporting and Authorizing Attendance

Service Providers are required to complete the attendance for each child with the appropriate code listed in the legend. The attendance is to be completed by the seventh business day of the following month.

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 Child's Formal Placement and if Child is scheduled for that day)	E
Other Paid Day (when program is closed and full fee families are charged (e.g. snow day)	O

Note:

- When E and W are selected, a comment is required stating whether the child is present or absent.
- When O is selected, a comment is required stating whether full fee parents have been charged.

5.4 Reporting Vacancies


Service Providers are required to report program vacancy/space information by age group each month. Vacancy information needs to be recorded on the Attendance Schedule. This information is used by the Region of Peel to facilitate placements and transfer requests.

5.5 Absent Day Allowance

A child is considered absent any day that he or she is away for any reason, such as:

- vacation
- sickness
- visiting relatives, etc.

If the child is away from the child care program for any reason, it is considered an absent day. The Region of Peel will pay the daily subsidy amount for up to a maximum of 36 absent days for full-time care and 18 days for part-time care for January 1 to December 31.

 **Note:** The earlier version of the handbook released on March 8, 2019 stated that a child must attend the program for a minimum of four hours otherwise this may be considered an absent day. Please note that the length of time a child must attend the program before being considered an absent day is currently under review by the Region. At this time, the current rules in place regarding absent days remain. Further information will be shared with Service Providers once a decision is made.

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

Month of Enrolment	Maximum Absences Permitted *Full time	Maximum Absences Permitted **Part time
January	36 Days	18 Days
February	33 Days	16 Days
March	30 Days	15 Days
April	27 Days	13 Days
May	24 Days	12 Days
June	21 Days	10 Days
July	18 Days	9 Days
August	15 Days	7 Days
September	12 Days	6 Days
October	9 Days	4 Days
November	6 Days	3 Days
December	3 Days	2 Days

* 4-5 days per week

** 2-3 days per week

- Unused absent days will not carry over to the next 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 their child's attendance within the given allowance.
- The Absent Day Allowance cannot be used in place of the withdrawal notice.

5.6 When All Absent Days are Used

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

- It is the Service Provider's responsibility to collect the full fee from the parent, as set out in the EYCC Services Fee Subsidy and Funding Agreement.
 - 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, Service Providers must remind the parent that they will be responsible to pay the full cost of child care for any excess days. Please inform the CSW in the event a child does not return from an extended absence.

5.7 Start Date and Withdrawals

Start Date

If a child has been approved for child care fee subsidy and the service provider has received written

confirmation of the start date from the Region of Peel, the Region will pay their portion of the rate beginning on the first physical day the child attends the program.

Withdrawals

Parents are required to provide both their Service Provider and Children’s Services Worker with at least two weeks’ notice of withdrawal. The Region of Peel will only pay up to the last physical day the child attends the program.

If children are withdrawn without notice, the Region of Peel will reimburse the Service Provider, upon request and with approval, for the approved daily rate up to a maximum of ten days following the last day the child was present. The parent is then responsible for paying this outstanding amount to the Region of Peel.

Service Providers are responsible for notifying the Children’s Services Worker when children are absent from the program for five consecutive days without notification from the family.

5.8 Outstanding Fees

If, at the time of withdrawal, there is an outstanding balance on the child care account from unpaid parent/legal guardian fees, the Service Provider will inform the Children’s Services Worker of the outstanding amount. Should the parent reapply for child care fee subsidy, the Region of Peel will require them to make mutually agreeable arrangements with programs regarding the repayment prior to the application being processed.

5.9 Program Closures/Non-Operational Days

Statutory Holidays

Service Providers will be paid the current approved rate on statutory holidays. If the child receives fee subsidy for full-time attendance, Service Providers will be paid according to the approved full- time rate; if a child receives fee subsidy for part-time attendance, Service Providers will be paid according to the approved part-time rate.

The Region of Peel 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

Program Closures for Specific Days

Service Providers are required to report days when their program is closed (e.g. staff professional development day, Easter Monday or Christmas break) and the parents/legal guardians are not charged. The Region of Peel will not pay for closed days when Service Providers are not charging a fee.

6. Reimbursement for Service Providers

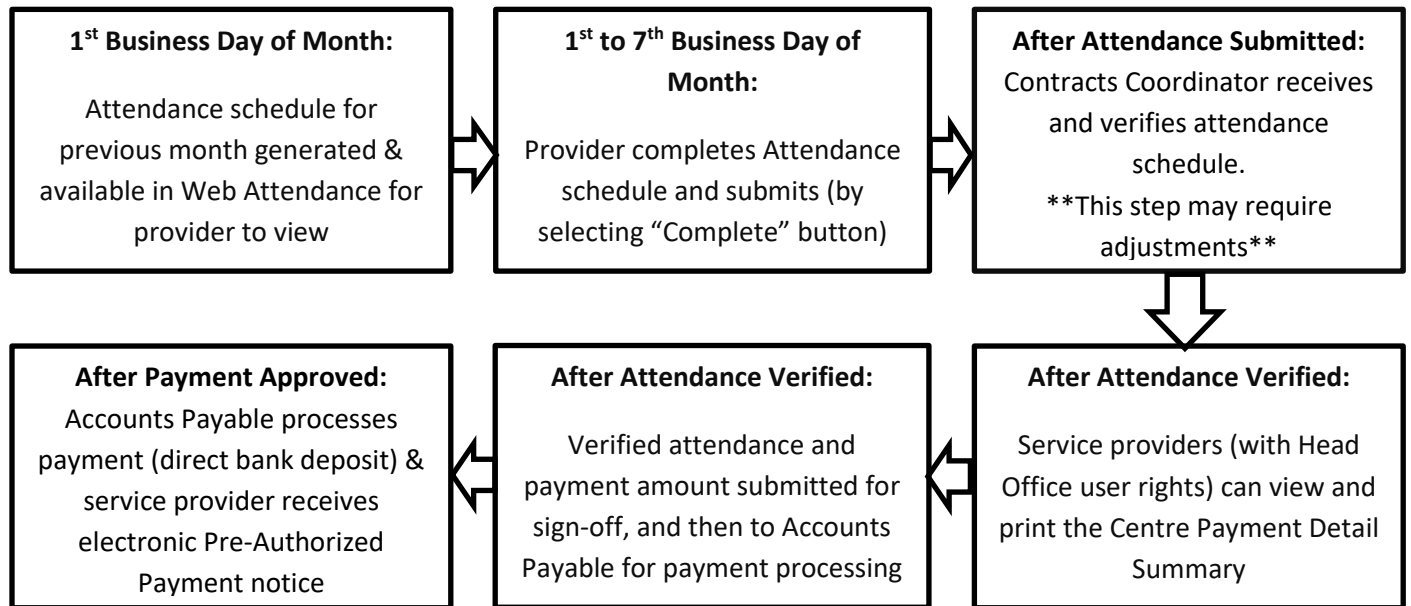
To be reimbursed, Service Providers are required to accurately complete the OCCMS generated Attendance Schedule, which includes:

- Care Code (the current rate charged by the Service Provider)
- Approved Daily Rate
- Fee paid by the parent
- Region of Peel’s contribution
- Vacancy

6.1 Payment Process

Payment can be processed when Attendance Schedules for all sites under one Head Office have been returned and verified.

The flowchart below outlines the payment process starting with attendance reporting.



Adjustments: Changes to the attendance schedule after the attendance schedule is submitted.

- May result in delayed payment if proper approvals are not received in accordance with Accounts Payable’s payment schedule.
- As such, service providers should always strive to report changes or discrepancies in what the attendance schedule indicates as soon as possible, and always before submitting the attendance schedule each month.

Centre Payment Detail Summary: Created after the service provider “submits” the monthly attendance schedule and provides a summary of the payment based on what the service provider reported.

Pre- Authorized Payment Notice: Created after the payment is deposited into the service provider’s bank account and includes details of the payment issued to the service provider.

6.2 Payment Errors and Omissions Reminder

The Region has discretion to adjust prior payments **up to 24 months from the date of written notice** to correct a fee subsidy over or underpayment. Any errors or omissions (adjustments) with respect to program payments should be reconciled within **90 days of identification of the over/underpayment**, in accordance with the EYCC Services Fee Subsidy and Funding Agreement.

7. OCCMS Web Attendance Instructions

All the information you need to know about completing and managing attendance schedules in the OCCMS web attendance (including procedures) is available in the Web Attendance [e-learning training](#) and the supporting [e-learning package](#).

The information in this handbook is only a snapshot of the instructions. Service providers should also continue to refer to the e-learning package and/or the e-learning training as required.

7.1 OCCMS Web Attendance Mandatory Training / Username / Password

MANDATORY e-LEARNING TRAINING:

- All staff involved in providing children’s attendance data to the Region are required to successfully complete mandatory training available on the Region of Peel website at:
<https://www.peelregion.ca/children/working/service-providers/OCCMS-Module/story.html>
- After the Service Provider completes the Web Attendance “e-Learning” and you have a child placed you will be contacted by the Region of Peel within two (2) business days to provide your username and password to access OCCMS Web Attendance.

USERNAME AND PASSWORD SECURITY:

- To receive a user name and password, Providers must complete the **mandatory Web Attendance**

“e-Learning”.

- Each head office in OCCMS Web Attendance requires a **separate user name and password**. The username and password issued is intended for **one** head office user only, a user that has signing authority. Once received, the head office user can set up access for other secondary users. Steps to complete this will be provided along with the user name and password.
- It is important to keep your password secure and not share it with anyone. Each user must have their own user name and password; they are not to be shared for security and privacy reasons.

The Service Provider is required to notify the Region of Peel **immediately** of any changes to staff that are responsible for Web Attendance.

Questions about your OCCMS web attendance user name and/or password should be direct to

ZZG-IBSContactIMT@peelregion.ca

7.2 User Rights

User rights (as outlined below) determine what functions each OCCMS web attendance user can complete.

Head Office Administrators can:

- Add new users and reset passwords
- View, print and complete attendance
- View and print Centre Payment Detail Summary

Head Office users can:

- View, print and complete attendance
- View and print Centre Payment Detail Summary

Site users can:

- View, print and complete attendance


7.3 Completing the Record of Attendance in the Web Attendance

- Sign into [OCCMS web attendance](#)
(reminder that each user must sign in with their own username and password)
- Access attendance for appropriate month
- Enter any general site comments
- Complete attendance for each child on the attendance schedule
 - Use the drop-down box to make changes as required – e.g. if child away sick, change child’s “P” (present) status to “S” (sick) status on the applicable day
 - Enter any comments as required
- Complete vacancies
- Preview attendance and review attendance for accuracy and completeness before selecting “Complete” (once “Complete” is selected no additional changes can be made)
- Select “Complete” once you are satisfied with the attendance you have reported

7.4 Tips & Reminders for Completing the Web Attendance


- If “*” is next to a child’s name: the attendance needs to be updated
- If a child’s non-scheduled day changes: add a comment before saving and moving to the next child’s attendance (mandatory requirement before attendance can be saved).
- If a child’s name is missing: contact the Children Service’s Worker to add the name and, make a note in the general comments that includes - name of child, approved start date and dates the child was present/absent during the month.
Reminder: payment will only be issued for children whom the Service Provider has received written approval of the placement from a Children’s Services Worker.
- If a child has withdrawn from care:
select WITHDRAWN from the drop-down menu on their last physical day in care.
 - If requesting up to 10 DAYS WITHDRAWAL WITHOUT NOTICE:
contact the Children Service’s Worker for approval and include a comment.
- If a rate is not correct:
notify the Children’s Services Worker **and** make a note on the child’s comment section (to make the adjustment for that month) **before** completing the attendance.
- To organize and view the attendance by name (alphabetically), age, care code or rate:
click on the **BLUE** title above each column on the main CHILDREN screen (e.g. click **NAME** if you want to organize by names/alphabet, click **AGE** if you want to organize by age).
- To view necessary information about the child such as the remaining absent day allowance:
Click along the **BLUE BAR or DOUBLE ARROWS (next to CHILD INFO)** to access this information.

8. Municipal Rates and Market Rates

 When your Market and Municipal rates are different, this is referred to as a ‘two-tier’ rate system. The Region encourages all Providers to maintain a one tier rate system. However, if you choose to have different Market and Municipal rates, your Municipal rates cannot be higher than your Market rates per the terms of your Fee Subsidy and Funding Agreement with the Region of Peel.


- **Market Rates** are the fees that Providers charge to full-fee families for child care, who are not in receipt of Child Care Fee Subsidy. Your Market rates are also the rates that must be posted in your facility and, per provincial licensing requirements, included in your Parent Handbook.
- **Municipal Rates** are the rates Providers charge the Region of Peel for families in receipt of Child Care Fee Subsidy. Your Municipal rates can be found in Schedule A-1 of your EYCC Services Fee Subsidy and Funding Agreement.

As service system manager the Region is responsible to assess provider viability and affordability for families, which includes reviewing market rates.

 Starting September 2018, the Region implemented a review of market rate increases to assess the impact on the Region's Fee Reduction Initiative to make child care affordable for families in Peel.

As per your EYCC Services Fee Subsidy and Funding Agreement, you must submit a copy of your new Market Rate Fee Schedule to the Region at EarlyYearsSystemDivision@peelregion.ca, a minimum of 60 calendar days prior to the market rate increase taking effect. The Region will contact Providers whose market rate increase significantly impacts affordability targets set out by the Region. Ongoing eligibility for Regional funding may be impacted.

8.1 Child Care Municipal Rate Increase Request

 Effective November 2018, the Region has implemented a Municipal Rate Policy in order to:

- manage budget constraints;
- support the viability of licenced child care providers; and
- ensure ongoing availability of fee subsidy.

Service Providers who wish to increase their Municipal rates as set out in their EYCC Services Fee Subsidy and Funding Agreement must complete and submit to the Region, a fully completed [Municipal Rate Increase Request Form](#).

- The Rate Increase Request Form must be fully completed and submitted to the Region at least **sixty (60) calendar days prior** to the date the proposed rate change will take effect.
- A rate increase **cannot take effect less than twelve (12) months** from the date a Service Provider's last rate increase took effect, or for new providers, from the date indicated on the Schedule A-1 of the Service Provider's Agreement.

Note: A one-time exception will be made for Service Providers who have recently entered into an EYCC Services Fee Subsidy and Funding Agreement and need to align their rate increase with their budget process, fiscal year end, or with other existing sites.

The Region recognizes that the cost of doing business increases every year and will evaluate rate increase requests in alignment with the rate of inflation as determined annually by the Region of Peel.


The Region reserves the right to fully, partially or not approve any rate increase requests submitted. The Region will not approve a Municipal daily rate that exceeds the:

- Maximum daily amount the Region will pay for Municipal rates (fee subsidy)
- Rate charged to full fee families


Highlights from the Municipal Rate Policy:

- The rate increase percentage will be determined based on factors such as: inflation rate, staff salaries, market and municipal rate comparison, historical rate increases, proportion of fee subsidy children, financial analysis, and other Regional funding sources allocated to the Provider.
- Late submissions/extensions or incomplete packages will not be accepted. Delays in submitting all required documents requested in the Rate Increase Form will result in delays in processing the rate increase request. This may result in your rate increase effective date being delayed and subsequently will become your new rate increase effective date.
- Where there are significant delays in submitting required documents, the approved rate increase will not be paid retroactive.
- Requests for increases accumulated over multiple years will no longer be accepted. In cases where the rate increase request is relatively high, a large financial burden is placed on parents. Service Providers are encouraged to request a rate increase annually to account for cost of living increases.

8.2. Municipal Rate Cap

 The Region is exploring parameters around establishing a Municipal Rate Cap which will set out the maximum amount the Region will pay for Municipal rates. Further information will be shared with Service Providers at a later date.

8.3. Calculation of Municipal Daily Rates Paid to Service Providers

The Region will not pay a Municipal daily rate for fee subsidy that is higher than the rate set out in a Service Provider's market fee schedule. Municipal daily rates are determined by the Region based on the calculations below. 

Rate Frequency Identified on Provider Fee Schedule	Number of days child is enrolled per week:	Municipal Daily Rate Calculation	
Monthly Rate	5	Proposed monthly rate divided by	21.75
	4		17.42
	3		13.08
	2		8.75
Weekly Rate (if a monthly rate is not available)	5	Proposed weekly rate divided by 5 OR New bi-weekly fee divided by 10	
Daily (if no other frequency identified on fee schedule)		Where a daily rate is identified on a fee schedule, and no other frequency is identified (i.e. monthly, weekly or biweekly rates), the daily rate identified on the fee schedule is used by the Region.	