



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 Simcoe County 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 ELCC@simcoe.ca and the Children Services Clerical team will be happy to direct you to the right person.

Contact Information

Main Phone Line: 705-722-3132

Samantha Zuercher Director, Children Services Ext. 1538 Samantha.Zuercher@simcoe.ca

Tonya Millsap Manager, Early Learning & Child Care Services Ext. 1486 Tonya.Millsap@simcoe.ca

Maria Saunders Manager, Early Learning & Child Care Services Ext. 1554

Maria.Saunders@simcoe.ca

Program Supervisor	Ext.	Email Address	Portfolio
Zelia Alves	1126	Zelia.Alves@simcoe.ca	Contract Management
Stephanie Green	1834	Stephanie.Green@simcoe.ca	EarlyON Child and Family Centers Indigenous-led Child and Family Programs EarlyON Capital Planning Child Care Capacity Building Funding Release and Over Time Funding
Sharon Barnes	1144	Sharon.barnes@simcoe.ca	Fee Subsidy

Krystin Kriina	1655	Krystin.Kriina@simcoe.ca	Supporting Relationships for Learning Special Needs Resourcing Inclusion Support Funding
Kristen McArthur	1728	Kristen.McArthur@simcoe.ca	General Operating Grant Wage Enhancement Grant / Home Child Care Enhancement Grant Licensed Home Child Care base funding Repairs & Maintenance funding Play-Based Materials & Equipment funding
Carol-Ann Harkness	1164	Carol-Ann.Harkness@simcoe.ca	Canada Wide Early Learning & Child Care CWELCC

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.

All Licensees seeking to obtain a new service agreement with the County of Simcoe will be required to provide the following:

For Non-Profit Agencies

- Non-Profit Governance Review Form
- Articles of Incorporation (Articles)
- By-Laws
- Board of Directors
- Itemized budget and audited financial statements
- Salary structure, including all staffing positions and their associated base wages

For Commercial Agencies

- Commercial Governance Review Form
- Type of business structure (sole proprietorship, partnership, or corporation)
- Itemized budget and audited financial statements
- Salary structure, including all staffing positions and their associated base wages.

Commercial child care Licensees who are interested in converting to non-profit auspice should seek legal and financial counsel.

Other General Requirements include:

- Creating inclusive practices and environments for all children and families
- Participating in continuous quality improvement practices
- Having sound business management practices

- 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 funding
- 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:

- a. 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.
- b. Contain a cross-liability clause endorsement.
- c. Contain a clause including liability arising out of the Services or this agreement.

Licensees are required to submit to the County, annually and prior to the Insurance expiry date, 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

All licensees enrolled in the Canada Wide Early Learning and Child Care (CWELCC) program will be required to provide Audited Financial Statements and a special procedures report, prepared by a third-party accountant, regardless of the level of funding received from the County.

Licensees not enrolled in CWELCC that receive between \$20,000 and \$75,000 in annual funding are required to submit a Financial Statement at the “notice to reader” level and Special Procedures Report. Licensees not enrolled in CWELCC that receive more than \$75,000 in annual funding are required to submit Audited Financial Statements 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 ELCC@simcoe.ca.

Financial Statements and Special Procedures Reports must be submitted to ELCC@simcoe.ca within four months of licensee’s 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. The information required to set up an Electronic Funds Transfer (EFT) may be requested and will be approved once all documentation is submitted by the licensee and approved by the County.

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)
- Interested in converting from commercial to a non-profit organization.

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 each 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.

Auspice Conversion: If a commercial Licensee is interested in converting to non-profit, please refer to page 5 of the Licensee Handbook

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.

Financial Compliance Reviews

Financial reviews will be conducted when a new Licensee is entering into a new Service Agreement and may be conducted at any time by the County of Simcoe staff to verify compliance with non-profit operation and use of funding for its intended purpose. Additional information regarding financial reviews is described in the County of Simcoe Funding Guidelines.

Stop Admission of Fee Subsidized Clients

When licensees contravene the Child Care and Early Years Act, and/or 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.

IMPORTANT DATES FOR FUNDING

<p>CANADA WIDE EARLY LEARNING AND CHILD CARE (CWELCC)</p>	<ul style="list-style-type: none"> ▪ Workforce(WF) compensation components for Quarter 1 / Quarter 2 Reconciliations Due – July 30th ▪ WF compensation components for Quarter 3 Reconciliation Due – October 30th ▪ WF compensation components for Quarter 4 Reconciliation Due – January 15th of the following calendar year. ▪ Reconciliation for all other CWELCC funding elements is due Jan 20th of the following calendar year.
<p>GENERAL OPERATING GRANT</p>	<ul style="list-style-type: none"> ▪ Applications due for following year – October ▪ Quarter 1 / Quarter 2 Reconciliations Due – July 30th ▪ Quarter 3 Reconciliation Due – October 30th ▪ Quarter 4 Reconciliation Due – January 15th of the following calendar year.
<p>WAGE ENHANCEMENT GRANT</p>	<ul style="list-style-type: none"> ▪ Attestation Due, based upon current allocation - November ▪ Applications due for current year – March 1st ▪ Quarter 1 / Quarter 2 Reconciliations Due – July 30th ▪ Quarter 3 Reconciliation Due – October 30th ▪ Quarter 4 Reconciliation Due – January 15th of the following calendar year
<p>CERTIFICATE OF INSURANCE AUDITED FINANCIAL STATEMENTS / SPECIAL PROCEDURES REPORT SPECIAL PURPOSE FUNDING: 1. PLAY BASED MATERIALS & EQUIPMENT 2. REPAIRS & MAINTENANCE</p>	<ul style="list-style-type: none"> ▪ Due prior to expiry date, every year. ▪ Due 4 months after Agency’s Fiscal Year End (example: Fiscal YE is Dec. 31st – Due April 30th) ▪ Applications Due – May 15th (unless otherwise noted) ▪ Reconciliation Due – October 15th
<p>CHILD CARE CAPACITY BUILDING – RELEASE AND OVERTIME FUNDING</p>	<ul style="list-style-type: none"> ▪ Application periods: <ul style="list-style-type: none"> - January 1st - June 30th due - July 15th - July 1st – November 15th due - November 30th

FUNDING OPPORTUNITIES FOR LICENCED 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 who opts out of CWELCC 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 license from the Ministry of Education for a minimum of twelve months. Otherwise, CWELCC programs must apply through the growth strategy application process to be considered for all funding streams.

Funding is targeted toward licensed programs and activities for children that have an impact on families, including those that may be low-income and/or living in underserved and vulnerable communities, families of children with special needs and children needing enhanced or individual supports. As a result, licensees are expected to apply for all funding opportunities with the exception of the Wage Enhancement Grant which is available once a program is licenced by the Ministry of Education.

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 calculate 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 incentives, 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 that are not in compliance with licensing requirements, or may be at risk of non-compliance, under the *Child Care and Early Years Act*. Funding is intended to cover one-time and/or maintenance costs, not on-going maintenance. This funding cannot be used to support program expansion. Funding for each eligible program is pre-determined and calculated by program size. Licensees interested in applying for the funding, are required to submit the Special Purpose Funding application, along with supporting estimates for items to be considered.

Play-based Materials and Equipment

Play-based materials and equipment funding is intended to support licensees in creating enriching environments, both indoors and outdoors, with open-ended materials that promote children’s learning and development through exploration, play and inquiry consistent with the views, four foundations and pedagogical approach of [How Does Learning Happen? Ontario’s Pedagogy for the Early Years](#). Funding for each eligible program is pre-determined and calculated by program size. Licensees interested in applying for the funding, are required to submit the Special Purpose Funding application, along with supporting estimates for items to be considered.

Special Needs Resourcing (SNR) Funding

SNR funding is provided to CLH Developmental Support Services to operate Simcoe County Resource Consultation Services and Quality Inclusive Support Services to support inclusion of children with special needs at no additional cost to parents / guardians. Under the [Child Care and Early Years Act, 2014 Ontario Regulation 138/15](#), a “child with special needs” means a child whose cognitive, physical, social, emotional or communicative needs, or whose needs relating to overall development, are of such a nature that additional support is required for the child.

Child Care Service Providers contracted by the County of Simcoe must have a signed Statement of Relationship and be actively engaged with Simcoe County Resource Consultation Services.

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 licenced child care in Simcoe County.

Professional Development Release and Overtime Funding

Professional development release and overtime 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 (HCCG) 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.

Canada-Wide Early Learning & Child Care Funding

The Canada-Wide Early Learning & Child Care (CWELCC) funding program will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity. Licensees must first be approved for eligible new spaces through the County of Simcoe's two-step directed growth expansion application process and plan to

be in operation by December 31, 2026. Licensees will be required to complete a CWELCC enrolment package to verify operational and financial information as described in CWELCC Guidelines.

Licensees that are enrolled in CWELCC will receive funding to support the following:

- Fee Reduction – Funding to support operating expenses going forward.
- Workforce Compensation – Annual wage increases for RECEs beginning January 1, 2023, until 2026, or until they reach a provincially determined hourly maximum.
- Workforce Compensation – Increasing wages of low income Registered Early Childhood Educators (RECEs) to bring their total hourly wage (inclusive of WEG and annual wage increase) up to a provincially established wage floor.
- Workforce Compensation – Minimum wage offset for non-RECE staff if applicable.
- Start-up Grants – Used to offset costs incurred in the creation of new licensed full day spaces for children under 0-5 years. Refer to CWELCC Start Up Grant Funding Guidelines for additional details about Start Up Grant Funding.

Please refer to the CWELCC Funding Guidelines for further details regarding the application process and eligibility requirements, Fee Reduction funding, Workforce Compensation funding, and specifics pertaining to reconciliation and accountability.

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 for Licensees not enrolled in CWELCC, the County of Simcoe will consider the following factors:

- 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 (some exceptions will be approved based on a Cross-jurisdictional Agreement being in place).

Otherwise, CWELCC programs must apply through the growth strategy application process to be considered for all funding streams.

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 licence 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 Children Eligible for Fee Subsidy

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, in the OCCMS within three (3) 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. Agencies may request for an adjustment to their attendance in the event of an error or omission however this must be done within three months of the billings month and within the same funding year.

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. If notification is not received, additional absent days may not be covered.

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 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. 10 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
- Good Friday
- Canada Day
- Labour Day
- Christmas Day
- Family Day
- Victoria Day
- Civic Holiday
- Thanksgiving Day
- Boxing Day

Annually, and consistent with the Canada-Wide Early Learning & Child Care guidelines, CWELCC enrolled Child Care Centres/Agencies will be paid for additional eligible closures up to a maximum of four (4) weeks (twenty days) – these may not exceed two consecutive weeks of closure.

Any additional closures resulting from events outside of the Centre/Agency's control i.e. natural disaster, weather event, pandemic etc., will also be paid and not included as part of the allowable closures, as indicated above. Closures where full-fee families are not charged, should not result in billing clients in receipt of fee subsidy.

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 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 funding 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 pedagogical companions to actively engage with licensees in a continuous learning 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 defined in "How Does Learning Happen?". The principles 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.

Licensed Child Care programs and Home Child Care licensee's will initiate SRL when they enter into a Purchase of Service Agreement with the County of Simcoe. A SRL Child Care Representative (CCR) will be assigned when the Service Agreement is initiated.

The CCR will engage in side-by-side work in licensed child care centres/programs and home child care licensee multiple times a year 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.
- Discuss documented observations and dialogues from previous visits;
- Discuss perspectives about possible ways to put quality enhancing ideas into motion;
- Develop and maintain an emergent commitment plan annually.

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 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.

COUNTY OF SIMCOE MISSION, VISION & VALUES

Mission, Vision and Values: these are much more than words. They reflect what we as an organization and government stand for, what we seek to achieve and what we endeavour to accomplish. It is through these guiding statements that we at the County of Simcoe demonstrate commitment to the residents we serve, with a sense of pride around how that service is delivered.

- **Mission:** Build and sustain service excellence while creating an accessible and healthy quality of life.
- **Vision:** To be the community of choice, through responsible, progressive and co-operative leadership.
- **Values:**
 - Stewardship: We are responsible guardians for a sustainable future.
 - Leadership: We work as a team to inspire, empower and lead by example.
 - Integrity: We are honest, trustworthy and transparent at all times.
 - Innovation: We nurture and cultivate creative, progressive and leading edge ideas.
 - Respect: We recognize individualism through fair and equitable interaction.
 - Accountability: We are committed to ownership and follow-through.
 - Co-operation: We strive for positive approaches to partnerships, teamwork and understanding.