County of Simcoe

Licensee Handbook

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# CONSOLIDATED MUNICIPAL SERVICE MANAGER

## Role of the Consolidated Municipal Service Manager (CMSM)

The County of Simcoe, in its role of Consolidated Municipal Service Manager (CMSM), is responsible for planning and managing the local Licensed Child Care System. System Management is in large part informed by ongoing service planning that reflects Provincial Legislation, Regulations and Directives, in conjunction with local County Policy. The County recognizes the critical importance of formal service planning processes in working to ensure an increasingly coordinated and integrated System for children and families across Simcoe County.

## Purpose of the Licensee Handbook

This handbook is intended for licensees operating in Simcoe County and contains an overview of County policies and available funding that impact licensees. This handbook, in conjunction with the Children Services Funding Agreement and all supporting schedules and funding guidelines form a legally binding contract between the County of Simcoe and the Licensee.

## Children Services Team

At the County of Simcoe, a team of Registered Early Childhood Educators and early years professionals are available to support licensees in the County of Simcoe with providing high quality services to children and families. If you have a general inquiry or are not sure who to contact please call 705-722-3132 extension 1493 or send an email to [ccs@simcoe.ca](mailto:ccs@simcoe.ca) and the Children & Community Services Clerical team will be happy to direct you to the right person.

## Contact Information

Main Phone Line: 705-722-3132

**Jan Janssen** Director, Children & Community Services Ext. 1447 [Jan.Janssen@simcoe.ca](mailto:Jan.Janssen@simcoe.ca)

**Heather St. Germain** Manager, Early Learning & Child Care Services Ext. 1141 [Heather.StGermain@simcoe.ca](mailto:Heather.StGermain@simcoe.ca)

|  |  |  |  |
| --- | --- | --- | --- |
| **Program Supervisor** | **Ext.** | **Email Address** | **Portfolio** |
| Zelia Alves | 1126 | [Zelia.Alves@simcoe.ca](mailto:Zelia.Alves@simcoe.ca) | Fee Subsidy  Inclusion Support Funding |
| Carol-Ann Harkness | 1164 | [CarolAnn.Harkness@simcoe.ca](mailto:CarolAnn.Harkness@simcoe.ca) | Fee Subsidy, OCCMS  Child Care Capital Planning  Repairs & Maintenance funding  Play-Based Toys & Equipment funding |
| Stephanie  Green | 1834 | [Stephanie.Green@simcoe.ca](mailto:Stephanie.Green@simcoe.ca) | EarlyON Child and Family Centres  Indigenous-led Child and Family Programs  EarlyON Capital Planning  Special Needs Resourcing |
| Tonya Millsap | 1486 | [Tonya.Millsap@simcoe.ca](mailto:Tonya.Millsap@simcoe.ca) | Supporting Relationships for Learning (SRL)  Child Care Capacity Building Funding  Release and Over Time Funding |
| Samantha Zuercher | 1538 | [Samantha.Zuercher@simcoe.ca](mailto:Samantha.Zuercher@simcoe.ca) | Contract Management  General Operating Grant  Wage Enhancement Grant / Home Child Care Enhancement Grant  Licensed Home Child Care base funding |

# LICENSEE OBLIGATIONS

## General Requirements

Licensees with a Children Services Funding Agreement are required to comply with the requirements set out in their funding agreement, related service description schedules, associated funding guidelines and this handbook.

General Requirements include:

* Being inclusive of all children and families;
* Participating in continuous quality improvement practices;
  + Having sound business management practices and considered to be in good standing with respect to financial/contract reporting requirements as set out by the County;
  + Ensuring that any funding provided by the County of Simcoe is used in a way that is consistent with the associated funding guidelines and the intent of the grant;
  + Timely submission of reports and documentation to the County;
  + Operating in a manner that is consistent with the requirements set out in the *Child Care and Early Years Act* and the *Early Childhood Educators Act.*

## Insurance

As indicated in the Children Services Funding Agreement, licensees will obtain and maintain in full force and effect, general liability insurance acceptable to the County in an amount of not less than five million dollars ($5,000,000.00) per occurrence in respect of the services provided pursuant to the agreement.

The insurance policy will:

1. Include as an additional insured “The Corporation of the County of Simcoe” in respect of and during the provision of Services by the Funding Recipient pursuant to this agreement.
2. Contain a cross-liability clause endorsement.
3. Contain a clause including liability arising out of the Services or this agreement.

Licensees are required to submit to the County, annually, upon request or any time that a change is made to the policy, a Certificate of Insurance meeting the requirements indicated above.

## Financial Statements and Special Procedures Reports

Licensees that receive between $20,000 and $75,000 in annual funding (including but not limited to: General Operating Grant, Wage Enhancement Grant, Home Child Care Enhancement Grant) are required to submit a Financial Statement at the “notice to reader” level and Special Procedures Report.

Licensees that receive more than $75,000 in annual funding (including but not limited to: General Operating Grant, Wage Enhancement Grant, Home Child Care Enhancement Grant) are required to submit an Audited Financial Statement and Special Procedures Report.

Financial Statements must identify the total amount of funding received, and indicate that these funds were received from the County of Simcoe. To assist with this requirement the County of Simcoe will provide a confirmation summary that indicates all funding received within the licensee’s fiscal year. Many accountants require that the information is sent directly to them, if your accountant wishes to receive this information directly from the County of Simcoe, please submit the contact information for your accountant along with the request to [ccs@simcoe.ca](mailto:ccs@simcoe.ca).

Financial Statements and Special Procedures Reports must be submitted to [ccs@simcoe.ca](mailto:ccs@simcoe.ca) within four months of licensee’ respective fiscal year-end date.

## Recovery of Funds

If at any time, it is determined that a licensee has unused funds and/or if funds have not been used in accordance with the guidelines, the licensee will be required to return the applicable funds to the County of Simcoe. Returned funding should be submitted in the form of a cheque, money order, bank draft or certified cheque made payable to the County of Simcoe and should be received by the deadline indicated in the funding guidelines or by the program supervisor. Electronic payments are not accepted.

## Notifying CMSM of Changes

The County of Simcoe encourages open communication between County Staff and the Licensee. If at any time a licensee has questions about the funding agreement or any of the funding streams, they are encouraged to reach out to the County of Simcoe for clarification or support.

Licensees are required to notify the County when changes will or are occurring with the business. This includes, but is not limited to, changes in the following categories:

* Operating capacity
* Ownership
* Program relocation / closure
* Board of Directors
* Contact information (phone number, email address and/or the main contact person)

Changes in ownership are handled on a case by case basis with the following general guidelines:

Shares Transfer: When a corporation undergoes a shares transfer, the purchaser(s) are purchasing the corporation in its entirety, including the responsibilities under the Children Services Funding Agreement.

Asset Sale: In the case of an asset sale, the purchaser(s) are not buying the corporation and as a result, cannot continue with the existing Funding Agreement. In these cases, the purchaser(s) must apply to the County of Simcoe for a new Funding Agreement.

Amalgamation: When an amalgamation occurs between two or more incorporated child care licensees that have an existing funding agreement with the County of Simcoe, a new funding agreement will be required.

Program Relocation: When a program with an existing agreement with the County of Simcoe is planning to relocate, the licensee is expected to notify the County of Simcoe as soon as possible. The Early Learning and Child Care team will work with the organization to promote a seamless transition wherever possible.

New Site: If a contracted licensee opens a new program at a new location, they can apply to the County of Simcoe for eligible funding streams. The new location may not automatically be added to the existing contract.

# LICENSEE ACCOUNTABILITY

## Reporting Deadlines

Licensees are expected to follow the reporting deadlines indicated in each service description schedule. If a licensee experiences extenuating circumstances, they may contact the program supervisor to request an extension. Where possible the program supervisor will work with you, however there are occasions where we cannot approve an extension.

## Reminders and Past-Due Notices

The County of Simcoe will endeavor to send one reminder by email of upcoming deadlines, however it is the licensee’s responsibility to meet all deadlines even if a reminder is not received. Once a deadline has been missed, email notification that a deadline was missed and the document is past-due will be sent.

## Late or Non-Submission of Required Documentation

Late or non-submission of reports or other required documentation, and where an extension has not been requested and/or approved, will result in progressive action taken by the County. The consequences may include, but are not limited to the following:

* Funding hold
* Stop admission of fee subsidized children
* Termination of some or all funding streams
* Termination of the funding agreement in its entirety

## Funding Hold

When financial reports, including but not limited to quarterly reports, financial statements, and special procedures reports are not submitted on time, a funding hold may be put in place. In such circumstances, some or all funding paid to the licensee will be held by the County until such time as the outstanding document(s) are received and reviewed for compliance.

It is important to note that consistently missing deadlines may result in the licensee becoming ineligible to receive some or all funding streams.

## Stop Admission of Fee Subsidized Clients

When licensees demonstrate contraventions to the Child Care and Early Years Act, and/or to County of Simcoe policies, the funding agreement or funding guidelines, the program may be subject to a stop admission of fee subsidized children.

When a stop admission is in effect, fee subsidized clients new to the program will not be approved until the program comes into compliance with all outstanding requirements and the stop admission has been lifted. A stop admission does not impact children already approved at the facility.

# FUNDING OPPORTUNITIES FOR LICENSED CHILD CARE

As funding opportunities become available, information and applications will be posted on the County of Simcoe website and/or will be emailed to licensees. If a licensee is eligible for funding, in most cases and unless indicated within, the funding will be paid in monthly installments.

It is important to note that a licensee may apply for some funding opportunities from the date that they are licensed. However, with some funding streams eligibility requires the licensee to be in operation, maintaining a clear operating licence from the Ministry of Education for a minimum of twelve months.

**The following funding opportunities require the licensee to demonstrate one year in operation with a clear licence:**

## General Operating Grant

General Operating Grant (GOG) funding is intended to support Child Care Program operating costs in order to reduce wait times and fees for service, stabilize service levels and improve access to high quality services for parents and children.

A minimum of 90% of the licensee’s total GOG allocation must be used to increase base salaries of child care staff and cover the licensee’s related mandatory benefits cost to a maximum of 17.5%. The remaining 10% of the annual funding allocation may be used toward other eligible program operating expenses.

The County of Simcoe will be calculated GOG funding equitably for all eligible licensees taking into consideration relative costs associated with service provision by age group, and additional elements common to all programs (i.e. operating capacity, hours/months of operation, etc.).

The County of Simcoe will review and recalculate GOG funding for licensees on an annual basis to verify that programs are receiving the funds they are entitled to receive. Reviews and/or recalculations will also be completed whenever there is a reduction in program numbers or service levels that are not of a temporary or short-term nature. This assists the County of Simcoe in ensuring that funds are being utilized for their intended purpose and allows for the timely recovery and reinvestment of any surpluses.

In order to qualify for GOG funding, licensees must first demonstrate the ability to meet their existing minimum wage and mandatory benefits requirements without the support of GOG funding. All qualifying employees should receive a reasonable and equitable portion of this funding based on the number of hours worked. Licensees may determine the hourly rates of GOG funding in one of the following ways:

* Option A: issue an equal hourly amount of GOG to all staff, for all hours worked. For example, all staff, regardless of position receive $1.50/hour of GOG. Or;
* Option B: issue an equal hourly amount of GOG for each position category, for all hours worked. For example: All RECEs receive $2.00/hour of GOG, all Non-RECEs receive $1.00/hour etc.

If using Option B, all individuals in the same position category, must receive the same amount of GOG per hour. GOG funding cannot be used for incentive, performance based or years of service increases.

GOG funding must be distributed to eligible staff with each pay cheque or payment made. Payments may NOT be made retroactively or in the form of a “lump sum” for an extended period of time (for example monthly or quarterly payments separate from regular pay periods).

## Licensed Home Child Care – Base Funding

Licensed Home Child Care Base Funding (LHCC) is intended to support the provision of funding to assist home child care agencies with forecasting, planning, and actively recruiting home child care providers. With the use of this funding, Licensed Home Child Care agencies are required to reduce per diem charges and demonstrate that this reduction benefits both:

* Providers, in the form of increased compensation; and
* Parents, in the form of reduced fees.

## Repairs and Maintenance Funding

Repairs and maintenance funding is intended to support licensees who are non-compliant with licensing requirements, or may be at risk of non-compliance, under the *Child Care and Early Years Act*. This funding may also be used to support licensees with maintenance of health and safety practice, the upkeep of equipment, property repairs and maintenance. This funding cannot be used to support program expansion.

## Play-based Toys and Equipment

Play-based toys and equipment funding may be available through an application and approval process. Funding will be prioritized for child care programs who demonstrate that the funding will be used to support children’s active exploration and learning through play. Other factors taken into consideration include but are not limited to:

* Past funding approval
* History of accountability with funding
* Funding agreement (contract) compliance

## Inclusion Support Funding

Inclusion Support Funding is intended to support the inclusion of children with exceptional and significant special needs in the licensed child care program. This funding enables the program to hire Inclusion Facilitators (additional staff). Some examples of exceptional and significant needs might include:

* A child who is totally dependent on adult support for instruction, play and care due to safety, mobility or health concerns
* A child who requires significant adult attention due to safety concerns that could potentially result in injury to him/herself or to other children
* A combination of children’s needs in a group that present extenuating safety, mobility or health concerns

The families and staff in the child care centre commit to a partnership approach with the Resource Consultant Program and/or Early Intervention partners to develop written goals for children and implement intervention strategies.

The licensee is responsible for hiring, training, and supervising staff, for the duration of this contract.

Hired staff will supplement the child care program, above and beyond ratios currently legislated by the Child Care Early Years Act.

Licensees are required to reference the Inclusion Support Manual and application(s) found on the County of Simcoe’s website ([www.simcoe.ca](http://www.simcoe.ca)).

**Licensees may apply and be considered for the following funding opportunities once the program is licensed by the Ministry of Education:**

## Child Care Capacity Building Funding

Capacity building funding is intended to support professional learning and development opportunities that build the capacity of the licensee, supervisor, program staff/caregivers, home visitors, home child care providers and non-profit volunteer board members to support the provision of high-quality

programs for children 0-12.

The County of Simcoe, in consultation with the early years learning committee, offers a range of workshops, sessions and consultations that are open to all educators working, either directly or indirectly, with licensed child care in Simcoe County.

## Professional Development Release and Over Time Funding

Professional development release and over time funding is intended to support increased access to a range of professional learning and development opportunities by reimbursing staffing costs incurred by a licensee when regular program staff engage in eligible professional learning and consultation opportunities.

Each calendar year includes two application periods with application submission occurring in June and late November. Licensees may apply for reimbursement of eligible staffing costs incurred within each period. Approvals in each period are based on eligibility and available funding.

## Wage Enhancement Grant / Home Child Care Enhancement Grant

The Wage Enhancement Grant (WEG) is provided to help retain Registered Early Childhood Educators (RECEs) and other program staff, support access to stable, high quality child care programs for children and will benefit low-income child care staff. The WEG is intended to help close the wage gap between RECEs working in full-day kindergarten programs and the RECEs and other program staff working in licensed child care settings.

The Home Child Care Enhancement Grant (HCCEG) is provided to licensed home child care agencies to support eligible home child care providers working in contract with them.

All licensees, regardless of auspice (commercial or non-profit) are eligible to apply for this funding annually. This includes programs that open in the current calendar year, provided the newly licensed program submits a completed application on or before August 15th of each calendar year.

Once a licensee receives this funding from the County, they must ensure that all eligible positions receive the funding on each pay cheque or payment made to them by the licensee. Please note, this funding is only intended for program specific positions (including the child care supervisor), please refer to the funding guidelines for further details about eligible/ineligible positions.

## Funding Reconciliation

Licensees will be held accountable for all funding received from the County of Simcoe and will be required to reconcile how the funding was used.

The County retains an interest in any purchases made with child care funding for a period of seven (7) years. Should a program close, relocate, convert from a licensed child care program or be sold, the licensee should submit a list of what was purchased with child care funding and work with the program supervisor to determine redistribution of such. In general, it will be expected that the assets be transferred to another licensed child care program.

## Complaints Regarding Funding

The County of Simcoe is responsible for investigating all complaints pertaining to the use of funding by Licensees. Complaints will be handled on a case by case basis. In the event that the County of Simcoe determines that a licensee has failed to meet the funding conditions outlined in their agreement, the County of Simcoe will recover all misused funds. Additionally, non-compliant licensees may be deemed ineligible to receive some or all child care funding streams.

# CHILD CARE FEE SUBSIDY

## New Purchase of Service

A Purchase of Service Agreement for fee subsidy is a legal agreement between the County of Simcoe and a licensee which allows the licensee to provide child care to children from birth to twelve years of age, in receipt of child care fee assistance (fee subsidy).

Prior to the establishment of a new purchase of service agreement, the County of Simcoe will consider the following factors:

* The program must be in operation for a minimum of one year with a licence considered to be in good standing.
* A need for child care fee assistance exists in the area.
* A fee subsidy funding wait list exists.
* The Licensee has past experience with the County of Simcoe and the funding agreement is in good standing with no previous sanctions.
* There are no new competing School Board capital builds planned.
* The child care program is located within Simcoe County.

The County reserves the right to accept or deny any request pending the need for child care in the area and availability of funding. Where a licensee receives a provisional license from the Ministry of Education and has requested a purchase of service agreement with the County of Simcoe, such agreement will not be considered until the licence is categorized as a regular licence.

## Enrollment of Fee Subsidized Children

Subject to the completion of an income test and available funding, fee subsidy is available to any eligible Simcoe County resident. To avoid any actual or perceived conflict of interest, fee subsidy will not be paid to a licensee who is caring for their own child or grandchild.

Upon approval of fee subsidy for a child, the licensee will be notified in writing of the approved days and care codes as well as the daily parental contribution where applicable. Licensees must maintain accurate attendance and enrollment records applicable to all subsidized children on site and ensure the records are accessible to County of Simcoe staff. Licensees are expected to bill parents their daily parental contribution in accordance with their billing practices.

## Web-Based Record of Attendance

Licensees are required to submit attendance records online through the Ontario Child Care Management System (OCCMS) each month. In preparation, licensees must attend training about the system and how the web-based record of attendance works. The training will confirm that the web-based record of attendance will become available on the first business day of each month. Licensees are required to submit their attendance schedule for the previous month, on the OCCMS within five business days of the first of the month. Licensees will then receive payment for eligible care by means of direct deposit on the 18th day of the following month.

In the event that a child is absent from care in excess of three consecutively scheduled days, the licensee is required to notify the respective Child Care Representative of the absence.

## Changes in Care

Licensees are encouraged to maintain open communication with families. The following circumstances will impact the care that can be billed:

* Where the licensee is given twenty-four hours’ notice of a code change for an “as per work schedule” client, the licensee will not be paid for the regular code, if it is higher.
* Should a client have a significant change in work/school schedule reducing the amount of care required, the licensee will be given five days’ notice of the lesser code.
* If the child does not attend care because the client’s hours of work/school schedule have changed or reduced, an absent day may only be claimed if less than twenty-four hours’ notice has been given to the licensee by the client.

## School-Aged Children

* Children who are age-appropriate to attend kindergarten but choose to remain enrolled in full day licensed child care are not eligible to receive fee subsidy.
* Full day child care will not be approved when a child is unable to attend school due to medical reasons (e.g. broken ankle, chicken pox, pneumonia, etc.). Should the parent access child care under these conditions, she/he will be required to pay for the care in full. Before and after school care may be billed as absent if the child would normally be in care at that time on the approved days.
* If a child should be in school but attends child care as a result of being expelled from school, a full day care code will not be covered. Before and after school care codes may be billed as absent if the child would normally be in care at that time on the approved days.
* When a school age child is not scheduled to attend care but she/he does so because of a snow day, (e.g. buses cancelled or school closure, and the client needs to work and has received pre-approval from the respective Child Care Representative), licensee should request a PDSCH code and advise the client to contact their Child Care Representative.
* On statutory holidays, PD days and school holidays, when the child does not attend care, licensees will be paid an absent day at the child’s regularly scheduled code (eg. Before and After code), provided the program is open for business the week in which the statutory holiday falls. The only exception is when the child attends the program for full day care before and/or after the statutory holiday, they may bill Children and Community Services the full day code on said days including the statutory holidays.
* PD days will be covered at the full day care code provided the parent has registered with the licensee to indicate that care is required. Verification of registration, signed by the parent may be requested by the Child Care Representative.
* If a client registers for a PD Day or school holiday, no longer requires care and fails to cancel, the licensee may bill an absent day. As indicated above, if a child misses three consecutive days of care, the licensee must notify the applicable Child Care Representative (CCR). The CCR will contact the client and remind them of their obligation to cancel care with 5 days’ notice. One reminder of the cancellation policy will be given to parent, failure to cancel care with sufficient notice a second time, will result in parent having to pay full fee for said days.
* If a client registers for summer camp and no longer requires care, they must cancel the care based on the licensee’s cancellation policy i.e. 5 days’ notice. Failure to cancel care with sufficient notice, will result in the licensee billing the parent full fees for said days.

## Absent Days & Statutory Holidays

Fee subsidy will cover child care fees for up to 36 absent days per year, per child. The absentee allowance will be pro-rated at 3 days per month, based on the month in which the child is deemed eligible, through until the end of the calendar year. Absent days will be reassigned in January of the following year. Absent days may be used to cover illness, vacation, visits to relatives, etc.

Should a client exceed the allotted absent days, they will be required to pay full child care fees to the licensee for any additional absent days used. Additionally please note, when a client is on vacation, if they wish to have their child attend the child care program, the client will be required to pay full fee for the use of care.

In addition to pro-rated absent days, Licensees will be paid for ten statutory holidays per year, providing that:

1. The child would normally have attended on the day in which the holiday falls.
2. The licensee is open during the week in which the holiday falls.
3. The licensee’s fee payment policy specifies that all families will be billed for Statutory Holidays.

Statutory Holidays include:

|  |  |
| --- | --- |
| * New Year’s Day | * Family Day |
| * Good Friday | * Victoria Day |
| * Canada Day | * Civic Holiday |
| * Labour Day | * Thanksgiving Day |
| * Christmas Day | * Boxing Day |

## Withdrawal Without Notice

When a child is withdrawn from a program without notice, the County will make payment for up to ten days following the child’s last day of attendance. Payment will be at the assigned per diem rate, minus the client’s daily parent rate.

The only exception is when a serious occurrence, as defined by the Ministry of Education has occurred in a child care program. In this scenario providing payment for ten days in lieu of notice does not apply.

## Additional Fee Subsidy Requirements

* Licensees will not be compensated for days that they are not available for service (e.g. closed due to inclement weather, power outage, holidays).
* Licensees are not permitted to bill any additional surcharges or levies to fee subsidy clients (e.g. cost of field trips, craft supplies et cetera). However, licensees may charge fees for registration, late payment, NSF fees, and/or late pickups.
* If a client does not pay the licensee their daily parental contribution and/or if the child’s attendance is irregular, the result may be a termination of fee subsidy.
* Licensees that fail to comply with the requirements of the purchase of service agreement risk having the agreement terminated. Likewise a change in the status of the licence may lead to suspension or termination of the purchase of service agreement.

# SUPPORTING RELATIONSHIPS FOR LEARNING

The purpose of Supporting Relationships for Learning (SRL) is for our team of pedagogists to actively engage with licensees in a continuous program quality improvement process that is implemented and documented cyclically.  The intentions of SRL are to support diverse interpretations of quality child care in each program’s own inspired way and to bring visibility of quality in all programs as accountability to Ontario’s pedagogical foundations.  Theprinciples of SRL are founded in collaboration, participation and possibilities.  Educators’ ideas and commitment plans are always in motion so that we hold a view of quality as an evolving notion.

## **New Child Care Programs**

Licensed Child Care programs and Home Child Care licensee applying for a first time service agreement will have a Child Care Representative (CCR) schedule an on-site appointment to facilitate and document an initial observation using *New Service Agreement Operating Criteria*.

During the initial observation, the CCR will:

* Observe environments and experiences created for and with children in the licensed child care program;
* Facilitate dialogue as a resource to program staff;
* Confirm that regulations and requirements outlined in the Child Care and Early Years Act (CCEYA), and County of Simcoe Child Care Operating Criteria are being maintained;
* Document observations on the Child Care Operating Criteria document;
* Review the child care licensee’s policies and procedures;
* Obtain a copy of the Child Care Licensee’s Program Handbook outlining policies, procedures and program statement.

Decisions to proceed with a new Service Agreement are contingent on agreement to initiate SRL in the newly contracted child care centre within six (6) months from the date of the initial observation.

## **Existing Child Care Programs**

The CCR will engage in side-by-side work in licensed child care centres/programs and home child care licensee annually to facilitate SRL. During this work, the CCR intends to:

* + Build relationships with educators through reflective dialogue;
  + Observe practices and experiences in the child care centre/program;
  + Document observations and dialogues electronically;
  + Engage with educators to discover their perspectives about learning and how they align their role with learning.

Soon after the side-by-side work, the Child Care Representative (CCR) will convene a team comprised of program supports at their discretion where they will:

* Discuss documented observations and dialogues;
* Discuss perspectives about possible ways to put quality enhancing ideas into motion;
* Develop an annual commitment plan.

Licensees will be accountable for all components in the agreed-upon commitment plan including the identified reporting measures. The CCR will provide electronic copies of the all documents generated in this process.

While it is understood that various factors may influence achievement of commitments, licensees are required to contact the Child Care Representative to discuss any revision to the commitment plan.

The child care licensee will complete and submit an end-of-cycle report of commitment achievements.

To support child care licensees’ active engagement in Supporting Relationships for Learning (SRL), the following strategies will be implemented:

* If the Child Care Licensee is experiencing difficulty progressing with commitments, the Child Care Licensee will contact the CCR for consultation and resolution-focused support. The licensees’ commitments may be adjusted if mutually agreed upon.
* If the CCR observes progress reporting accountabilities are neglected by the Child Care Licensee, they will contact the Child Care Licensee for consultation.
* If the Child Care Licensee continues to experience difficulty progressing with commitments, the CCR will consult with the Children’s Services Program Supervisor, who may facilitate consultation together with Child Care Licensee, CCR and additional supports identified collaboratively.

## Non-Compliance with Legislation and Regulation:

Where an immediate threat to the safety and well-being of children is observed in a program, it will be reported immediately to the Ministry of Education (MEDU) and other authorities and/or services as appropriate.

When a child care program does not meet the requirements of the Child Care and Early Years Act (CCEYA), the County of Simcoe Supervisor will notify the MEDU and may be involved with the MEDU in a collaborative consultation with the Child Care Licensee to build a compliance plan.

RECE practices and interactions observed that do not align with The Code of Ethics of the College of Early Childhood Educators (the College) will be reported to the College.