



**The Regional Municipality of Durham**  
Social Services Department  
Children's Services Policy Manual



**Fee Subsidy Payment Policies and Procedures Manual**

As of February 1, 2018

Visit our website at [durham.ca/childrensservices](http://durham.ca/childrensservices)

If this information is required in an accessible format, please contact 1-800-372-1102 extension 2681.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Payment Policies and Procedures Manual**

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## **Introduction**

The Regional Municipality of Durham, designated by the Province of Ontario as the Consolidated Municipal Service Manager (CMSM), has the authority to deliver and manage the child care system for Durham Region. The Social Services Department, Children's Services Division is responsible for, among other things: assessing families for child care fee subsidy and managing fee subsidy purchase of service agreements with child care service providers.

The Regional Municipality of Durham's Fee Subsidy Payment Policy and Procedures Manual provides information for all service providers with a fee subsidy purchase of service agreement.

The term "service provider" is used throughout this document in reference to operators, supervisors, home child care operators and recreation providers.

This document will outline the parental application and eligibility processes to assist service providers in understanding the corresponding payment policies, for the approved eligible hours of care.

This document is designed to provide the service provider with important information about accurately reporting monthly attendance accounts and policies governing attendance.



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## **Fee Subsidy Payment Policies and Procedures Manual**

# Section One



# **The Regional Municipality of Durham**

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<b>Title: Objective of Fee Subsidy</b>	
<b>Policy #: 1-010</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## **1. Policy**

The Ministry of Education and the Region of Durham share a common goal, to help to improve outcomes for children and families. Providing high-quality child care is an essential support for many parents, helping them to balance the demands of career and family while participating in the workforce, or pursuing education or training.

High-quality child care plays a key role in promoting healthy child development and helping children to reach their full potential.

The objective of the fee subsidy team is to provide child care subsidy to eligible families in Durham Region, in a manner that takes into consideration both the needs of parents and the best interests of children.



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<b>Title: Confidentiality</b>	
<b>Policy #: 1-020</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

The Regional Municipality of Durham and service providers with a Service Agreement must observe the requirements of the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) regarding the disclosure of information and personal privacy.

The Child Care and Early Years Act and the Child and Family Services Act also govern release of information.

Information that is contained in files and records is confidential and must not be released to anyone other than persons who are authorized to receive such information.

#### 2. Procedure

All Regional employees, service providers and their representatives are required to sign a statement respecting confidentiality upon commencement of their employment. All Regional employees, service providers and their representatives may not disclose confidential or privileged information, or use confidential information to advance personal or others' interest.

All Regional employees, service providers and their representatives are responsible for proper storage, safeguarding, and disposal of confidential information. This includes both hard copy and electronic documents.

No information regarding clients is to be shared with anyone outside of the workplace with the exception of authorized Regional employees and employees of the Ministry of Education.

All clients receiving fee subsidy are required to sign a third-party consent, which limits the information that the Region of Durham, Children's Services can disclose to service providers.

Service providers must identify when a secure voice mail and/or secure email is available, in order for the Children's Services Division to utilize this method of communication.

If Regional staff has been unable to contact a client, they may contact the service provider, and ask the supervisor or designate to have the client contact them. No details should be given to the service provider. A voice message may be left only if the supervisor has secure voice mail accessible only by the supervisor or designate.

For specific information about interpreting and applying MFIPPA, please visit the Information and Privacy Commissioner of Ontario website at [ipc.on.ca](http://ipc.on.ca).





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<b>Title: Duty to Report Suspected Child Abuse</b>	
<b>Policy #: 1-030</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

Under the Child and Family Services Act (CFSA) Section 72(1), if a person has reasonable grounds to suspect that a child is, or may be, in need of protection, the person must promptly report the suspicion, and the information upon which it is based, to the Children's Aid Society (CAS). The act recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicion. As such, failure to report is an offence (CFSA s.72(3)). Any professional or official who fails to report a suspicion that a child is, or may be, in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable upon conviction to a fine of up to \$1,000.

#### 2. Procedure

Licensed child care operators need to ensure that RECE and early learning and child care staff are informed of their legal obligations to report suspected child abuse. Licensed child care operators/agencies should have a child abuse policy in place to guide staff through this process. CAS should be consulted during the report to find out if the parents and/or staff, as appropriate, are notified of the report.

The staff person with the suspicions is to call the Durham Region CAS at 905-433-1551 to report the concerns.

#### 3. Grounds for Reporting

Physical harm or a risk of physical harm, as a result of a person having charge of a child failing to adequately care for, provide for, supervise or protect the child; and/or a pattern of neglect in caring for, providing for, supervising or protecting the child. Sexual molestation or sexual exploitation, or the risk of same, by the person having charge of a child, or by another person where the person having charge of the child knows or should know the possibility of sexual exploitation and fails to protect the child. Failure to ensure the provision of medical treatment to cure, prevent or alleviate physical harm or suffering due to the person having charge of the child failing to provide, refusing to provide, or being unavailable or unable to consent to the treatment.

The child has suffered emotional harm, demonstrated by serious:

- Anxiety
- Depression
- Withdrawal
- Self-destructive or aggressive behavior



- Delayed development

And there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act, or pattern of neglect on the part of the child's parent or the person having charge of the child.

It is suggested that licenced child care operators and/or agencies have a policy to address situations where an allegation of abuse is made regarding a staff member.

The policy should establish the process to follow if:

- A child alleges that a staff member hurt or abused them. The allegation could be made to the centre staff or to others, such as the child's parent/guardian, who in turn notifies the centre
- A parent/guardian or other individual reports that they witnessed abuse or inappropriate staff behaviour

Allegations of abuse regarding staff members are considered a serious occurrence and require the appropriate Ministry of Education and The Regional Municipality of Durham protocols to be followed. Please refer to Policy 1-040 Serious Occurrence Reporting.



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<b>Title: Serious Occurrence Reporting</b>	
<b>Policy #: 1-040</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

The Ministry of Education notifies the Regional Municipality of Durham, Children's Services Division, of all serious occurrences that are reported in the Child Care Licensing System.

Children's Services accesses all reports and a Quality Assurance Program manager or a Children's Services Division manager may follow-up, as necessary.

All serious occurrences must be reported to the Ministry of Education through the Child Care Licensing System.

In addition to the reporting requirements set out by the Ministry of Education, all critical serious occurrences or incidents, that may result in media attention or require emergency services response, must be reported directly to the Regional Municipality of Durham, Children's Services Division. Incidents that may result in media attention or require emergency services response must be reported to Children's Services even if the Ministry of Education does not consider the incident a serious occurrence.

#### 2. Procedure

Report by email or phone within three hours, or as soon as it is safe to report. Do not leave a voice mail if reporting by phone.

Contact the after-hours line if the incident occurred after 5 p.m., or on a weekend or holiday.

#### 3. Contact information

Please call 905-668-4113:

- Millie Forbes at extension 3630 or [millie.forbes@durham.ca](mailto:millie.forbes@durham.ca)
- Melissa Young at extension 2791 or [melissa.young@durham.ca](mailto:melissa.young@durham.ca)
- Lisa Bruce at extension 2631 or [lisa.bruce@durham.ca](mailto:lisa.bruce@durham.ca)
- Patti Rowland at extension 2593 or [patti.rowland@durham.ca](mailto:patti.rowland@durham.ca)
- Beth Carson at extension 3632 or [beth.carson@durham.ca](mailto:beth.carson@durham.ca)

#### 4. After hours contact information

Call toll free at 1-866-795-7689.

- Leave a detailed message reporting the incident, your program name and contact information
- A Children's Services manager will return your call



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<b>Title: Appeal Process</b>	
<b>Policy #: 1-050</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2016</b>	<b>Revised Date:</b>

## 1. Policy

Children's Services Division strives to ensure that all decisions made reflect current legislation, regulations and Region of Durham policies. The appeal process is a mechanism to review decisions to determine whether they were correct and policies were correctly implemented.

Clients and service providers have the right to appeal a decision made in regards to their child care fee subsidy. Every effort is made to ensure that each appeal is procedurally fair, free from bias, comprehensive and open.

## 2. Procedure

### 2.1 Client Appeal Process

When a decision is made regarding eligibility, including termination, parent rate, or approved enrolment, the Caseworker sends either a confirmation of child care fee subsidy letter or an ineligible letter to the client. When a client disagrees with a decision, the client brings the disagreement to the attention of the Caseworker. The Caseworker reviews the issue with the client to determine the basis of the disagreement, and explains the background and the reasons for the decision. If the client remains dissatisfied, they may speak to the Senior Caseworker who reviews the issue with the client and provides an opportunity for the client to offer any additional relevant facts.

The client may choose to go further in the appeal process. In this case, the client is directed to send a written letter of appeal to the Program Manager, explaining why the client disagrees with the decision. When the Program Manager receives an appeal in writing, the client's file is reviewed in detail, and the decision is reviewed against divisional policy and procedures. The Program Manager responds in writing to the client, every attempt will be made to complete this response within 10 business days from receipt of the appeal.

If the client appeals to the Manager, the Manager will review the decision, and may consult with the Director. The Manager responds in writing to the client, either confirming the decision or granting the appeal. Every attempt will be made to complete this response within 10 business days from receipt of the appeal to the Manager.

### 2.2 Service Provider Appeal Process

Reporting attendance and payment discrepancies is the service provider's responsibility. Any error or omission with respect to payment to the service provider should be reconciled within 90 days of the monthly attendance schedule payment in question. Refer to 4-140 Centre

Payment Detail Summary. Appeals in regards to payment should be directed to the Early Learning Manager.

To assist in the accuracy of the attendance record the Children's Services Division sends an Active Placement report to the service providers. Refer to 3-080 Enrolment Reviews.

Service providers are encouraged to review the Active Placement Report and the Centre Payment Detail Summary reports promptly to ensure there are no errors or omissions, and to contact the Children's Services Caseworker with any concerns.



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# **Section Two**



# The Regional Municipality of Durham

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<b>Title: Client Application Process</b>	
<b>Policy #: 2-010</b>	<b>Page #: 1 of 4</b>
<b>Effective Date: Jan 2016</b>	<b>Revised Date: Jan 2019</b>

## 1. Policy

Residents of the Region of Durham are entitled to apply for a child care subsidy. Eligibility is dependent on income, residency, involvement in an approved activity, or recognized need and eligible hours of care.

An application is completed to determine if the parent is eligible for fee subsidy and to determine the amount of subsidy.

## 2. Procedure

### 2.1 Initial Contact

To start the process, applicants may complete the Child Care Fee Subsidy Application form online at [durham.ca/childrensservices](http://durham.ca/childrensservices). Applicants may also contact the main office at 605 Rossland Road East, Level 1, in Whitby at 905-666-6238 or 1-800-387-0642.

The Clerk will obtain basic information, and the family will be placed on the wait list. Once the applicant's name is added to the wait list, they will receive a letter in the mail confirming their wait list date. The Children's Services Division manages the wait list with a first-come, first-served process.

Once the applicant's name reaches the top of the wait list, they will be contacted to provide the most current years Income Tax Notice of Assessment (NOA) or Canada Child Tax Benefit Notice (CCTB). Once the NOA or CCTB is provided, they will be contacted to arrange an intake interview to assess eligibility. An appointment is then scheduled with a Caseworker.

If child care has not yet been secured, a "Child Care Services Directory" is available online at [durham.ca/childrensservices](http://durham.ca/childrensservices).

Information is also provided on service providers and programs that allows the parent/guardian to make an informed choice about the type of program they would like their child to attend. It is the parent/guardian's responsibility to visit the programs and make a decision on suitable child care arrangements. A parent/guardian may choose to be placed on a service provider's wait list, if space is not immediately available.

Due to confidentiality issues, the Children's Services Division will not be in a position to confirm or deny a client's fee-subsidy application status. If the service provider requires information, it may be requested from the client.

## 2.2 **Appointment**

Interviews are usually held in our main office at 605 Rossland Road East, Level 1, Whitby. However, under extenuating circumstances, the Intake Caseworker can arrange to meet an applicant elsewhere within the community, if necessary.

Eligibility is determined at intake using a provincially mandated income test.

Applicants for child care fee assistance must file an income tax return annually and provide the Canada Revenue Agency Income Tax Notice of Assessment (NOA) or Canada Child Tax Benefit Notice (CCTB).

Applicants are asked to provide the following information:

1. Verification of identification:
  - a. Birth certificate or other proof of date of birth for all family member(s)
2. Verification of residence (one of the following):
  - a. Lease or rental agreement or rent receipt showing name and address
  - b. Current bill, showing name and address
3. Custody arrangements:
  - a. Legal documentation, divorce papers, or other written agreement verifying any custody arrangements
4. Eligible hours of care:
  - a. One month of current pay stubs or letter from employer regarding the hours worked, dated within 30 days of appointment
  - b. Verification of school schedule and enrolment/registration letter that documents start and end dates and/or OSAP verification
5. Recognized need form

If care is required due to the special or social needs of the child, or if the parent is unable to care for the child due to illness or disability, a special or social need form is required. The form can be obtained prior to the appointment for completion by the appropriate professional and brought to the appointment.

During the intake process, the applicant is advised in writing that any changes in circumstances which may affect their eligibility for subsidy must be reported immediately to the Caseworker (e.g. change in family composition, change in work, school status, hours of work or school, change in residency, etc.).

## 2.3 **Reviews**

It is a mandated requirement that subsidy eligibility is reviewed annually. Clients must provide their most recent Notice of Assessment (NOA) or Child Care Tax Benefit Notice (CCTB), in addition to all documents listed above.

## 2.4 **Placement – Parent Information**

Once eligibility for child care fee assistance has been determined, the Caseworker will facilitate a placement based on the eligible hours. Refer to Policy 2-130 Eligible Hours. Verification of placement must come from the Region of Durham, Children's Services



Division Caseworker. If the children are not already in care at the time of the initial interview, the Caseworker provides information to the parent/guardian on available child care options.

Clients are given a two-week time period to locate care and confirm with their Caseworker. Should the two-week period expire, the client will be placed back on the waiting list and will need to wait for the next wait list release. The parent/guardian may choose the appropriate service provider based on suitability, convenience and availability of space, provided that the Region of Durham has a fee subsidy purchase of service agreement with the service provider. The parent/guardian is responsible for contacting the service provider, discussing admission requirements and policies, and making all necessary arrangements.

Subsidized placement at the preferred service provider is dependent upon:

- Client eligibility
- Availability of space with the service provider of choice
- Active purchase of service agreement
- Availability of subsidy funding

Once client eligibility for subsidy is confirmed, the Caseworker will discuss and confirm placement details with the service provider by email/telephone. A follow-up letter is sent to the service provider and to the client.

## 2.5 **Placement – Service Provider Information**

The placement is confirmed to identify the type of care approved and the enrolment schedule according to the client's eligible hours of care.

Written confirmation is emailed from the Children's Services Division to the service provider and the applicant. This letter informs both parties of the placement details regarding the start and end date of the subsidy, approved care codes, etc. It is important that the service provider keep track of this information for the purposes of attendance reporting. Any changes in the enrolment must be reported by the service provider to the Children's Services Division and changes will be confirmed with the client.

Service providers will not be paid by The Region of Durham, Children's Services Division beyond the end date cited in the letter, nor for any care utilized that is not approved.

Licensing and administration documents must be on file prior to a child attending or in the event the child does not attend there is no payment for withdrawal, regardless of a child's placement approval letter.

If an applicant has arranged for their own child care placement prior to approval for fee subsidy, the applicant is responsible for paying the full cost of care until subsidy is approved to start by the Children's Services Division Caseworker. Subsidy will not be backdated.

Service providers may choose to hold a space for a child, but this will not be paid for by the Region of Durham. Once subsidy is granted and placements are made, the case is managed by a Children's Services Division Caseworker. This may or may not be the same worker who completed the intake. The Caseworker monitors the parent/guardian's situation on an annual basis and communicates any changes to the service provider, including any changes in parent contributions, enrolment requirements or withdrawal dates. It is the expectation that client's will inform their caseworker of changes.

If a service provider has not been notified by a Children's Services Division Caseworker of a change, it is the responsibility of the service provider to communicate changes in a child's enrolment and attendance as they occur to the Children's Services Division Caseworker.

## 2.6 **Ineligible Clients**

A parent who owns a child care centre/agency is not eligible for child care subsidy when their child attends their child care centre/agency

Similarly, a home child care provider is not eligible for child care subsidy for their own children.



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<b>Title: Fee Subsidy Guiding Principles</b>	
<b>Policy #: 2-020</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## 1. Policy

The Region of Durham provides child care fee subsidy for parents in need of financial assistance to meet their child care costs. Parents/guardians apply to the Children's Services Division for child care fee subsidy. Child care fee assistance is provided to eligible families in Durham Region within the approved fee subsidy annual budget. Child care funding is available for children up to and including 12 years of age.

Child care fee subsidy is available in approved recreation programs for children four years of age up to and including twelve years of age.

## 2. Procedure

Parents/guardians must be working, attending school, participating in an approved activity under Ontario Works regulations, have a special or social need for relief care, or have a child with special or social needs. The number of hours approved for care is based on the parent's situation, refer to 2-130 Eligible Hours.

Children's Services supports parental choice, as long as the service provider currently has a fee subsidy service agreement and offers the type of care required.

Child care subsidy is attached to the family. Subsidy may be transferred if the family chooses to change their child care provider. If a subsidized child leaves, the service provider is not guaranteed another subsidized placement.

Children's Services has written policies and procedures governing various situations related to attendance, billings and payments. All attempts are made to be fair to the service provider and the family while maintaining fiscal responsibility for funding used to provide subsidy. Children's Services agrees to pay service providers a child's approved rate and enrolment, and will not pay more than the amount that a full fee client would pay for the service.

The service provider may not charge subsidized clients any additional costs including holding and registration fees except for absent days beyond entitlement, late pick-up fees, late payment fees, NSF charges and transportation costs to and from school.

Children's Services reserves the right to hold subsidy enrolments at 70 per cent of the service providers approved licensed capacity.

## 3. Communication

A successful partnership must include ongoing, open communication between staff of the Children's Services Division and service providers to ensure an efficient delivery of service to the children and parents of the Region of Durham.

When the client requires changes to a child's attendance or enrolment, it is the responsibility of the client to inform their Caseworker. The Caseworker will notify the service provider of upcoming changes. However, should a service provider become aware of changes, it is their responsibility to immediately inform the Caseworker as this effects the billings process. Refer to 2-050 Change in Enrolment.

Changes to the enrolment or attendance must be approved by the Caseworker prior to the billing process in order to receive payment.



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<b>Title: Parent Fees</b>	
<b>Policy #: 2-030</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

Consolidated Municipal Service Managers (CMSM) use the income test prescribed under the Child Care and Early Years Act (CCEYA) to determine the amount of parental contribution.

The service provider is required to collect the parent portion of the daily fee regularly. The Region of Durham does not accept responsibility for collection of the parent fee portion.

#### 2. Procedure

Parent rates are established by completing the income test using Line 236 of the Notice of Assessment (NOA) to determine the monthly available income. The available monthly income is then divided by the number of days per week of approved enrollment, and further divided by the number of children requiring care.

#### 3. Reviews

When a client attends their yearly review, a new income test is completed with the most recent Revenue Canada NOA or the Childcare Tax Benefit Notice (CCTB), and the parent rate may change.

If the parent rate decreases, the decrease will occur the first day of the current month.

#### 4. Enrolment Change

When a child's enrolment changes, the parent rate may also change.

If the child's enrolment increases, the parent rate per day will decrease, and this will take into effect the date of the change. If the child's enrolment decreases, the parent rate per day will increase, and the service provider will be given five days' notice of the change in enrolment. Refer to 2-050 Change in Enrolment.

In both cases, the total family available monthly income has not changed, but has been redistributed.

#### 5. Change in Children Requiring Care

When there is a change in the number of children using care in a family, the parent rate may change.

If a child within the family no longer requires care, the parent rates will increase for the children remaining in care. This parent rate change will occur on the date of the change.

If an additional child within a family requires care, the parent rate will decrease per child. The parent rate change will occur on the date of the change.

In both cases, the total family available monthly income has not changed, but the parent rate has been redistributed.

**6. Parent rates higher than subsidy approved rate**

If a subsidized client has a parent rate that is higher than the Region's approved rates for the site, the client is not eligible for subsidy.



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<b>Title: Withdrawals</b>	
<b>Policy #: 2-040</b>	<b>Page #: 1 of 3</b>
<b>Effective Date: Jan 2016</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

The Children's Services Division and/or clients are obligated to provide notice of withdrawal or transfer to the service provider. The first day of notice will be the day after notification. Clients who wish to transfer their children to another service provider are expected to pay any outstanding parent fee balance to the current service provider. Clients are expected to follow the withdrawal policy of the centre.

#### 2. Procedure

Child care subsidy end date refers to the date that subsidy is terminated and Children's Services will no longer approve payment. This may also be the date the child is withdrawn or care is terminated.

#### 3. Child Care Subsidy Closure Notification

Child care subsidy end dates are indicated in the placement letter that the Caseworker sends to the service provider. Families receiving subsidy are required to have their subsidy reviewed each year or as required. The fee subsidy end date is often revised following the review. **However, if the service provider is not notified of an extension beyond the end date that is identified in the placement letter, the service provider has been given sufficient notice of the termination of the subsidy.**

There are times when the subsidy end date changes to a date sooner than the one stated in the initial placement letter. In this situation, service providers will receive a new notice of termination/withdrawal of subsidy by way of a letter from the Caseworker. If the relevant date is imminent, the Caseworker may also phone or email the service provider. Due to confidentiality restrictions, the reason for the withdrawal is not identified specifically.

There may be instances where the parent/guardian wishes for their child to remain in care following the subsidy termination date. It is the service provider's responsibility to discuss payment arrangements with the parent/guardian for this period. Subsidy will not be paid beyond the termination date.

#### 4. Notification of Withdrawal

It is the responsibility of the parent/guardian to inform their Caseworker of their child's withdrawal. Notice of withdrawal may be provided to the service provider by the parent/guardian or by the Children's Services Division staff. Once the Children's Services Caseworker has received notification, the termination will be confirmed with written confirmation to the service provider.



Where a service provider has received notification of a withdrawal, it is the service provider's responsibility to notify Children's Services immediately of the intent to withdraw/discharge of a child(ren) without notice. (See Policy 3-090 Withdrawal of Service)

Notice period begins the day after the service provider was made aware of the withdrawal.

## **5. Non-attended Days Prior to Withdrawal**

Service providers are required to notify the Caseworker when children are absent from their program for three "unexplained" absent days.

Should a child be sick/vacation/absent for a period immediately prior to the withdrawal date, the service provider may be paid up to three days based on the approved hours and days of care.

Absent days paid are calculated immediately following the last day attended. The child must have sufficient absent days. Should there be insufficient absent days remaining, the parent/guardian is responsible for the full cost of these days. Refer to 4-070 Recording Withdrawals.

Should the expected withdrawal date exceed the three-day absent period, the withdrawal without notice policy would be implemented (please see below).

## **6. Withdrawal Without Sufficient Notice**

The child care subsidy agreement informs parents/guardians that they are obligated to provide the service provider and Caseworker with notice before withdrawal. The term "withdrawal without notice" reflects insufficient notice given before the last day of attendance.

Service providers are required to notify the Caseworker immediately in the following circumstances:

- upon receiving notice of withdrawal
- when children are absent from their program for three days without notification from the parent or guardian
- when a child is discharged without notice

Where a service provider has been made aware of a withdrawal, the first day of notice will be the next day following notification to the service provider.

When a service provider receives notification of a withdrawal, the number of paid days is calculated from the day after notification or immediately following the non-attended days payment. Refer to the above "Non-attended Days Prior to Withdrawal". The number of days will not exceed the expected date of child's withdrawal or fee subsidy closure. Refer to 4-070 Recording Withdrawals.

The maximum payment of five days in lieu of the notice of a withdrawal or transfer is considered based on:

- the date the service provider was notified of the withdrawal
- the last day the child attended
- the approved days
- enrolled rate up to the full-day rate without extended hours
- the number of absent allotment days remaining

The full-day rate with extended hours will be considered for payment when it is the lowest enrolled rate for the child. The service provider will be paid the Region's portion of the fees up to a maximum of five days. The parent/guardian is responsible to pay their portion during this period. Refer to 4-070 Recording Withdrawals.

## **7. New Placement**

If a client makes arrangements to start care at a service provider, the Caseworker will notify the provider and approve subsidy. If the placement has been approved, but the child is absent without notification from the parent/guardian, the best practice would be for the service provider to contact the Caseworker immediately on the first absence day so the Caseworker can attempt to contact the client.

If the child never actually starts and the child has completed the enrolment package to start at the service provider, the service provider is entitled up to five days in lieu of notice based on the placement approval, approved hours, days of care, and any remaining absent allotment. The parent is to pay the daily parent rate applicable to these days. Refer to 4-070 Recording Withdrawals.

When the service provider is advised of the withdrawal five days prior to the anticipated start day, the above procedure does not apply. There is no eligibility for payment.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies Procedures and Manual

<b>Title: Change in Enrolment</b>	
<b>Policy #: 2-050</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2018</b>

#### 1. Policy

If a service provider notices a significant change in a child's attendance compared to their approved enrolment, the service provider is responsible to notify the Children's Services Caseworker of the change. Examples would be if the child only attends from Monday to Wednesday but was approved for Monday to Friday or if the child was approved to attend school before and after care but only ever attends school after care.

Approval must be received from the Children's Services Caseworker prior to the billing process, to receive payment.

#### 2. Procedure

When a client requires an increase in enrolment, the service provider should contact their caseworker for approval. If approval is not granted, the service provider will be responsible for discussing a payment schedule with the client, preferably before the care has been used.

When changes in a child's attendance occur, service providers must immediately report them to the Children's Services Division Caseworker (e.g. no longer attending in the morning, change in drop-off time, pick up time, days/weeks attended, etc.). The Caseworker will review the changes with the client to determine eligibility and, if approved, the service provider will receive confirmation of changes. The Active Placement Report is provided as a tool to review attendance with the fee-subsidy eligibility approval. Refer to 3-080 Enrolment Reviews.

When eligibility has been reviewed by the Children's Services Division Caseworker and a decrease in a child's enrolment (days or hours) is required, service providers will be given five days' notice. Subsidy will be paid based on the previously approved enrolment during the five days' notice period. Parents are responsible for their portion of the fee during this period. If the decrease in attendance or rate has been consistent, but notification has not been given of this change to the caseworker, payment will not be made for the notice period.

Children's Services completes Attendance Audits to review children's attendance. Funds may be recovered if attendance has not been accurately adjusted in a timely manner. An example would be a change in hours of care that would impact the care code approval.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Child Unable to Attend School</b>	
<b>Policy #: 2-060</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2016</b>	<b>Revised Date:</b>

#### **1. Policy**

Additional enrolment may be considered in extenuating circumstances for a school-age child if she/he is unable to attend school for a period of time on a case by case basis.

#### **2. Procedure**

Consideration for payment in these circumstances will be given based on verification of the reason the child cannot attend school (e.g. a non-contagious illness, injury, etc.) and on a case by case basis.

The parent must contact their Caseworker to obtain approval of this additional enrolment.

It is the service provider's responsibility to confirm eligibility with the Caseworker should they not have received official approval of the additional hours of care.

When the reason the school-aged child is unable to attend school is due to a suspension from school, a plan should be created and accepted by all parties involved including school, child care, and family to best meet the needs of the child.

The operator must confirm they are capable, have space, and are meeting all licensing requirements before they accept the placement.

This arrangement should be for a temporary basis only.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Overnight Care</b>	
<b>Policy #: 2-070</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

In certain circumstances overnight care may be required to meet the needs of a client's approved activity.

#### 2. Procedure

When a service provider offers overnight care, and the parent's work or school schedule will not allow pick up of the child by 10 p.m., approval will be granted for overnight care.

The duration of care will be determined based on the parent's hours and travel time, and will allow for an additional eight hours of sleep time (e.g. if a parent works from 3 to 11p.m. and has travel time of 30 minutes, their subsidy would be approved for drop-off at 2:30p.m. Their sleep time would be from 11:30p.m. to 7:30a.m., with pick-up of the child expected by 8a.m.). Similarly, if a parent works overnight and must drop-off the child before work, the drop-off time will be no later than 10p.m.

The provision for sleep time is approved after the first work shift (e.g. a client who begins night shift on a Sunday night will be entitled to sleep time on the Monday morning).

The approved period of care must not exceed 23 consecutive hours as per the Child Care and Early Years Act (CCEYA), 2014.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Change in Custody</b>	
<b>Policy #: 2-080</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### **1. Policy**

Subsidy approval is based on the parent/guardian's income and living arrangements. Any complete or partial change in the custody of a child discontinues any existing subsidy approval, and a new eligibility assessment must be completed.

#### **2. Procedure**

A new application must be completed and eligibility determined where there is a partial or complete change in custody for a child already in subsidized care. In order to minimize the disruption to the child, Children's Services will make every effort to accommodate the custody change with no break in the actual subsidy.

Children apprehended by Children's Aid Society are not eligible for fee subsidy. The five-day payment in lieu of notice policy applies following apprehension.

Service providers must notify their Caseworker immediately should they become aware that a change in custody of a child has occurred while the child continues to attend the child-care service.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Student December Holidays</b>	
<b>Policy #: 2-090</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### **1. Policy**

In order to meet the needs of families, provide a continuum of care for the children, and recognize the financial needs of operators, specific policies are in place for December with regards to clients attending school.

#### **2. Procedure**

Clients who attend an educational institution and receive subsidized care may choose one of the following three options during the December school holidays:

- The parent may send the child to the service provider and is responsible to pay the parent fee
- The parent may choose not to send the child and use their absent allotment. The parent is responsible to pay the parent fee. Any additional days over the absent allotment will be charged at the full fee rate to the client
- The parent may choose to terminate the placement. In the event that the parent wishes to restart the placement when school resumes, it is up to the service provider to determine space availability at that time. In this situation, we would ask that service providers make sure the parent/guardian is aware that there is a potential that the vacancy may be filled by another child

These options do not apply for clients with a scheduled closure in place. The closure date stands.

It is the responsibility of the service provider to discuss the available options with the parent and to complete the attendance record accordingly.





# **The Regional Municipality of Durham**

Social Services Department

Children's Services Policy Manual

<b>Title: Labour Disruption</b>	
<b>Policy #: 2-100</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Dec 2013</b>	<b>Revised Date:</b>

## **1. Policy**

In some circumstances, child care fee assistance may be used to maintain current enrolment for a period of time in order to support a client who is affected by a labour disruption (strike or work-to-rule, etc.).

## **2. Procedure**

Depending on the available funding, the Fee Subsidy Manager may be able to approve the additional extension to child care fee subsidy. However, due to the nature of the funding, this situation must be considered on a case by case basis.



# The Regional Municipality of Durham

Social Services Department

Children's Services Policy Manual

<b>Title: Emergency School Closures</b>	
<b>Policy #: 2-110</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## 1. Policy

Occasionally a child could require additional care by the service provider due to an unexpected school closure.

## 2. Procedure

If a child is affected by a snow day or school emergency closure, they may be required to attend the service provider beyond their approved enrolment.

Children that are generally enrolled on a part day basis with approval for a full day on professional activity days and school holidays may require full days for snow days, which result in school bus cancellation, or a school closure due to an emergency, such as a flood or a heating failure. The snow day policy only applies to those children whose school buses have been cancelled. Children who normally walk to and from school are not affected by snow days, and are not eligible for any extended child care coverage.

The service provider would be eligible to apply for additional coverage for all children impacted by a school closure provided they are able to offer the care required. Additional enrolment may be approved provided the service provider informs Children's Services of the snow day or school closure and identifies the names of the clients' affected.

Depending on the available funding, the Fee Subsidy Manager may be able to approve this additional enrolment. However, due to the nature of the funding, this situation must be considered on a case by case basis.

If approved, the Caseworker would make the appropriate changes on the children's attendance schedules.



# **The Regional Municipality of Durham**

Social Services Department

Children's Services Policy Manual

<b>Title: Overtime</b>	
<b>Policy #: 2-120</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## **1. Policy**

Overtime is defined as occasional hours of care offered by the service provider at an additional cost over and above the normal approved enrolled rate. In certain circumstances, occasional overtime may be required to meet the needs of a client's approved activity.

## **2. Procedure**

If occasional overtime is required over the normal approved enrolled rate, an approval must be received prior to care. If overtime is not pre-approved, it is the parent's responsibility to pay the cost over the approved rate.

In the event that the overtime hours become a regular occurrence, the Caseworker should be notified and, where possible, the hours built into the child's schedule.

Occasional overtime hours are not approved on days identified as withdrawal in lieu of notice days.

This policy does not include payment for late pick-up fees. Any fees related to the pick-up of a child after the centre is closed are the responsibility of the parent/guardian.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Eligible Hours</b>	
<b>Policy #: 2-130</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

Consolidated Municipal Service Managers (CMSM) and District Social Services Administration Boards (DSSAB) are to determine the amount of subsidized child care for each eligible family.

#### 2. Procedure

Eligible hours define the amount of child care required for the parent/guardian to participate in an approved activity.

Consideration will be given to reasonable travel time, mode of transportation, schedules and staffing of service providers, or any other extenuating circumstances to prevent unreasonable disruptions to a parent's ability to participate in their approved activity.

Eligible hours of care are calculated from midnight to 11:59p.m.

Weekly approvals are based on Sunday to Saturday.

#### 3. Approved Activity

An approved activity is employment, enrolment in an approved education or training program, a child with special needs, a family with a social need, employment assistance activities under the Ontario Works Act and documented in an outcome plan, and/or other circumstances that meet Regional criteria.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Payment Policies and Procedures Manual**

<b>Title: Children of Kindergarten Age</b>	
<b>Policy #: 2-140</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: October 2018</b>	<b>Revised Date: Jan 2019</b>

#### **1. Policy**

Effective September 1, 2019, children who are of kindergarten age will not be approved for full day care except on school closures.

If parents choose to enroll their child in a full day child care program, subsidy will only cover the before and/or after school rate. This option should be discussed with the service provider as it will involve extra billing work for them.

Since the rollout of full day kindergarten, the research continues to show that full day kindergarten enables children to have a strong start in school.

Exceptions can be made for children with a special need if recommendations are documented by special needs resourcing agencies and/or the school board provides written documentation that the child is not ready for school. A plan should be in place for the child to transition before grade one. Special needs resource agencies can support child care to create a transition plan for entering grade one.



**The Regional Municipality of Durham**

Social Services Department

Children's Services Policy Manual

## **Fee Subsidy Payment Policies and Procedures Manual**

# **Section Three**



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Eligibility for Service Agreement</b>	
<b>Policy #: 3-010</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## **1. Policy**

To be considered for a purchase of service agreement with the Region of Durham, a service provider must:

- Have a current, clear licence issued by the Ministry of Education, or meet the Region of Durham's requirements as a recreation service provider
- Meet and maintain the applicable operating criteria prescribed by the Region of Durham
- Have been in operation for six months
- Be located in the Region of Durham
- Complete and submit all of the required paperwork and financial information requested

## **2. Procedure**

Licensed child care may be centre-based care, or it may be in a private home, under contract with a licensed, home child care agency.

Operators of both types of licensed care, as well as authorized recreation service providers may apply for a purchase of service agreement with the Region of Durham.

A service provider is expected to maintain a clear licence from the Ministry of Education. Any revision to the service provider's licence status due to contravention to the Child Care and Early Years Act (CCEYA), or other applicable regulations may lead to the termination of the purchase of service agreement.





# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Service Agreement Process Overview</b>	
<b>Policy #: 3-020</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### **1. Policy**

The Region of Durham manages purchase of service agreements with service providers. These may include agreements with licenced child care programs, home child care agencies and recreation service providers.

Fee Subsidy Funding Service Description Schedules must be signed and returned prior to a fee subsidy placement approval.

#### **2. Procedure**

The Manager of the Early Learning Team is the contact for any questions related to the service agreement or the operating criteria and quality assurance issues.

A service provider requesting consideration for a purchase of service agreement with the Region of Durham is to express interest in writing to the Manager of the Early Learning Team.

The request is acknowledged in writing, and an information package is forwarded to the service provider.

Service providers must comply with Durham Region's approved operating criteria, which details quality assurance and purchase of service operating requirements. Refer to the Durham Region "Operating Criteria" document, under separate cover.

Once approved, the purchase of service agreement is renewed on an annual basis by Durham Region's, Children's Services Division.

A successful partnership must include ongoing, open communication between staff of the Children's Services Division and service providers, to ensure an efficient delivery of service to the children and parents of Durham Region.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Per Diem Payments</b>	
<b>Policy #: 3-030</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

The subsidy reimbursed to the service provider for the care provided is based on the public rate charged by the service provider up to a regionally budgeted maximum.

#### 2. Procedure

Fee subsidy per diem rates are calculated from the public weekly or monthly rate, and implemented according to the codes available within the Region's rate schedule.

Public rates should include annual costs for items, such as summer programming, transportation cost, admission to and transportation for trips, etc. These costs are considered as part of the program's annual operating budget and must be included in the calculations that determine the per diems charged to all parents.

The service provider may not charge subsidized parents/guardians any surcharge, registration, membership or administrative fees, additional fees for trips, supplies, sunscreen, etc., or any other levy over and above the approved daily fees. These extra costs can be built into per diems.

The Children's Services Division will not pay for additional program charges nor may subsidized clients be charged.

#### 3. Charges Permitted

Additional charges are permitted for: absent days beyond entitlement, late pick-up fees, late payment fees and NSF charges.

In extenuating circumstances and to meet the unique individual transportation needs of families, subsidized parents may be charged transportation costs for to and from school only if the costs are not included in the service providers per diem.

#### 4. Age Groups

The billing system will place a child in an age group according to his or her date of birth, identifying the corresponding per diem code and rate. Rate changes resulting from a change in age group occur on the first day of the month after the child turns 18 months, two years and six months old, and six years old. Regardless of the licensed room the child is located in, the service provider will be paid according to his or her date of birth.

Children eligible to attend kindergarten are paid at kindergarten rates. A senior kindergarten child enrolled in a program in June will be paid kindergarten rates until September when a school age rate will be paid. Refer to 4-040 Statutory/Designated Days.

The rates paid for children with special needs requiring accommodation in a different age category will be assessed on an individual basis. Exceptions require approval of the Children's Services Division.

## **5. Service Provider Rate Increases**

Decisions regarding approvals for rate increases are based on Durham Region, Children's Services Division budget for the year.

Service providers can apply to Durham Region, Children's Services Division for rate increase approval. To request an increase, a copy of the "fee notice to the public" confirming the effective date must be submitted at least 30 days in advance to the Children's Services Division.

Requests for rate increases are not automatically approved and are reviewed annually by the Children's Services Division. Approved increases will not be backdated when 30-days' notice has not been provided, or in the event of late submission of the "fee notice to the public". When the fee notice to the public has not been received 30 days prior to the fee increase, the rate increase will be effective the first day of the month following the 30-day notice period.

Late submission of contractual documents will result in a delay of processing rate increases until the outstanding documentation is received and no backdating will occur.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Payments</b>	
<b>Policy #: 3-040</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

A Fee Subsidy Funding Service Description Schedule must be approved identifying the approved site(s), signed, and returned to the Children's Services Division for approval and confirmation prior to providing services for fee subsidy.

Payments are calculated as per the Fee Subsidy Payment Policy and Procedures.

The Regional Municipality of Durham does not accept responsibility for collection of the parent fee portion.

The Children's Services Division provides payment to the head office identified on the service agreement.

#### 2. Procedure

The amount of subsidy reimbursed to the service provider is calculated from the municipal approved per diems and the child's approved enrolment. The parent fee portion is deducted from the approved per diems. Payments are made to the head office after all of their site's monthly attendance records are completed. Payments are deposited into the bank account as identified on the "Direct Deposit Authorization Application".

All sites must submit a "Direct Deposit Authorization Application" with a void cheque attached upon approval of a fee-subsidy agreement.

Attendance records reflect the previous months approved enrolments and are available to the service provider on the first working day of the month. The service provider must complete the attendance record adhering to the policies of the Children's Services Division.

An advance payment is recovered following receipt and processing of the month's attendance schedule. Refer to 3-050 Advances.

Deposits are made according to the "Child Care EFT Deposit Schedule", which is distributed to all sites annually. A copy can be obtained from the Children's Services Division. The monthly final payment will be made according to the deposit schedule, providing the attendance is received by the date as indicated on the "Child Care EFT Deposit Schedule". Weekdays are identified as Monday to Friday and exclude designated holidays as identified by Durham Region. Refer to 4-040 Statutory Holiday/Designated Days.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Advances</b>	
<b>Policy #: 3-050</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

Monthly advance payments may be available to service providers to assist in managing the cash flow and minimize financial pressures.

#### 2. Procedure

After a service provider's payment history has been established, the service provider may elect to receive a monthly advance payment. The service provider arranges advance payments by calling or writing to the Durham Region, Children's Services Division office.

Advance payments may not exceed 50 per cent of the total monthly revenue expected and are based on the average of the previous month's payments. The minimum advance payment is \$1,000. The advance payment is recovered following receipt and processing of the month's attendance schedule.

Deposits are made according to the "Child Care EFT Deposit Schedule", which is distributed to all sites annually, identifying deposit dates of the monthly advance and the final payment. A copy can be obtained from the Children's Services Division.

Advance amounts are monitored on a monthly basis and reduced to keep the advance payment in line with 50 per cent of the previous month's payments.

Service providers are informed of changes in the advance payment amount. Any increase in the advance payment must be requested by the service provider by calling or writing to the Children's Services office.

In the event the advance exceeds the attendance final amount, the advance amount owing will be carried forward and recovered from the next attendance final amount to be paid.

In order to avoid potential overpayments, service providers are to notify Children's Services in advance of events that may cause an advance overpayment.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Vacation Policy</b>	
<b>Policy #: 3-060</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

Subsidized clients are entitled to an annual absence allotment of 36 days (vacation, absent and/or sick) and are not carried over into the following year. This allocation is pro-rated according to the initial start date within the year and carried forward from one service provider to the next.

#### 2. Procedure

There are various scenarios based on the service provider's policies, regarding payments due to vacation. Subsidized parents/guardians are expected to comply with the service provider's vacation policy.

If the service provider has a vacation policy where the parent/guardian does not qualify for vacation until certain criteria are met, it is the responsibility of the service provider to notify the parent/guardian when vacation days are or are not permitted

#### 3. Vacations Where Payment is Expected

Payment expected for absences due to vacation must be identified on the attendance schedule by marking a 'Vacation-V' for the days when the child was scheduled to attend. A vacation day is to be identified on the attendance record under the appropriate care schedule; even in the event the vacation was taken without qualifying under the service provider's qualifying criteria.

#### 4. Vacations at No Cost

If the service provider offers vacation at no cost, a 'Non-Paid-N' must be recorded on the attendance schedule with a comment to identify the vacation days. These vacation days will not be deducted from the absent allotment. Children's Services will not pay for vacation days that are at no cost to the parent/guardian.

Comment on the billings is required to explain the non-paid day.

#### 5. Vacations at Reduced Cost – Home Child Care Agencies

Service providers that offer vacation for a reduced cost have a vacation code 'VC' identified in their rate schedule. For each day to be charged at the reduced vacation cost a 'Vacation-V' must be identified for each day under the vacation code. The child's normally scheduled code is identified as 'Non-Paid-N'.

Refer to 4-060 Absent, Sick, Vacation and Non-Paid Days.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Closures</b>	
<b>Policy #: 3-070</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

It is understood by the Children's Services Division that in certain circumstances a service provider may be unavailable to offer care (e.g. vacation closures, March and winter breaks, etc.). The child remains eligible for subsidy and may choose to transfer to another service provider.

#### 2. Procedure

If a service provider is unavailable to provide care, closure days are identified on the attendance record as 'Non-Paid-N' and payment will not be made.

#### 3. Alternate Site Within a Multi-Site Operation

In situations, such as March and winter breaks, summer, and emergency situations, where care may be offered at an alternate site within an organization's head office, the organization must contact the Children's Services Division. A list of children attending the alternate site must be submitted.

#### 4. Service Provider is Not Available

If a service provider is not available, and the client requires care, the service provider may offer alternate care within the scope of their service agreement. If the client does accept the alternate care, regular payment for the enrolled day will be made. If the client does not accept the alternate care, the original service provider will not receive payment for the enrolled day.

#### 5. Service Provider closes sites for the summer

If a centre is closed for the summer, no placement closure letter will be sent to the service provider. Any current placement approval letters are to be considered null and void. All enrolled children will be closed in the provider site. A new letter for the September restart will be sent to the service provider for all approved children. If service providers do not receive a letter, they need to follow up with the Caseworker.

#### 6. Designated Days

See Policy 4-040 Statutory Designated Days.



# **The Regional Municipality of Durham**

## **Social Services Department**

### **Children's Services Policy Manual**

<b>Title: Enrolment Reviews</b>	
<b>Policy #: 3-080</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: April 2014</b>	<b>Revised Date:</b>

#### **1. Policy**

Changes in placements and enrolments should be reported to a caseworker prior to the change, or as they occur, in order for the request to be reviewed and the outcome communicated before providing the service. The review process has been established to capture changes in placements and enrolments, and is an important tool for ensuring that the attendance report is accurate.

#### **2. Procedure**

The active placement reports annual schedule for the next calendar year is provided each January, listing the dates that these documents are sent. This schedule should be posted for reference.

The "Active Placement Report" is emailed to each site, identifying their active placements. The report must be reviewed to ensure that the information is correct as it relates to a child's start date, withdrawal date, care code(s), attendance pattern, parent fee, and any other relevant information.

Each service provider with a purchase of service agreement has an assigned caseworker who acts as a primary contact. It is the responsibility of the supervisor or their designate to review the "Active Placement Report" and report by phone, email or fax to their primary contact. The caseworker will review the changes reported and ensure that they are actioned accordingly.

Service providers should not wait until they receive an active placement report to contact their caseworker. Changes should be communicated as they occur throughout the month as soon as the service provider is aware of a change.

Every month of the year, the assigned caseworker will contact all service providers who have closures for the current and following month. This contact could be by email or phone.





# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Withdrawal of Services</b>	
<b>Policy #: 3-090</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

## 1. Policy

As operators of their own business, service providers have the right to withdraw child care services. However, programs are expected to work with families and embrace inclusion.

The centre is expected to have a written policy/procedure that clearly provides a graduated process of what will occur if services are ever refused, or a child is asked to leave due to the centre's inability to accommodate the child's or family's needs. The requirements that must be outline in the policy include:

- Clear reference to the No Wrong Door Binder
- Documentation and correspondences regarding the child's progress that has been shared with the family in day-to-day conversation and at family meetings
- The requirement to implement activities and strategies that incorporate the child's interests
- The requirement for team member professional learning to incorporate reflection on day-to-day interactions and learning of the individual children in the program
- The requirement to contact and collaborate with the Special Needs Resourcing (SNR) agencies. An Individual Support Plan (ISP) is to be created and implemented.
- The requirement to notify the Quality Assurance Program Manager assigned to the site of any situations where sites are considering withdrawal or refusal of service to a family or child before the child is withdrawn.

## 2. Procedure

If a service provider discharges or suspends a child from care, the service provider is not entitled to payment beyond the actual days attended, nor is the client responsible for any additional payment.

If a service provider gives notice and the family chooses not to attend during the notice period, no payments will be made beyond the last day attended by the client or by subsidy.

The service provider must contact the Caseworker immediately upon discharge of a child.

In addition to this policy, the service provider must also have an accommodation plan that is prepared and available to address needs for physical needs where applicable and special needs resourcing plans assessment and contact information. Special needs resourcing information should be accessible to staff, volunteers, students and families.



# **The Regional Municipality of Durham**

Social Services Department

Children's Services Policy Manual

<b>Title: Labour Disruption Service Provider Involved</b>	
<b>Policy #: 3-100</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

## **1. Policy**

Service providers directly involved in a labour disruption are not entitled to Fee Subsidy payment.

## **2. Procedure**

If a child is enrolled with a service provider where a labour disruption occurs, making the care unavailable to the child, the child remains eligible for subsidy and may choose to transfer to another service provider. Since the child care is unavailable, the original service provider is not eligible for payment.

When a service provider's services are indirectly affected by a labour disruption see Policy 2-100 Labour Disruption.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Emergency Site Closure</b>	
<b>Policy #: 3-110</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

A service provider may not offer care for a time that they normally would due to an unexpected site closure.

#### 2. Procedure

The service provider must notify the Children's Services Manager when there is a potential emergency at the child care site, and the children either cannot be admitted or must be removed from the premises (e.g. situations such as, a bomb threat, flood, heating issue, etc.) A list of the children affected must be provided to the caseworker.

If the emergency occurs during business hours, payment for the children impacted on this day would be made at the enrolled rate. The service provider would identify the day on the attendance record as a 'Present-P' and include a comment stating 'Approved Emergency Day'.

When arrangements at an alternate service provider have been made, payment would be made at the attended rate at the alternate provider.

Children who were enrolled on this day, but did not attend for reasons not related to the emergency, would be marked with the appropriate 'Sick-S', 'Vacation-V', 'Absent-A' or 'Non-Paid-N', as applicable based on consistency with full fee billings.

If subsequent days were affected, further payment would not be made at the original site. Alternate placements or arrangements would be made as required.



**The Regional Municipality of Durham**

Social Services Department

Children's Services Policy Manual

## **Fee Subsidy Payment Policies and Procedures Manual**

# **Section Four**



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Payment Process</b>	
<b>Policy #: 4-010</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

The Child Care and Early Years Act (CCEYA) directs The Regional Municipality of Durham to reimburse service providers with purchase of service agreements for child care services provided to families approved for child care subsidy. Provincial and Regional guidelines determine each family's eligibility for child care subsidy. The amount reimbursed to service providers is based on the child's agreed-upon municipal rate and the child's approved enrolment, less the parental contribution.

#### 2. Procedure

Once the family's eligibility is determined and approved, the family must pay its calculated portion of the daily fee, if any, to the service provider. The Regional Municipality of Durham then reimburses the service provider for the remaining portion of the daily fee on a monthly basis.

Once a service provider enters into a purchase of service agreement and subsidized children are placed, the Children's Services Division's Business Technology Coordinator will arrange to meet with the service provider staff to review how to complete the subsidy attendance schedules. General fee subsidy policies and procedures will also be reviewed.

Changes in supervisors that require training are to contact Children's Services Division's Business Technology Coordinator.

#### 3. Ontario Child Care Management System (OCCMS)

The Children's Services Division automated billing system is called the Ontario Child Care Management System (OCCMS), which generates attendance records and calculates the payment for service providers.

#### 4. Steps in the attendance record payment process

1. On the first working day of each month, the Children's Services Division produces the attendance schedule. Once the division generates the schedule, it is available for access online. The attendance schedule lists each approved child, the approved enrolment and their schedule (as applicable) for the **previous month**. The attendance schedule includes information on the approved municipal rate, parent contribution and the number of allowable non attended days (e.g. sick, vacation and absent days).
2. The service provider verifies the attendance schedule and identifies exceptions/ omissions based on the child's actual attendance. The service provider must record the child's attendance in accordance with caseworker approval. Additional days

recorded on the attendance schedule will not be processed without pre-approval from the Children's Services Division caseworker. See sections 2-050 Change in Enrolment; 3-080 Enrolment Reviews. The service provider must adhere to The Regional Municipality of Durham, Children's Services Division payment policies, as outlined in this document, when recording child payment expectations.

3. Information on vacancies is recorded to reflect available spaces as of the date the attendance schedule is completed. This information is used for planning purposes and only reflects space availability at that time.
4. The authorized individual that completes and submits the attendance schedule online assumes responsibility that the information is verified and true.
5. Failure to 'Complete' the attendance online or to submit the attendance according to the payment schedule will result in a delayed payment. In the case of multi-site operators, all attendance schedules must be 'Completed' within the identified timeframe for the payment. The online attendance schedule cannot be accessed by the Children's Services Division for processing until the attendance schedule is identified as 'Complete' by the service provider.
6. The payment process takes approximately two to three weeks. A "Child Care EFT Deposit Schedule" detailing payment dates is sent to service providers on an annual basis. Copies of this schedule can be requested from the Children's Services Division. Centre based child care monthly attendance schedules must be completed and received by the Children's Services Division by noon on the fifth weekday of the month. Refer to the 'Attendance Completed' date identified on the "Centre Based Child Care EFT Deposit Schedule", in order for payment to be made according to the deposit date.
7. Home-based, child care monthly attendance schedules are required to be submitted by noon on the seventh weekday of the month, due to the complexity of gathering and processing the attendance. Refer to the 'Attendance Completed' date identified on the "Home Based Child Care EFT Deposit Schedule", in order for payment to be made according to the deposit date.
8. Weekdays are identified as Monday to Friday and exclude designated days as identified by the Region. A high volume of processing queries will result in a delay of payment. A potential delay in payment can be avoided by reviewing the "Active Placement Report" and contacting your caseworker with any queries before the attendance record is generated.
9. Once the attendance has been verified by the Children's Services Division, service providers using the web application can access and print a "Centre Payment Detail Summary".
10. The Children's Services Division sends an authorization for payment to The Regional Municipality of Durham, Finance Department. The Finance Department deposits the payment into the service provider's bank account according to the child-care electronic fund transfer (EFT) deposit schedule, and the payment deposit slip is mailed to the service provider.

11. Service providers are responsible to promptly review the “Centre Payment Detail Summary” to ensure there are no errors or omissions, and to contact the Children’s Services Caseworker with any concerns. See 4-020 Payment Reconciliation.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Payment Reconciliation</b>	
<b>Policy #: 4-020</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

Reporting attendance and payment discrepancies is the service provider's responsibility. Service providers must review all approval letters and communications sent from Children's Services Division to ensure compliance with the terms. The Region of Durham reserves the right to make recoveries to recoup any overpayments made by the Children's Services Division to the service provider.

#### 2. Procedure

Once a discrepancy in a payment has been identified, the Children's Services Division will review for potential reconciliation.

#### 3. Attendance reconciliation

Any error or omission with respect to the payment to the service provider must be reported for reconciliation within 60 days of the monthly attendance schedule payment in question. Subsidy payments not reconciled cannot be charged to the client.

#### 4. Reconciliation for non-approved attendance

When a child requires care beyond the approved enrolment, it is the responsibility of the service provider to discuss with the client how payment will be made prior to providing care (e.g. increase in daily code, # of days/week, attendance beyond closure date). When fee subsidy is required a pre-approval is necessary, refer to 2-050 Change in Enrolment.

#### 5. Attendance audits

The Children's Services Division completes attendance audits to ensure accurate reconciliation of the attendance records and payments. Centre attendance records, billing information, parent invoices and payments may be reviewed. The attendance audits are completed as part of the quality assurance process, and occur randomly or when areas of concern arise. Funds may be recovered if attendance has not been accurately adjusted in a timely manner.





# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Enrolled Days</b>	
<b>Policy #: 4-030</b>	<b>Page #: 1 of 3</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

Children's Services approves enrolment for subsidized children by scheduling the child's daily enrolment and approved hours based on the eligible hours of care.

#### 2. Procedure

The attendance record identifies the approved days with a Schedule-P, reflecting the approved schedule.

The care code identifies the approved hours of care for each approved day.

Daily approved hours of care are calculated from midnight to 11:59 p.m. based on the client's eligible hours of care. Refer to 2-130 Eligible Hours. Weekly approvals are based on Sunday to Saturday.

Service providers are expected to communicate discrepancies or changes to their Caseworker **within 3 days** of the unexplained absences in attendance that varies from the approval letter.

Attendance record discrepancies may be avoided by reviewing the Active Placement Report, and communicating changes or queries promptly.

#### 3. Varied Enrolment

Varied enrolment is a client who may have a flexible schedule or no schedule which allows the child to attend based on the parents' needs or work schedule.

Clients are provided with a varied enrollment package at the beginning of their placement.

The varied enrolment timesheet must be completed in advance noting which days to expect the child(ren).

Ideally, the client will submit the timesheet at the beginning of the month indicating to the centre when to expect the child, in order for the centre to staff accordingly. As the month goes on and the child attends differently from the original expectation, the centre will record on the timesheet the reason for absence or time changes (see legend). The client will sign off on these changes at the end of the month before submitting to the Accounting Clerk.

The purpose of signing off of the varied enrolment sheets is for the client to acknowledge the use of absent days or enrolment changes.

The Accounting Clerks use the signed varied enrolment sheet to determine which days are approved to be paid above the minimum approved enrolment.

**Legend:**

- **SE:** Sick on scheduled day, insufficient notice, payment expected
- **AE:** Absent on scheduled day, insufficient notice, payment expected
- **CE:** Time changed, insufficient notice, payment expected for scheduled hours
- **NP:** No payment expected
- **H:** Statutory Holiday

**4. Approval**

The number of approved paid days for each type of care is based on the client's fee subsidy eligibility as determined by the Caseworker. For recording purposes, the attendance record reflects each care code with the approved days of care as per the letter of approval. Should there be a discrepancy in what appears in the record of attendance and the letter of approval, the approval reflected in the letter stands.

Sick/absent/vacation days can be used on enrolled days according to the child's approved schedule, when he or she does not attend the service provider for any reason, such as vacation, illness or absent days (e.g. alternative arrangements made with relatives).

**No Scheduled Days:**

- 3: Approved 3 paid days/week–flexible–any three days
- 3-5: Approved 3-5 paid days/week–minimum number of 3 to a maximum of 5 days
- 0-3: Approved 0-3 paid days/week–minimum number of 0 to a maximum of 3 days

When a child's attendance days varies, and the child was expected and did not attend, 'Sick–S'; 'Vacation– V'; or 'Absent–A' days may be used to meet minimum payment requirements.

**Example:**

- Approved 3-5 days: 3 days minimum payment, 5 days maximum payment
- Approved 0-5 days: no 'Sick – S'; 'Vacation – V'; or 'Absent – A' days may be used as no minimum payment guaranteed, unless indicated as expected on the signed varied enrolment timesheet

**5. Multiple Codes Approved**

5 Days - Schedule is under SBA, but other approved codes SA, SB, SBA, SF are to be used as how the child attends.

**Scheduled Days:**

- Schedule is populated: SBA child is expected 5 days under this code
- SA/SB code: if child is only attending after school, or only attending before school, populate the appropriate code, SBA to be changed to 'N' – Non-paid
- SF code: to be used for PA Days and holidays.

5 Days - No scheduled days, but approved codes are SA, SBA, SF. If a child is using these codes, centre is guaranteed 5 days payment.

No Scheduled Days:

- No Schedule: Child is expected 5 days under any available code
- SBA code: Child has option to attend up to 5 days under this code as per required
- SA code: Child has option to attend up to 5 days under this code as per required
- SF code: To be used for PA Days and holidays



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Statutory Designated Days</b>	
<b>Policy #: 4-040</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

## 1. Policy

Children's Services approves a child's enrolment and hours based on the eligible hours of care. Statutory holidays that are identified on designated days will be paid the normal approved enrolled rate. The ten (10) statutory holidays are:

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

As of 2018, Easter Sunday will be included as a designated day, exclusively to service providers that are normally open on weekends.

## 2. Procedure

The dates in which the ten statutory holidays/designated days are recognized by Children's Services for the determination of eligible payment is identified to the service provider in a letter sent annually.

Children's Services approves payment at the normal enrolled rate on the recognized designated days for subsidized children who are enrolled to attend on those dates.

If a service provider recognizes a day other than the designated day and does not offer care, this is a "Non-Paid-N" day.

There is no flexibility in the designated days. If a service provider chooses to close on an alternate day they are not entitled to payment. In the event the service provider does not charge for recognized designated days, the Region or the parent cannot be charged.

The service provider must change the attendance payment to reflect a non-paid day.

School age children will receive a full day payment on the following statutory holidays if they are enrolled on these days: New Year's Day, Canada Day, Civic Holiday, Christmas Day, and Boxing Day.

Parents are responsible to pay their parent fee. Where the child has no enrolment schedule, the recognized designated day may be included to reach the minimum enrolled days to be paid, but not to exceed the minimum. A designated day will not be paid at an overtime rate unless it is a scheduled day.

Placements commence the first day the child attends at the service provider. A placement does not start on a recognized designated day. An exception is made when a child transfers from one site to another within the same head office without a break in service. The designated day will be paid at the new site where the child is attending.

When a child is transferred to an alternate site outside of the head office agreement, and is to start before the designated statutory holiday and close after the designated statutory holiday, the statutory holiday is paid to the site the child is being transferred to, based on the child's approved enrolment.

Children starting grade 1 will be paid at the school age rate not the kindergarten rate for the Labour Day designated statutory holiday. Children starting kindergarten will be paid at the kindergarten rate not the preschool rate for the Labour Day designated statutory holiday.

If a child normally attends two service providers on the same day, and that day is a designated day, Children's Services will pay the enrolled rate to both service providers for the designated day.

A statutory holiday should not start at the beginning of a placement, however, should a child already be attending the site as full fee subsidy will cover the statutory holiday depending on eligible start date for subsidy coverage.

If a designated holiday is at the end of the service provider's closure period, payment will not be received for that day regardless of the date identified on the placement approval or closure letter. The only time that this would change is if the statutory day is included in the withdrawal period.

### **3. Home childcare and designated days**

If a child attends a designated statutory holiday, Children's Services will pay the enrolled and attended rate for that day.

They will only be compensated once for each statutory/holiday/designated day up to the eleven days/year as applicable based on enrolment per year.

Double payment for a statutory or designated day is the maximum that will be paid to any agency. If a child attends on a Statutory holiday, the parent rate is to be charged only once. The remaining balance of the cost of care will be paid by the Region.

For the home child care providers, Easter Sunday will be an additional statutory designated holiday if children are normally enrolled on this day.

If a regular, home child care provider is not available on a designated day, and the client requires care, the home care agency may offer alternate care.

If the client does not accept the proposed alternate provider, the agency will receive no payment for the designated day.

If the client does accept the alternate provider's care, the agency will receive payment for the designated day for one provider only, reflecting the enrolled and attended rate for that day.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Professional Activity Days, March and December Breaks</b>	
<b>Policy #: 4-050</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

Payment is approved for school-aged children who are normally enrolled for a part day, but who require a full day due to professional activity (PA) days, and March and December breaks.

The computer system (OCCMS) will generate a full-day care code for a child that has a schedule. A school-aged child that does not have a schedule will require a full-day care code, as this care code would not be generated.

There are circumstances where a school-aged child is not approved to attend PA days, and March and December breaks. The placement approval letter will reflect when the child is not approved to attend on these days.

#### 2. Procedure

Service providers are paid the current, approved full day rate for as long as the child is enrolled to attend. If the service provider is not able to accommodate the child on any of these days, or the child is not approved to attend, the service provider is not entitled to payment and should mark the day(s) as 'Non-Paid-N' day.

When a child is enrolled to attend during PA days and March and December breaks, but does not attend, absences are deducted from the child's absent allotment.

There are times when not all school boards recognize the same schedule for PA days. When a service provider does not recognize the same PA days, as scheduled by a school board for a particular child, and cannot provide full-day care on the child's PA days, the client may choose to attend the service provider for their regular enrolment or may choose to attend alternate care for the entire day. Should the parent require the alternate care option, the service provider should advise the Caseworker to remove the schedule for the day, or the service provider must mark the day as a 'Non-Paid-N' day. No parent rate may be charged and no absent day used.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

**Title: Absent, Sick, Vacation, Non-paid Days**

**Policy #: 4-060**

**Page #: 1 of 3**

**Effective Date: Jan 2014**

**Revised Date: Jan 2019**

## 1. Policy

Children's Services approves enrolment for subsidized children by scheduling the child's daily enrolment and approved hours based on the eligible hours of care. Each subsidized child is allowed a fixed number of absent days per year that will be paid by the Children's Services Division. It is the parent's responsibility to manage their child's attendance within the given allotment. The parent's portion of the daily fee applies to absent days.

## 2. Procedure

The Children's Services Division subsidizes a maximum of 36 absent days per year, per child based on a full 12-month enrolment. The allotted number of days is prorated if the child commences enrolment after January, as follows:

Month of enrolment	Absent allotment
January	36 days
February	33 days
March	30 days
April	27 days
May	24 days
June	21 days
July	18 days
August	15 days
September	12 days
October	9 days
November	6 days
December	3 days

Absent allotment days must be recorded appropriately to identify whether the child is sick, on vacation or absent for other reasons on pre-approved enrolled days. Absent allotment days are not to be used on statutory holidays/designated days or on the last day identified as 'Withdrawn-W'. An absent day should not be recorded when a child is not expected or when the child's care cannot be accommodated, such as on professional activity (PA) days, a 'Non-Paid-N' is recorded. Refer to the 'Non-Paid - N' day section below. Absent days are cumulative within the calendar year and are carried over from one month to the next. Absent days not used at the end of the calendar year may not be carried over to the next year. Any balance in the absent allotment is transferred with the child from one service provider to another.

If all absent allotment days are used, the parent is responsible to pay the service provider the full fee for any additional absences. Parents/guardians are informed about this policy when they sign the terms and conditions of eligibility for child care fee subsidy with the Children's Services Division. Absent allotment days used are recorded by the Children's Services Division through service provider attendance schedules. Between the months of February to November, a "Child Care Fee Subsidy Absent Allotment" letter is sent advising the parents/guardians when their absentee allotment has been reduced to ten days or less as well as an additional absence letter once the absent allotment has been exhausted. The service provider is copied.

The service provider should monitor the absenteeism. The Children's Services Division will not provide payment for absent days in excess of the allotment. The absent allotment balance is reflected on the attendance schedule for each child on a monthly basis.

In the rare circumstance where two service providers provide care for one family, the absent allotment will be reduced in the order of occurrence. This could result in one service provider not receiving subsidy payment for days used over the allotment. Service providers are entitled to charge the family the costs associated with these absent days.

**If there are special circumstances impacting on the absent allotment, clients must initialize the process of the appeal to the Fee Subsidy Program Manager, not the service provider.**

Consideration will be given where high absenteeism is documented and is due to communicable diseases, epidemics, or where on an ongoing basis the service provider offers service to children with special needs whose attendance may vary. The service provider is responsible for keeping Children's Services aware of these types of situations.

### **3. Identifying non-attended days**

#### **3.1 Sick–S or Absent–A**

Sick or absent days are identified on days when the child was scheduled to attend and payment was expected, based on approved enrolment.

#### **3.2 Vacation–V**

As service providers vacation payment policies vary, entering vacation days on the attendance record depends on the service providers' policy. Refer to 3-060 Vacation Policy.

When a service provider offers vacation days at full cost, vacation days are identified on the attendance record for the days when the child was scheduled to attend and payment was expected.

Enter 'Vacation–V' under the scheduled code.

Service providers that offer vacation for a reduced cost have a 'VC' code set in the site's rate schedule.

For each day to be charged at the set vacation rate:

- Enter 'Vacation–V' under the 'VC' code
- Enter 'Non-Paid–N' under the scheduled code



Service providers that offer vacation at no cost identify each day taken as vacation at no cost:

- Enter 'Non-Paid–N' under the scheduled code

### 3.3 **Non-Paid–N**

Days where payment is not expected or policies indicate that the day(s) is not eligible for payment are identified as 'Non-Paid–N' days.

'Non-Paid–N' days are identified:

- When a service provider was not expecting the child to attend on a scheduled day. Refer to 4-130 Identifying Child's Attendance and Payment
- A client that has agreed to pay the full fee for days of care over the fee subsidy approval. Refer to 2-050 Change in Enrolment
- When a service provider cannot provide the child care required, such as during PA days, and March and December Breaks: refer to 4-050 Professional Activity, March and December Breaks; 3-080 Withdrawal of Services
- When a service provider is not operating, excluding statutory holiday/designated: refer to 3-100 Labour Disruption and 3-110 Emergency Site Closure

## 4. **Absence, vacation or sick days prior to a withdrawal**

Absent days can be used (if available) up to the date the service provider is notified of the withdrawal to a maximum of three days. Refer to 4-070 Recording Withdrawals.

The days to be reimbursed prior to a withdrawal are marked as 'Absent–A', 'Sick–S' and/or 'Vacation–V' (up to a maximum of two days), and 'Withdrawn–W' is recorded on the last day to be paid within the appropriate schedule and code. Refer to 2-040 Withdrawals and 4-070 Recording Withdrawals.

## 5. **Children enrolled for summer care only**

Children receiving child care fee subsidy only for the summer months will be subsidized a maximum of six absent days for their summer placement. If all absent allotment days are used, the parent is responsible to pay the service provider the full fee for any additional absences.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: Recording Withdrawals</b>	
<b>Policy #: 4-070</b>	<b>Page #: 1 of 2</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date:</b>

#### 1. Policy

The service provider is expected to notify Children's Services when a child is absent three days for scheduled/expected days without notice from the parent. Children's Services will attempt to contact the parent. The amount reimbursed for the withdrawal without notice period will be up to the full-day rate without extended hours (or the normal enrolled rate if less than the full day), less the parent contribution.

#### 2. Procedure

A withdrawal is identified on the record of attendance by entering 'Withdrawn-W' on the last day the child attended within the appropriate schedule.

The 'Withdrawn-W' selection identifies the last day of payment. Payment will be provided for the "W" entry.

A child comment is required to clarify the payment of the child's withdrawal. Comments identify the child's last day attended, the date the service provider was notified of the withdrawal, and if payment in lieu of notice is included. Days to be paid in lieu of notice are to be identified for payment on the attendance record. See 'Withdrawn without sufficient notice' section below.

#### 3. Withdrawn with sufficient notice

When a service provider has been notified of the child's withdrawal, and the notice period meets the service provider's policy requirement, the last day attended is recorded as 'Withdrawn-W'.

#### 4. Sick/absent/vacation prior to expected withdrawal date

In the event that a child was sick/absent/vacation prior to the withdrawal date, up to two 'Sick-S', 'Vacation-V' or 'Absent-A' days are entered and 'Withdrawn-W' is entered on the last day the child was expected. Payment for days indicated as 'Sick-S', 'Vacation-V' or 'Absent-A' will be paid based on the remaining absent allotment. Refer to 2-040 Withdrawals.

#### 5. Withdrawn without sufficient notice

When notice is not received for a withdrawal, a maximum of eight days payment may be made from the last day attended. The payment may consist of up to three absent days and up to five days in lieu of notice. The parent contribution is deducted from the payment.

If a child does not return after a period of vacation, illness, or absence without giving notice of the withdrawal, a maximum of three absent days would be paid based on approved enrolment and the remaining absent allotment. Refer to 2-040 Withdrawals.

Payment for the five days in lieu of notice period is based on the enrolled rate, up to the full day rate without extended hours and based on the approved days. To record the in lieu of notice period up to four 'Absent-A' days are recorded, and the last day is identified as 'Withdrawn-W'. Days indicated as 'Absent-A' will be paid based on the remaining absent allotment.

## **6. Placement approved, child did not attend**

If the child does not attend at all, the service provider is not entitled to absent days. However, the five days in lieu of withdrawal notice is applied based on approved hours and days of care. Payment deducts the parent contribution and will be based on the remaining absent allotment. Refer to 2-040 Withdrawals.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Child Comment</b>	
<b>Policy #: 4-080</b>	<b>Page #: 1 of 1</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

Identifying changes occurring on the attendances are mandatory for non-scheduled or scheduled placement changes to note the reason.

#### 2. Procedure

When adding days for non-scheduled placements or a nonpaid day, a comment must be entered in the 'Comments' section before saving the attendance. Comments identify the reason for entering the change on the attendance.

Days entered must be within the Caseworker approval, or in the event the client required additional days or hours a preapproval must be received from the Caseworker prior to submitting for payment.

Comments are used to clarify the reason of the withdrawal. Comments identify the child's last day attended, the date the service provider was notified of the withdrawal, and/or if the notice period is included for payment on the attendance record. Refer to 2-040 Withdrawals and 4-070 Recording Withdrawals.

In some circumstance an approved care code is missing from the child's attendance record. A comment on the child's code that appears on the billing is required to identify the missing code and the affected day(s). The days will be adjusted according to the Caseworker's pre-approval.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

Title: Site Comments	
Policy #: 4-090	Page #: 1 of 1
Effective Date: Jan 2014	Revised Date:

#### 1. Policy

Site comments are used to communicate information with regards to the site operations and/or information that will or may impact payment.

Upon completion of the billing, the site comments will display changes made by Children's Services in the number of days paid for a child.

#### 2. Procedure

When a service provider is completing the attendance record, a site comment field allows a service provider to communicate information about the site that will clarify the attendance record report. Information, such as a site closed due to a flood, emergency evacuation, planned closure between Christmas and New Year, etc.

The service provider comment does not relate to a child on the current attendance record. These comments are entered using the 'Comment' field found within the child's care code. Refer to 4-090 How to use Attendance Website and 4-080 Child's Comment.

Should a child be missing off the attendance schedule, an approval must be in place prior to requesting payment. The service provider should contact the Caseworker or Accounting clerk **prior to completing the attendance record**. Once the fee subsidy approval has been confirmed, the child's approved schedule will be added to the attendance record.

When processing the attendance records, and Children's Services' changes the number of days paid, the change, an increase and/or a decrease, will be identified with the child's name, code and reason for change in the site comment. These changes appear in the site 'Comment' section of the attendance schedule, and the "centre payment detail summary" reports when the billing is completed and processed for payment.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Policy Manual

<b>Title: How to Use Attendance Website</b>	
<b>Policy #: 4-100</b>	<b>Page #: 1 of 7</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

## 1. Policy

The attendance recording Ontario Child Care Management System (OCCMS) is a provincial system designed to manage the Fee Subsidy attendance recording and billing process.

## 2. Procedure

After a Fee Subsidy agreement has been approved, the service provider must contact the Children's Services, Business Technology Coordinator for training.

The Business Technology Coordinator sets up the Head Office Administrator access rights into the Ontario Child Care Management System (OCCMS).

The Head Office Administrator would be the staff/owner/operator with access to all information related to fee subsidy. They will receive the OCCMS web link by email: [missioninc.com/occms/durham](http://missioninc.com/occms/durham). It is recommended for quick access to OCCMS that users save the link in their 'Favourites' folder.

The Head Office Administrator assigns rights to other Head Office Administrators, Head Office Users and Site Users. It is recommended that you have at least two Head Office Administrators per Head Office. Refer to 4-100 Managing Attendance Website Users and User Rights.

Training must be arranged with the Business Technology Coordinator for all new users to ensure consistency and understanding of policies and the attendance recording process prior to completing attendance.

To comply with confidentiality standards, users must not share their user name and password. Each user must use their personal account information.

To ensure confidentiality users should sign out when exiting the website.

This procedure describes how to complete a record of attendance. All sites within the Head Office must complete the attendance record, according to the payment schedule deadline for the payment to be deposited as indicated on the payment deposit schedule. Refer to 4-010 Payment Process.

### 3. Steps:

1. From the 'Welcome to OCCMS' screen, the following 'Home Attendance' screen appears. Select 'Attendance'.

OCCMS - Ontario Child Care Management System

Home Attendance Admin

Attendance Filter

Head Office: The Magic Wand Day Care Provider Site: The Magic Wand Day Care

Year: 2004 Month: December

View Attendance View Centre Payment Detail Summary

2. If there are multiple sites within the Head Office, select a 'Provider Site' and the 'Month' from the drop-down lists.
3. Select 'View Attendance'. The following 'Edit Site Attendance' screen appears.

OCCMS - Ontario Child Care Management System

Home Attendance Admin

Edit Site Attendance - The Magic Wand Day Care - December 2004

Completed By: Not Completed Date Completed:

Verified By: Not Verified Date Verified:

Children (\* - Attendance not updated)

	Child ID	Name	Age	Care Code	Approval Rate	Parent Contrib.	Muni. Contrib.	P	V	S	A	W	H
Select*	BACHE15020301	Bacheor, Ingrid	1y 10m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BARR 22120301	Barr, Roxanne	1y 0m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	GLOVE24120301	Glover, Trevor	1y 0m	IF	\$38.00	\$0.00	\$38.00	21	0	0	0	0	2
Select*	IVAN 12030401	Ivan, Mary	0y 9m	IF	\$38.00	\$2.50	\$35.50	5	0	0	0	0	0
Select*	PRYDE10040301	Pryde, Charlie	1y 8m	IF	\$38.00	\$0.00	\$38.00	16	0	0	0	0	2
Select*	IVAN 12030401	Ivan, Mary	0y 9m	IF10	\$40.25	\$2.50	\$37.75	3	0	0	0	0	1
Select*	IVAN 12030401	Ivan, Mary	0y 9m	IF11	\$45.25	\$2.50	\$42.75	3	0	0	0	0	1
Select*	IVAN 12030401	Ivan, Mary	0y 9m	IF12	\$49.25	\$2.50	\$46.75	10	0	0	0	0	0
Select*	CRAWF01110101	Crawford, Cindy	3y 1m	PF	\$30.00	\$2.50	\$27.50	21	0	0	0	0	2
Select*	DAVID20110101	Davidson, Harley	3y 1m	PF	\$30.00	\$0.00	\$30.00	21	0	0	0	0	2

Vacancies

Comments

4. In the column titles, click on the title 'Name'. The attendance will sort the children's names in alphabetical order, grouping the child's care codes together.
5. Choose and click on the 'Select' for the 'Child Name' and the 'Care Code' whose attendance you want to verify. Ensure that the attendance for each day is entered in the appropriate care code and the daily attendance is recorded only once for a child that has several attendance codes.

**OCCMS - Ontario Child Care Management System** [Sign Out...](#)

[Home](#) [Attendance](#) [Admin](#)

**Edit Site Attendance - The Magic Wand Day Care - December 2004**

Completed By:  Date Completed:

Verified By:  Date Verified:

**Children (\* - Attendance not updated)**

	Child ID	Name	Age	Care Code	Approval Rate	Parent Contrib.	Muni. Contrib.	P	V	S	A	W	H
Select*	BACHE15020301	Bachelor, Ingrid	1y 10m	3F	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BARR 22120301	Barry, Roxanne	1y 0m	3F	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	GLOVE H120301	Glover, Trevor	1y 0m	3F	\$38.00	\$0.00	\$38.00	21	0	0	0	0	2
Select*	IVAN 12030401	Ivan, Mary	0y 9m	3F	\$38.00	\$2.50	\$35.50	5	0	0	0	0	0
Select*	PRYDE10040301	Pryde, Charlie	1y 8m	3F	\$38.00	\$0.00	\$38.00	16	0	0	0	0	2
Select*	IVAN 12030401	Ivan, Mary	0y 9m	3F10	\$40.25	\$2.50	\$37.75	3	0	0	0	0	1
Select*	IVAN 12030401	Ivan, Mary	0y 9m	3F11	\$45.25	\$2.50	\$42.75	3	0	0	0	0	1
Select*	IVAN 12030401	Ivan, Mary	0y 9m	3F12	\$49.25	\$2.50	\$46.75	10	0	0	0	0	0
Select*	CRAWF01110101	Crawford, Cindy	3y 1m	PF	\$30.00	\$2.50	\$27.50	21	0	0	0	0	2
Select*	DAVID0110101	Davidson, Harley	3y 1m	PF	\$30.00	\$0.00	\$30.00	21	0	0	0	0	2

**Vacancies**

**Comments**

The '\*' in the 'Select' column represents a child's attendance that has not been updated. This marker advises you on which child has been reviewed. The child's attendance can be selected and updated even after the '\*' has been removed.

6. Once the child and the care code have been selected, the approved attendance schedule will be displayed. The calendar reflects the month's attendance using a Sunday to Saturday week.
7. Review the schedule for the care code displayed (e.g. 'PF') with the child's attendance. Enter each day's exception using the daily drop-down list and select the appropriate attendance for each scheduled day. Refer to 4-120 Identifying Child's Attendance and Payment.
  - Tabbing will move the cursor through the days of the month
  - Entering the first letter from the drop-down list will enter the selection
8. When adding days for non-scheduled placements, a comment must be entered under the 'Comments' section before saving the attendance. Comments identify days that were pre-approved. However, a schedule was not pre-populated. Comments are mandatory when adding days that are not scheduled. The comment must identify the reason for the non-scheduled attendance.

**Comments**

Flexible work schedule. Days entered according to subsidy placement approval

**Child Info**

9. The 'Child Info' section displays information about the child. 'Allowable Sick Days' reflect the number of allowable days for sick vacation and absent days prior to completing the month's attendance.
10. Once the child's actual attendance is verified, ensure the parent rate and enrollment code are correct and then do one of the following:



- To save the current record, select 'Save'. You are returned to the list of children screen and the '\*' by the child's name has been removed
  - To save the current record and move on to the next child's record, select 'Save & Next Child'. The '\*' has been removed for the current record as you move to the next child. The next screen will appear for a new care code for that child, or you will move on to the next child
  - To cancel without saving, select 'Cancel'. You are returned to the list of children screen (the '\*' by that child's name is present, which indicates attendance has not been updated)
11. After all children screens have been updated, complete the fields in the Vacancies, Operating Capacity and Waitlist section of the screen. Enter the Vacancies, Operating Capacity and Waitlist for the licensed age groups reflected on your MEDU license. Please note that every section needs to be filled out. Enter a zero '0' in the age groups that are not reflected on your MEDU license. Leaving a section blank will result in the system not processing your attendance.

	Vacancies	Operating Capacity	Waitlist
Infant	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Toddler	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Preschool	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Kindergarten	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Primary/Junior	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Junior School Age	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

12. In the 'Comments' field, enter site comments (if required). Refer to 4-080 Site Comments.

13. Select 'Save'.

14. View and/or print an 'In Progress' attendance schedule. Select 'Preview Attendance' on the 'Children' screen.

Edit Site Attendance - The Magic Wand Day Care - December 2004

Completed By:  Date Completed:

Verified By:  Date Verified:

Children (\* - Attendance not updated)

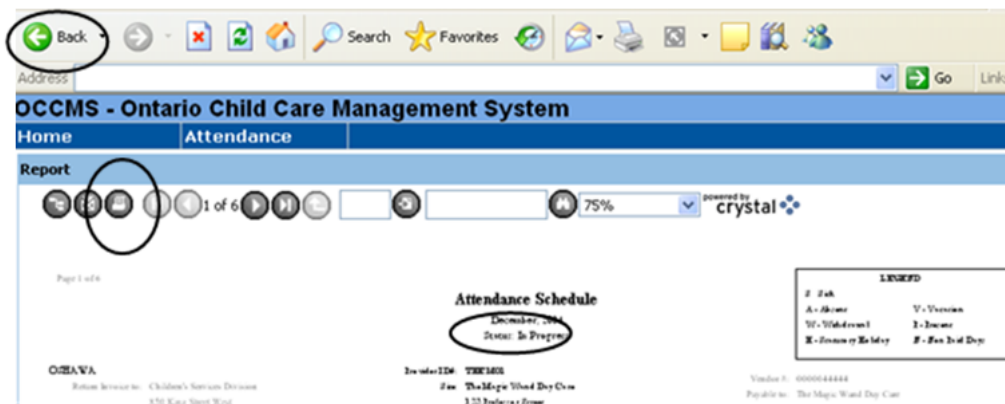
	Child ID	Name	Age	Care Code	Approval Rate	Parent Contrib.	Muni. Contrib.	P	V	S	A	W	H
Select*	BACHE15020301	Bachelor, Ingrid	1y 10m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BARR 22120301	Barr, Roxanne	1y 0m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BELL 20119601	Bell, Jennifer	8y 1m	SA	\$12.00	\$2.50	\$9.50	21	0	0	0	0	2
Select*	BELL 20119601	Bell, Jennifer	8y 1m	SF10	\$30.25	\$2.50	\$27.75	0	0	0	0	0	0
Select*	BELL 20119601	Bell, Jennifer	8y 1m	WSF	\$30.00	\$2.50	\$27.50	0	0	0	0	0	0
Select*	BIRD 14110201	Bird, Daniel	2y 1m	TF	\$33.00	\$2.50	\$30.50	18	0	0	0	0	1
Select*	CRAWF01110101	Crawford, Cindy	3y 1m	PF	\$30.00	\$2.50	\$27.50	21	0	0	0	0	2
Select*	DAVID20110101	Davidson, Harley	3y 1m	PF	\$30.00	\$0.00	\$30.00	21	0	0	0	0	2
Select*	DEE 03120001	Dee, Brenda	4y 0m	PF12	\$41.50	\$11.73	\$29.77	21	0	0	0	0	2
Select*	GLOVE24120301	Glover, Trevor	1y 0m	IF	\$38.00	\$0.00	\$38.00	21	0	0	0	0	2

Vacancies

Comments

Save Cancel Preview Attendance Completed

15. Print this report by selecting the 'Print' icon located under the 'Report' title. To return to the 'Child's Attendance' screen, select your browser's 'Back' button.



16. Complete the attendance schedule. After the attendance has been updated for all children, select 'Completed' on the 'Children' screen.

**Edit Site Attendance - The Magic Wand Day Care - December 2004**

Completed By:  Date Completed:

Verified By:  Date Verified:

**Children (\* - Attendance not updated)**

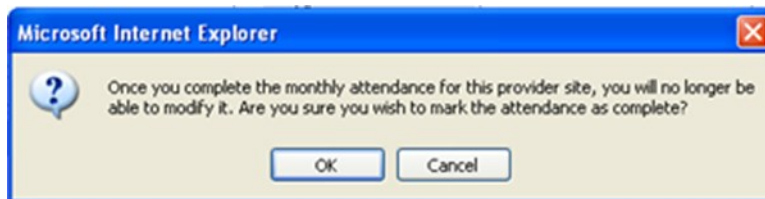
	Child ID	Name	Age	Care Code	Approval Rate	Parent Contrib.	Muni. Contrib.	P	V	S	A	W	H
Select*	BACHE15020301	Bachelor, Ingrid	1y 10m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BARR 22120301	Barr, Roxanne	1y 0m	IF	\$38.00	\$2.50	\$35.50	21	0	0	0	0	2
Select*	BELL 20119601	Bell, Jennifer	8y 1m	SA	\$12.00	\$2.50	\$9.50	21	0	0	0	0	2
Select*	BELL 20119601	Bell, Jennifer	8y 1m	SF10	\$30.25	\$2.50	\$27.75	0	0	0	0	0	0
Select*	BELL 20119601	Bell, Jennifer	8y 1m	WSF	\$30.00	\$2.50	\$27.50	0	0	0	0	0	0
Select*	BIRD 14110201	Bird, Daniel	2y 1m	TF	\$33.00	\$2.50	\$30.50	18	0	0	0	0	1
Select*	CRAWF01110101	Crawford, Cindy	3y 1m	PF	\$30.00	\$2.50	\$27.50	21	0	0	0	0	2
Select*	DAVID20110101	Davidson, Harley	3y 1m	PF	\$30.00	\$0.00	\$30.00	21	0	0	0	0	2
Select*	DEE 03120001	Dee, Brenda	4y 0m	PF12	\$41.50	\$11.73	\$29.77	21	0	0	0	0	2
Select*	GLOVE24120301	Glover, Trevor	1y 0m	IF	\$38.00	\$0.00	\$38.00	21	0	0	0	0	2

**Vacancies**

**Comments**

Save Cancel Preview Attendance **Completed**

The following dialog appears:



17. Select 'OK' if finished. OCCMS logs the user name, and the date and time, that the record of attendance was completed on the attendance record. In order for payment to be processed, the attendance record must indicate 'Completed'. When completed, check to confirm the service providers authorizing agent's name appears in the 'Completed By' cell. The 'Date Completed' will populate with the date and time. If this information is not visible, the data did not send.

**Edit Site Attendance - The Magic Wand Day Care - December 2004**

Completed By:  Date Completed:

Verified By:  Date Verified:

**Children (\* - Attendance not updated)**

1 2 3 4 5

	Child ID	Name	Age	Care Code	Approval Rate	Parent Contrib.	Muni. Contrib.	P	V	S	A	W	H
--	----------	------	-----	-----------	---------------	-----------------	----------------	---	---	---	---	---	---

18. To print the completed attendance, select the 'Site' and then select 'Preview Attendance' on the 'Children' screen. Selecting 'Preview Attendance' identifies who from the child care agency, completed the record of attendance and on what date it was completed.

[illegible]



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

**Title: Managing Attendance Website Users and User Rights**

**Policy #: 4-110**

**Page #: 1 of 2**

**Effective Date: Jan 2014**

**Revised Date: Jan 2019**

## 1. Policy

The Head Office Administrator designates rights and signing authority by assigning users in the Ontario Child Care Management System (OCCMS), and assumes legal responsibility for the information provided and confidentiality by the users.

## 2. Procedure

The Head Office Administrator adds alternate Head Office Administrators to complete the attendance.

Head Office Administrators are able to:

- Add new Head Office Administrators, Head Office Users and Site Users
- Complete the record of attendance
- View and print attendance schedules
- View and print centre payment detail summary
- Reset user passwords

## 3. Head Office Administrator: Adding new users

The following steps explain how a Head Office Administrator adds new users and assigns user rights. A user that has been assigned user rights has access to all sites within the Head Office.

Steps:

1. In the 'Welcome' screen, select 'Admin', and then select 'Users'. The 'User List-All' screen appears.



2. To add a Head Office Administrator, Head Office User or Site User, select 'Add New User.' The following 'New User' screen appears.



3. Complete each field (\* fields are mandatory), and then select 'Save'.
  - User names must be unique. If you enter a user name that has already been assigned, you are prompted to enter a different name
  - Try to select a user name that will be easy to remember (e.g. last name, first initial)
  - You must use the following format when entering phone numbers: (905) 896-7777
4. Repeat these steps for each new user.

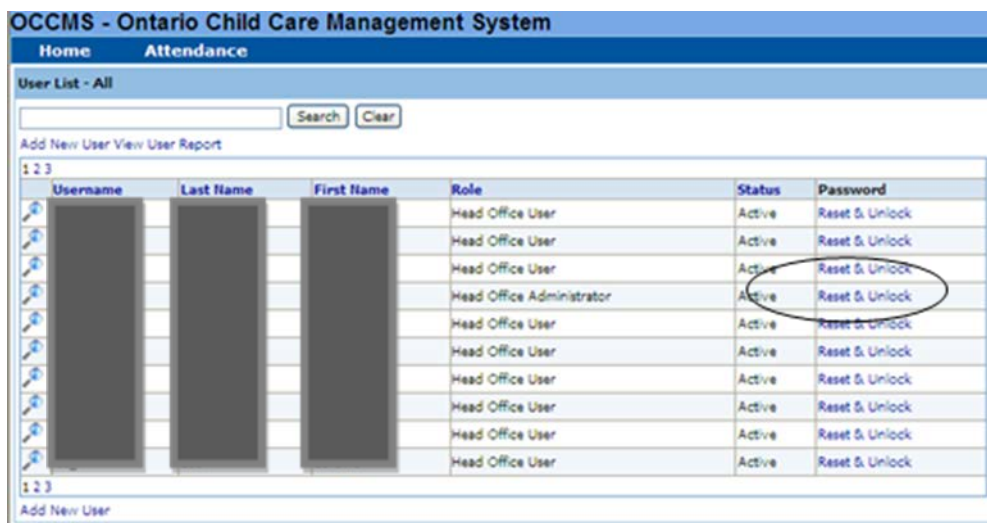
#### 4. Head Office Administrator: Resetting passwords

The Head Office Administrator or the Children's Services, Business Technology Coordinator has OCCMS rights to reset user passwords.

The Head Office Administrator must follow these steps to reset a password.

Steps:

1. In the 'Welcome to OCCMS screen', select 'Admin' and then select 'Users'. The 'User List-All' appears.
2. For the user whose password you need to reset, select 'Reset & Unlock' in the password column.



Username	Last Name	First Name	Role	Status	Password
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office Administrator	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock
			Head Office User	Active	Reset & Unlock

3. Verify the prompt by selecting 'OK'. A message will appear that verifies that the password has been reset with the new default password. Select 'Send Email' and the password is emailed to the user's email address.

#### 5. Head Office Administrator: Removing user access

The Head Office Administrator has OCCMS rights to remove user access. The Head Office Administrator must follow these steps to remove user access:

1. In the 'Welcome OCCMS screen', select 'Admin' and then select 'Users'. The 'User List-All' appears.
2. For the user who you need to remove access for, select the magnifying glass to open user's screen.
3. Select 'status', choose 'inactive' from drop down list.
4. Select 'save'.



# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

<b>Title: Signing into Attendance Website</b>	
<b>Policy #: 4-120</b>	<b>Page #: 1 of 4</b>
<b>Effective Date: Jan 2014</b>	<b>Revised Date: Jan 2019</b>

#### 1. Policy

The Head Office Administrator designates rights and signing authority by assigning users in the Ontario Child Care Management System (OCCMS). To comply with confidentiality standards users must not share their user name and password. To ensure confidentiality users should sign out when exiting the website.

#### 2. Procedure

Training must be arranged with the Children's Services, Business Technology Coordinator for all new users to ensure consistency, and understanding of policies and the attendance recording process prior to completing attendance.

#### 3. Signing in - New user

Steps:

1. Select the 'OCCMS' web link. The OCCMS sign-in screen appears.

2. In the 'User Name' field, enter the user name given to you by the Head Office Administrator or the Children's Services, Business Technology Coordinator. Refer to 4-100 Managing Attendance Website Users and User Rights.
3. In the 'Password' field, enter the default password that is identified in the user's email previously sent by the Head Office Administrator or the Children's Services, Business Technology Co-ordinator.
4. Select 'Sign In'. The 'Please change your password' screen appears.



5. Enter a 'New password' and re-type it in the verify password field.
  - Passwords must be a minimum of six and a maximum of 10 characters
  - Passwords are case sensitive
  - Try to select a password that will be easy to remember
6. Select 'Sign In'. The 'Welcome to OCCMS' screen appears.

#### 4. Signing in - After password reset

This procedure is for existing users that have had their system locked due to for consecutive incorrect password entries. If the users are new and signing in for the first time, refer to the section above 'Signing In - New User'. When the system is locked, a message will appear that will identify that the system is locked, and the user is to contact the staff with 'Head Office Administrator' or 'Head Office User' rights to have their password reset. Refer to 4-100 Managing Attendance Users and User Rights. After a reset, the user must follow the following steps, in order to sign into the system and set their password.

Steps:

1. Select the 'OCCMS' web link. The OCCMS sign-in screen appears.

2. In the 'User name' field, enter the user name given to you by the Head Office Administrator or the Children's Services, Business Technology Coordinator. All new users must contact their assigned OCCMS Head Office Administrator to request access.

3. In the 'Password' field, enter the default password that is identified in the user's email previously sent by the Head Office Administrator or the Children's Services, Business Technology Co-ordinator.
4. Select 'Sign In'. The 'Please change your password' screen appears.

**OCCMS - Ontario Child Care Management System**

Home Attendance Admin

Please change your password

New Password:  \*

Verify Password:  \*

Sign In

Items that need attention:

- New Password is required
- Verify Password is required

5. Enter a 'New password' and re-type it in the verify password field.
  - Passwords must be a minimum of six and a maximum of 10 characters
  - Passwords are case sensitive
  - Try to select a password that will be easy to remember
6. Select sign in; the 'Welcome to OCCMS' screen appears.

**OCCMS - Ontario Child Care Management System** Sign Out

Home Attendance Admin

Welcome to OCCMS.

## 5. Signing in - Users with a set password

This procedure is for users that have already set their own password. If the user is new and signing in for the first time, refer to section: 'Signing In: New User'. If the user has had the system locked and required their password to be reset, refer to section: 'After Password Reset'.

Steps:

1. Select the "OCCMS" web link. The OCCMS sign-in screen appears.



**Welcome to OCCMS**



**Ontario Child Care Management System**

**Sign In**

Username:

Password:

☐ Change my password. ☐ Sign me in automatically.

[Sign In](#)

Items that need attention:

- Username is required
- Password is required

2. In the 'User name' field, enter the user name given to you by the Head Office Administrator or the Children's Services, Business Technology Coordinator.
3. In the 'Password' field, enter your password. Passwords are not to be shared.
4. The system will lock a user out after three consecutive incorrect password entries. The user must contact the organization's assigned OCCMS Head Office Administrator or the Children's Services, Business Technology Coordinator to request their password to be reset. Refer to 4-100 Managing Attendance Website Users and User Rights. After a reset, the user must then refer to the section above 'Signing In - After Password Reset'.
5. Select 'Sign In'. The 'Welcome to OCCMS' screen appears.





# The Regional Municipality of Durham

## Social Services Department

### Children's Services Payment Policies and Procedures Manual

**Title: Identifying Child's Attendance and Payment**

**Policy #: 4-130**

**Page #: 1 of 2**

**Effective Date: Jan 2014**

**Revised Date: Jan 2019**

## 1. Policy

Parents/guardians must be working, attending school, participating in an approved activity under Ontario Works regulations, have a recognized need for relief care, or have a child with special or social needs. The number of hours approved for care is based on the parent's situation. Changes to the approved enrolment or attendance must be pre-approved by the Caseworker prior to the billing process, in order to receive payment.

## 2. Procedure

The attendance for each day is entered in the appropriate care code. The daily attendance is to be recorded only once for a child that has several attendance codes.

Review entries to ensure days that are indicated when payment is expected. A 'Non- Paid-N' day is required as an entry when payment is not expected.

Days that are not identified with a 'Schedule: P', are considered as non-scheduled days. When an entry is made on these days a comment is mandatory to identify the reason for the non-scheduled attendance. In the case of varied enrolment, where a schedule cannot be generated, refer to 4-030 Enrolled Days.

October 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1 Schedule: P Present	2 Schedule: P Present	3 Schedule: P Present	4 Schedule: P Present	5 Schedule: P Present	6
7	8 Schedule: H Holiday-Stat	9 Schedule: P Present	10 Schedule: P Absent	11 Schedule: P Present	12 Schedule: P Present	13
14	15 Schedule: P Present	16 Schedule: P Present	17 End Date Holiday-Stat Non Paid Other Paid Present	18 Schedule: P Present	19 Schedule: P Present	20
21	22 Schedule: P Present	23 Schedule: P Present	24	25 Schedule: P Present	26 Schedule: P Present	27
28	29 Schedule: P Present	30 Schedule: P Present	31 Sick Vacation Withdrawal			
4	5	6	7	8	9	10

Comments

**Care code:** Identifies the type of care. A child's monthly attendance can have multiple care codes. When entering the attendance ensure the attendance is recorded using the appropriate attendance care code. For example, 'PF' identifies full-day care and full-day payment is required on the days recorded.

**Schedule P:** The 'Schedule: P' represents the child's schedule according to the caseworkers approval for the type of care selected (e.g.'PF').

**Present:** Drop-down box defaults as 'Present' with alternate attendance reporting selections. The service provider selects from the drop-down selection to change according to the child's

actual attendance. Always ensure the day is identified for payment once when a child is approved for multiple codes.

**Blank:** Days that have not been identified with a 'Schedule: P' reflect days that are not approved or non-scheduled days for care. In cases when the child's approved days are not consistent a pre-populated, 'Schedule: P' will not appear. The service provider enters 'Present' according to the parameters for the type of care and frequency as determined in the child's placement approval letter. This approval must be in place before days are changed to a 'Present' day. Refer to 4-030 Enrolled Days.

**Non-Paid:** Days that have been identified with a 'Schedule: P' or 'Schedule: H', but payment is not expected, must be identified with the 'Non-Paid-N' and payment will not be made. Days not eligible for payment according to policies must be identified as a 'Non-Paid-N' day. Days that have not been identified with a 'Schedule: P', and payment is not expected, are to remain blank.

**Sick/Vacation/Absent:** When a child did not attend due to illness, absence or vacation, the appropriate non-attended selection is required. Refer to 4-060 Absent, Sick, Vacation, Non-Paid Days.

**Schedule H:** Recognized designated days are determined by Children's Services. Refer to 4-040 Statutory Holidays/Designated Days. A 'Schedule: H' will be populated according to the Caseworker's approved schedule, and according to the type of care normally provided on that day.

**Holiday-Stat:** When a 'Schedule: H' is not pre-populated, and the child would normally attend this day, select the care code normally provided on that day and replace the blank day by selecting 'Holiday-Stat' from the drop-down selection. Always ensure the day is identified for payment once when a child is approved for multiple codes.

**Withdrawn-W:** A 'Withdrawn-W' is entered to identify the last day of payment. Refer to 4-060 Absent, Sick, Vacation, Non-Paid Days; 2-040 Withdrawals.

**Schedule-E:** The 'Schedule E' identifies the last scheduled day under this care code and is paid as a Present day (P). The 'Schedule E' code is system generated and is not to be selected by an operator. No further payment under this care code would be approved for days that exceed the 'Schedule E' date.

**Other-O:** Not to be used by the operator.



# The Regional Municipality of Durham

Social Services Department

Children's Services Policy Manual

**Title: Centre Payment Detail Summary**

**Policy #: 4-140**

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**Effective Date: Jan 2014**

**Revised Date:**

## 1. Policy

The Centre Payment Detail Summary Report provides fee subsidy payment details for the month's attendance record. The report contains the payment details for each child and for all sites within the Head Office, and is used when reconciling fee subsidy payments. Discrepancies must be reported within 60 days of payment. Refer to 4-020 Payment Reconciliation.

## 2. Procedure

Staff with Head Office Administrator and Head Office User rights (refer to 4-100 Managing Attendance Website Users and User Rights) can view and/or print their "Centre Payment Detail Summary" report when the "View Centre Payment Detail Summary" field is enabled as shown below. This summary is usually available mid-month or when you receive your electronic deposit slip.

The record of attendance web feature allows child care operators to review payment records online. Attendance and payment records can easily be retrieved for a maximum of seven years after they have been generated.

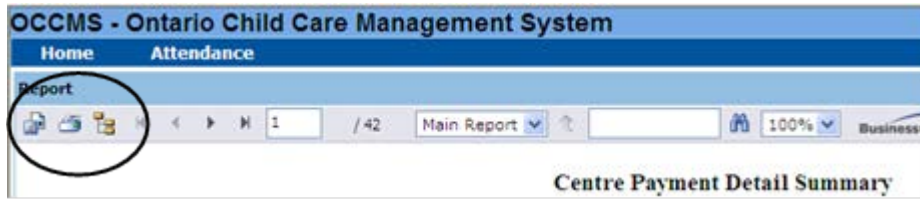
A printed copy can be obtained using the view/print payment detail summary option.

1. Select "Attendance"
2. Select "View Centre Payment Detail Summary"

3. Select your sort option choice from the drop-down menu

4. Select "OK"

5. Select the Print icon



Remember to "Sign Out" when exiting the website.