



City of Cornwall Children's Services Division

Child Care Business Practice Guideline 2025

**For Child Care Service Operators enrolled in
the Canada Wide Early Learning and Child
Care System (CWELCC)**



January 2025

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Introduction

The City of Cornwall Children's Services Division is the designated Service System Manager for Child Care and the Early Years for Cornwall and the Counties of Stormont, Dundas and Glengarry. As such, the Children's Services Division has set out policies and guidelines, contained within this document, which must be followed by all child care operators who access funding through the Division.

This guideline document has been created to support Boards of Directors and Child Care Management staff in understanding parameters around the funding they receive as well as in understanding the various supports that are available to their organizations. As such, this document will be shared electronically with Executive Directors, Supervisors and Board members on an annual basis and at any such time that the document has been updated.

The Child Care Service Operator must ensure that all programs will be delivered adhering to appropriate legislation and/or quality assurance program. In particular, the terms of the Child Care and Early Years Act, 2014 (CCEYA), Early Childhood Educators Act (ECEA), and the Education Act, and any other requirements as set out by the province of Ontario.

In order to support Children's Services in supporting and understanding the operations of each program, it is a requirement that every child care operator complete and submit the 'Information Submission Package' by February 28th annually. Please refer to Appendix A at the end of this document.

Policies

As Service System Manager, the City of Cornwall Children's Services Division must ensure that appropriate policies and procedures are in place. In addition to policies that are mandated through legislation (CCEYA, 2014), child care operators who receive funding through the City must also adhere to the following policies:

- Serious incident reporting
- Conflict of Interest

Serious Incident Reporting

As per the CCEYA, 2014 child care operators are required to complete Serious Occurrence reports through the Child Care Licensing System (CCLS). As the service system manager, the Children's Services Manager has access to these serious occurrence reports, as well as all submitted updates. Child care operators must provide the City with additional updates, as requested. It is the responsibility of the Children's Services Division to keep elected officials up to date on relevant community information.

At times, other serious incidents may occur that are not required to be reported through CCLS. These serious incidents must be reported directly to the Children's Services Manager via email at kgreaves@cornwall.ca.

Serious incidents that must be reported to the service system manager include:

- Breach of confidentiality involving a fee subsidy client or City employee
- Incidents that may result in media attention

Conflict of Interest

It is important for the public that service operators accessing Ministry of Education funds distributed by the City of Cornwall are being well managed. Situations occur where a person or business interest dealing with service provider has a conflict of interest that could damage public confidence in our programs. The following definition shall be used when determining if there is a conflict of interest.

Conflict of interest is a situation where the other personal or business interests of a party are in conflict with the best interests of the child care operation. A conflict of interest may occur under the following 2 circumstances:

1. *a direct or indirect personal gain or benefit is given or received by a party, or a family member of a party, or*
2. *a direct or indirect advantage or privilege is given to or received by a party, or a family member of a party*

Service operators must closely monitor their relationships, arrangements, contracts and agreements and not engage in any that may result in a conflict of interest.

Service operators must advise the Children's Services Division immediately should a conflict of interest arise.

Funding

The City of Cornwall enters into service contract agreements with existing non-profit child care operators on an annual basis. Child Care Operators who have a purchase of service agreement with the City of Cornwall may be eligible to receive financial supports including:

- CWELCC Cost-Based Funding for the 0-5 Age Groups
- Provincial Wage Enhancement Grant for the 6 to 12 Age Groups
- CWELCC Workforce Compensation for the 6 to 12 Age Groups
- General Operating Grant for the 6-12 Age Groups
- Professional Learning Funding
- Pay Equity, if applicable
- Enhanced Support Funding

Funding provided to the child care operators is reconciled on a quarterly and/or annual basis through reporting templates provided by the Children's Services division. Adjustments for overpayments or underpayments are applied after each reporting period. Funding not spent for its intended purpose is recovered by the Corporation. Child Care Operators in receipt of funding are required to submit to the Children's Services division audited financial statements on an annual basis to verify that all funds received have been used for the purpose intended.

Guidelines for funding related to fee subsidy, capacity building applications and enhanced support are outlined within this document.

Contract and Funding Conditions

As the designated Service System Manager for Child Care and the Early Years Services, Children's Services provides funding to Child Care programs throughout Cornwall and SD&G. As such, it is the responsibility of the Children's Services department to ensure that processes are in place to ensure that funding is used in a responsible manner, that supports current legislation, regulations and policies, including this guideline document. Through on-going monitoring, support and reconciliation processes, the Children's services division will ensure that programs receiving funding are:

- Financially and operationally viable
- Providing inclusive environments
- Providing quality programming
- Consistently adhering to Ministry of Education licensing requirements

When programs are identified as having difficulty in maintaining the above stated requirements, Children's Services will engage with the program and its operator to support them in coming back into alignment. Should the program and/or its operator refuse support or despite the support is not able to stay aligned, Children's Services will impose conditions and/or penalties such as:

- Requiring the program and its' operator to accept direction and support from the Children's Services division.
- Withholding funding payments until all requirements have been met.
- Limiting expansion of programs that receive funding from the Children's Services division.
- Terminating the service contract, only in extreme cases.

Financial and Operational Viability

Programs will be regularly monitored for financial and operational viability through:

- Financial reconciliation reporting, including the ability to submit reporting by the established deadlines.
- Monitoring long-term vacancies, both staffing and children
- Ability of program to plan for and adapt to changes in legislation, policies and the needs of their clientele.

Providing Inclusive Environments

Programs will be regularly monitored for their ability to provide inclusive environments through:

- Submission of Inclusion Plans, including following their inclusion plans.
- Licensing history, including the monitoring of compliance orders.
- Complaints from clients related to a lack of inclusiveness.
- Monitoring the number of children and families who are refused care or limited in the hours of care that they can access, including the steps taken by the program

to avoid terminating/refusing care to a child or limiting the hours of access to the program.

Providing Quality Programming

Programs will be regularly monitored for quality programming through:

- Licensing history, including the monitoring of compliance orders.
- Monitoring the number of complaints, and number of serious occurrences related to quality.
- Monitoring of Health inspections and any notices given by the Eastern Ontario Health Unit, Fire Department or any other regulatory body.

Adhering to Licensing Requirements

Programs will be regularly monitored for licensing requirements through:

- Monitoring license renewals, including conditions listed on the license.
- Licensing history, including monitoring of compliance orders, serious occurrences and complaints.

The Children's Services team strives to support all child care programs to be successful. Programs and/or operators are encouraged to reach out for support as needed. Support may include:

- Advice and/or clarification on policies.
- Training, if applicable.
- Attendance at a Board of Directors meeting, upon invitation.



CWELCC Cost-Based Funding for the 0-5 Age Groups

Participation in the CWELCC System enables licensees to be funded under cost-based funding. Licensees in receipt of cost-based funding must comply with the requirements of both the Provincial Wage Enhancement program and CWELCC Workforce Compensation, as well as adhere to the specified fee reduction guidelines.

Child Care Operators who are enrolled in the CWELCC program will receive cost-based funding as outlined in the Ministry of Education's "Cost-Based Funding Guideline". The cost-based funding approach is structured to support licensees with program costs including:

- **recurring costs** which are costs incurred for the licensees daily operations such as wages, food, and accommodation
 - Pay Equity, Provincial Wage Enhancement and CWELCC Workforce compensation obligations must be met through this funding.
- and **non-recurring costs** which include costs for minor repairs to capital infrastructure and costs to replace, enhance, or purchase minor capital assets for regular operation (such as kitchen or HVAC equipment).

Licensees must clearly indicate in their parent handbook that their program is enrolled in the CWELCC system.

Licensees must maintain existing (pre-CWELCC System announcement on March 28, 2022) licensed spaces for eligible children. Licensees may not convert any existing spaces for eligible children to other age groups (e.g., converting infant spaces to toddler, or infant spaces to kindergarten). This includes moving between alternate licensed capacities without prior approval from the Children's Services department.

Licensees must complete the annual Licensed Child Care Operations Survey, as required by the Ministry under O. Reg. 137/15.

The CWELCC cost-based funding is intended to support the operation programs with respect to eligible costs, incurred in the calendar year, up to a maximum amount of funding determined by the Ministry's formula described in the *Ontario Child Care and Early Years Funding Guidelines: Chapter 2, Division 2: CWELCC Cost-Based Funding Guideline*.

Eligible Costs

Costs incurred by Licensees will be evaluated based on the following criteria to determine if they are eligible under the CWELCC cost-based funding framework.

- Attributable to the provision of child care included in the base fee for eligible children.
- Appropriate for the provision of child care for eligible children; and,
- Reasonable in quality and amount, having regard to all the relevant circumstances.

"Attributable" and "appropriate" determine whether a licensee's cost is, by nature, eligible for CWELCC funding, while the "reasonableness" of a cost determines whether the quality and amount (that is, in full or partial amount) of that cost is eligible for coverage.

Licensees who are unsure if a cost is eligible should reach out to the Children's Services Division for confirmation by emailing cs-reporting@cornwall.ca before incurring the cost.

It is expected that Child Care Operators create and maintain an asset management plan to ensure that they can appropriately financially plan for the repair and or replacement of equipment and assets. Child Care Operators may apply for additional funding for unanticipated and extraordinary expenses that fall outside of their asset management plan. Approval for this type of request will be subject to the availability of funding.

Licensees in receipt of cost-based funding must adhere to the following requirements:

- Fee Reduction Requirement
- Provincial Wage Enhancement Requirement
- Workforce Compensation Requirement

Funding for the 6 to 12 Age Groups

CWELCC enrolled licensees and licensees exclusively serving the 6 to 12 age groups who have a Purchase of Service agreement with the Municipality are eligible to receive the following funding:

- Provincial Wage Enhancement Grant
- CWELCC Workforce Compensation
- General Operating Grant
- Professional Learning Funding
- Pay Equity, if applicable
- Enhanced Support Funding

Licensees in receipt of the above funding must adhere to the CWELCC fee reduction requirement .

Fee Reduction Requirement

All CWELCC enrolled licensees are required to adhere to the fee reduction requirements of the CWELCC system:

- Licensees' base fees for eligible children must be determined in accordance with the requirements set out in O. Reg. 137/15 under the CCEYA.
- Beginning January 1, 2025, base fees for eligible children are capped at \$22 per day.

Fees during a closure period

- Licensees must not close for more than 2 consecutive weeks and must not close for more than 4 weeks within a calendar year while the licensee is receiving full funding from the CWELCC System. This includes statutory holidays; if a licensee charges fees to parents/guardians for a statutory holiday closure, the statutory holiday would count towards the closure limits.
 - Note: For closures due to events outside a licensee's control (i.e., natural disaster/weather event, pandemic, school board strike) the days of closure are not counted towards the two consecutive weeks or four total weeks of closure condition.

Funding Streams

Wage Enhancement

Licensees must provide Wage Enhancement grants to eligible child care program staff whose positions can be counted toward adult to child ratios under the *Child Care Early Years Act (CCEYA)* working in all licensed child care centres including:

- Registered Early Childhood Educators (RECEs);
- Program staff; and
- Supervisors

Child Care Operators must clearly indicate on program staff paycheques the portion of funding that is being provided through the wage enhancement funding labeled as “Provincial child care wage enhancement”.

Full Wage Enhancement Entitlement

To be eligible to receive the full wage enhancement, an eligible position must have an associated base wage, excluding prior year’s wage enhancement, of \$30.81 or less per hour (\$2 or more below the wage cap of \$32.81);

Partial Wage Enhancement Entitlement

Where an eligible position has an associated wage rate, excluding the previous year’s wage enhancement, that is between \$30.82 and \$32.80 per hour, that position is eligible for partial wage enhancement to increase the wage to \$32.81 per hour.

Ineligible Positions (Non-Program Staff)

- Cook, custodial and other non-program staff positions are not eligible for wage enhancement funding.
- Enhanced Support staff are not eligible for wage enhancement funding;
- The only exception to this provision is if at least 25% of the non-program staff position is used to support *CCEYA* ratio requirements; in which case the staff would be eligible for a partial wage enhancement funding to be prorated for the time spent in the eligible position.

CWELCC Workforce Compensation

Workforce compensation funding supports recruitment and retention of the child care workforce through improved compensation for lower-wage earners. It includes:

- compensation enhancements for registered early childhood educator (RECE) staff (annual wage and wage floor increases) and
- support to licensees for non-RECE staff (minimum wage offset).
- Workforce compensation funding must be considered in addition to and not reduce other planned compensation increases for eligible staff. For example, the wage floor and annual wage increase cannot be used to reduce planned merit increases for eligible staff.

- Licensees must include workforce compensation payments in each pay cheque or payment made to eligible RECE staff.
- As new eligible RECE staff are hired, Licensees are required to share in writing, information about the wage floor and annual wage increase with eligible RECE staff.

Annual Wage and Wage Floor Increases:

Licensees must provide annual wage and wage floor increases to eligible RECE staff including:

- RECE Program Staff
- RECE Child Care Supervisors

The annual wage and wage floor increases do not apply to non-RECE program staff and non-program staff.

- If non-program staff who are RECEs and whose positions require them to spend at least 25% of their time supporting ratio requirements under O. Reg. 137/15 are eligible for annual wage and wage floor increases for the hours that they are supporting ratio requirements.
- Program staff, or child care supervisors that are director-approved to be employed in these positions, but do not have a RECE designation, are not eligible for the wage floor or annual wage increase supported by workforce compensation funding.

Annual Wage Increase and Wage Eligibility Ceiling:

Licensees must provide eligible staff earning less than the wage eligibility ceiling with an annual wage increase of up to \$1 per hour plus 17.5% in benefits (applied only to the wage increase amount).

- The annual wage increase is compounded year-over-year, up to the wage eligibility ceiling for the calendar year.
- The wage eligibility ceiling for 2025 is:
 - \$27.00 for RECE Program Staff
 - \$30.00 for RECE Child care Supervisors

Wage Floor increases:

Licensees are required to bring the wage of all eligible RECE staff up to the wage floor of the given calendar year.

- The wage floor for 2025 is:
 - \$24.86 for RECE Program Staff
 - \$25.86 for RECE Child Care Supervisors

Order of Operations

The following order of operations must be followed when determining wage supports:

1. Base wage (including minimum wage obligations or any employer-based wage improvements such as obligations from collective agreements);
2. General operating funding used to support wage improvements (other than WEG and workforce compensation);
3. WEG (up to \$2 per hour, up to a maximum wage of \$32.81 per hour as per Part 2 of this guideline chapter);
4. Workforce compensation annual wage increases of up to \$1 per hour, compounded year-over-year, up to the wage eligibility ceiling for the calendar year; and
5. Workforce compensation incremental amount to reach the wage floor for the calendar year, if applicable.

Minimum Wage Offset

To be eligible for minimum wage offset funding, Licensees must employ Non-RECE staff including:

- Non-RECE Program Staff
- Non-RECE Child Care Supervisors

The minimum wage offset funding does not apply to non-program staff.

- If non-program staff who are Non-RECEs and whose positions require them to spend at least 25% of their time supporting ratio requirements under O. Reg. 137/15 are eligible for annual wage and wage floor increases for the hours that they are supporting ratio requirements.

To be eligible for a minimum wage offset, licensees must employ eligible Non-RECE staff in positions that were earning:

- less than \$15.50 per hour (not including WEG funding) before October 1, 2022; and/or
- less than \$16.55 per hour (not including WEG funding) before October 1, 2023. Positions created after October 1, 2023, are not eligible for the minimum wage offset.

For 2025, minimum wage offset is being held at current levels. The incremental funding amount will continue to be funded for 2025 for those that received the funding in 2024. No funding above 2024 amounts will be provided.

General Operating Grant for the 6-12 Age Groups

Licensed, non-profit operators currently in the child care system that serve the 6 to 12 age groups and that have a service contract with the City are eligible to receive general operating grant funding.

The purpose of the General Operating Grant funding is to support the costs of operating non-profit licensed child care programs in order to reduce wait times and fees for services, stabilize service levels, and where funds allow, improve access to high quality affordable early learning and child care services for children and families.

Upon request, child care operators must demonstrate to the City how the above noted key considerations are being supported with the general operating allocation.

Eligibility Criteria

The City recognizes and values the important role of non-profit child care operators in the provision of quality child care services for children and families. Providing ongoing support to this sector is a key factor of the general operating expense category. As a result, the City of Cornwall will allocate general operating funds solely to licensed non-profit programs who serve the 6 to 12 age groups.

General operating funds will be distributed as per the following 2 factors:

1. To support existing non-profit licensed child care operators serving the 6 to 12 age groups that have a current service contract with the City of Cornwall.
2. To home child care providers that have a service contract with the City of Cornwall's Home Child Care Agency.

Child care operators are required to demonstrate to the City that they are able to meet their minimum wage and mandatory benefits requirements without operating funding in order to qualify for funding.

Child Care Service Operators must have prior written approval by the City of Cornwall Children's Services Division in order to increase licensed capacity. No general operating funds will be provided for spaces where the operator failed to obtain the consent of the City.

Licensees must report changes to their operating capacity, as well as of any potential sale, transfer or closure of business operations to the Children's Services Department. The Children's Services Department may adjust funding levels to reflect any changes in operation.

Implementation

General Operating Grant funding will be distributed to child care centres based on the following 4 factors:

1. Operating Capacity: The number of children per age group the centre is able to accommodate based on current staffing levels;
2. Staff: Child ratio requirements for each age group;
3. Incentive for Francophone programs;

4. Incentive for programs that operate 24 hours a day;

General Operating Grant funding will be distributed to Home Child Care Providers based on the following 2 factors:

1. Number of children enrolled.
2. Number of days per week that services are provided.

The General Operating Grant may be adapted and/or changed to reflect changes in Municipal and/or Provincial policy and legislation and/or significant changes in local system needs.

The City of Cornwall may distribute year end General Operating Grant surplus according to identified individual agency operating pressures.

Allowable Expenses

General operating expense funding may be used for ongoing costs attributable to providing child care to the 6 to 12 age groups, including:

- Staff wages and benefits
- Compliance with Ontario codes and licensing requirements
- Lease and occupancy costs
- Utilities
- Administration
- Transportation for children
- Resources
- Nutrition
- Supplies
- Play-based materials and equipment
- Repairs and Maintenance
- Business transformation expenses

Wage enhancement funding may not be used to replace general operating funding provided to operators to support wages. Wage enhancement funding is to be provided in addition to existing staff wages, including general operating grants.

Inadmissible Expenses

The following 6 expenses are considered inadmissible:

1. Bonuses (including retiring bonuses), gifts and honoraria paid to staff are inadmissible expenses except for in the case that they are provided as a retroactive wage increase that will be maintained the following year;
2. Debt costs including principal and interest payments related to capital loans, mortgage financing, and operating loans;

3. Property taxes;
4. Non-arm's length transactions not transacted at fair market value.
5. Fees paid on behalf of staff for membership in professional organizations such as the College of Early Childhood Educators are inadmissible expenditures; and,
6. Any other expenditure not listed under the allowable expenses section.

Professional Learning Funding

Licensees in receipt of Professional Learning funding must provide a Professional Development day for their staff in 2025.

Some or all of the following priority areas are to be embedded into the development of the professional development day:

- Mental health and resilience training for staff
- Early years and child care pedagogical practices aligned with How Does Learning Happen?
- Anti-racism, diversity, equity and inclusion practices
- Incorporating Indigenous perspectives and pedagogies
- Supporting educators in building capacity to support children with special needs through inclusive practices
- Equity-based Communities of Practices (this is for Francophone and Indigenous communities)
- Strengthening management/administration skills for those in director/supervisory roles as well as those considering moving into these roles (for example, staff supervision, financial management, communication strategies)

Professional learning priorities should be offered in an integrated manner. For example, early years and child care pedagogical practices should be integrated with mental health and anti-racism and inclusive practices.

Licensees must implement approaches that minimize disruption for families, through timely communication to provide families with sufficient time to plan for alternate care on a professional learning day where programs will be closed (for example, eligible licensees should communicate the date of the professional learning day on their website or in the parent/guardian information board, choosing dates that typically have lower enrolment).

Pay Equity

Child care programs that have registered a Pay Equity Plan with the Pay Equity Commission are entitled to receive funding for the 1% base increase that they are required to make annually. The amount that programs are eligible for is calculated by the Ministry of Education and as the Consolidated Services Manager, the City of Cornwall distributes the funds accordingly.

Enhanced Support Funding

Beginning in 2025, Licensees will receive an annual allocation to hire enhanced support staff as needed throughout the calendar year to support the inclusion of all children. Licensees should consider the following factors when hiring and offering hours to Enhanced Support staff:

- The capacity and current support needs of the staff working in their program.
- Enrolment trends (for example, for programs offering school age care the number of hours children attend increases during school breaks such as summer and March Break).
- The needs of the children currently enrolled in their programs.

Licensees with unanticipated, extraordinary support needs should communicate with the Child Care Advisor assigned to their location. The Child Care Advisor will ensure that they are receiving the level of support required to ensure the inclusion of all children in their program.

Licensees in receipt of Enhanced Support funding must work collaboratively with the Children's Services Child Care Advisors and implement recommended strategies to support the inclusion of all children of all abilities.

The following conditions related to Enhanced Support funding must be followed:

- Licensees will hire non-ratio staff to work as enhanced support. Ideally the enhanced support staff will be an RECE. Should the program be unable to hire an RECE in this capacity, they should aim to hire someone with related education such as, but not limited to, a Child and Youth Worker. Should the program be unable to hire an RECE or someone with related education, they will hire enhanced support staff who, at minimum, has previous experience working in child care or early years programs.
- As enhanced support staff is not eligible for the Provincial Wage Enhancement Grant, the staff will be paid at a rate of no less than \$2 above the minimum wage rate in Ontario.
- Enhanced support is non-ratio staff and may be approved on a temporary basis to facilitate the participation and inclusion of all children in a program.
- Enhanced support staff are hired to be an extra 'set of hands' in a program to allow for the permanent program staff to work with the Child Care Advisors to develop, learn and implement strategies for the inclusion of all children in the program.
- Enhanced support staff will support the permanent program staff in implementing the daily program for all children, including but limited to: programming and supporting children in play based activities; observations and documentation; daily routines; as well as organize, arrange and maintain all required equipment.
- At no time should any staff, including the enhanced support staff, be assigned to work one-on-one with a child. Integration and therefore inclusion can only

happen when all children are included in the program and activities offered. Exception: A child or children who have physical and/or medical challenges that impact mobility and self-care will require some one-on-one support to be fully included in the program.

- Any additional costs incurred, above the funding allocation, will be the sole responsibility of the child care operator.
- Funding not used for its intended purpose will be recovered by the Corporation.

Child Care Fee Subsidy

The Child Care Fee Subsidy program helps eligible families pay for the cost of licensed child care for children enrolled in a CWELCC participating program, up to the age of 12 years. Child Care fee subsidy is an essential support for many families, helping them balance the demands of work and family while actively participating in the workforce or pursuing education or training.

To be eligible for child care fee subsidy, parents or legal guardians must be working, attending school or training, or be in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) employment benefits while participating in an approved activity. Child care fee subsidy may also be provided, at the discretion of the Children's Services staff, if the child has a recognized special or social need.

The amount of child care fee subsidy, if any, is determined using the Ministry mandated income test on the Ontario Child Care Management System (OCCMS). For families with children attending child care programs who are participating in the CWELCC program, the parental contribution for eligible children will be reduced according to provincial guidelines.

Eligible hours of child care are based on the parent's hours of work or school, as well as custody agreements.

Child Care fee subsidy will be approved as per the following definitions:

- **Full Day:** Services consisting of 6 or more hours of care (as per the Ministry of Education's definition of full day care).
- **Half Day:** Services consisting of less than 6 hours of care
- **Before and/or After School Care:** Services accessed prior to the start of the school day and/or after the end of a school day
- **Additional Days for School Aged Children,** as per full day and/or half day as listed above: to allow for children who normally attend care only for before and/or after school to access care on school breaks and snow days.
- **Varied Schedule:** Care is approved as a 'varied schedule' for families who do not work set shifts and therefore the days and hours that care is required will change from week to week. Based on the average number of hours that the parent(s) typically work, care will be approved for either 3 days per week or 5 days per week.

For child care centres who are closed on statutory holidays fee subsidy will only be paid if the child would have normally attended and only at the rate of their regular care code.

Fee subsidy for special needs and social referrals are given on a temporary part-time basis and are prioritized for children who are eligible for school in the upcoming school year.

Parents are also required to provide documentation as per Ministry guidelines and local policy to qualify for child care fee subsidy. Once a parent/guardian is deemed eligible to subsidized care for his/her child or children, he/she must continue to meet eligibility criteria to remain eligible for subsidy.

In order to receive Child Care Fee Subsidy, families will choose a CWELCC enrolled Child Care Program within the City of Cornwall and the United Counties of Stormont, Dundas and Glengarry that has available space and with a Program that has an existing "Purchase of Service Agreement" with the Corporation.

Children's Services Division Responsibilities

Child Care fee subsidy will be paid to the Child Care Service Operator as per the operator's posted daily rates. Daily rates are paid based on the age of the child.

The subsidy is provided to licensed child care programs on behalf of eligible families.

When a family is deemed eligible for child care fee subsidy, the Child Care Program will be notified and advised of the start date, the approved child care code, the approved schedule for attendance at the centre including the days and hours approved for care, and the parental contribution. Centres are not permitted to charge families more than the parent contribution as communicated by the City of Cornwall Children's Services staff.

If a family is determined by the City of Cornwall Children's Services staff to have "available income" to contribute towards the costs of the Child Care, the Child Care Program is responsible for the collection of this amount from the family.

Children's Services staff conducts ongoing reviews with families to verify continued eligibility and will inform the Child Care Program of any relevant changes to subsidy.

Child Care Operator Responsibilities

Child Care Service Operators are required to report attendance monthly, even if there are no children enrolled who are accessing child care fee subsidy. Authorized individuals within the Child Care Program must verify the actual days/times of attendance, as per the approved schedule, at the applicable child care program. This must be completed and submitted to the Corporation on or before the 10th day of each month to enable payment to the Child Care Program. Attendances not submitted by the end of January of the following calendar year will not be accepted. Once received, Children's Services will process and pay the attendance invoice by the second Thursday following submission.

The Child Care Service Operator is required to complete and update the operating capacity, wait list and vacancy sections when completing the monthly attendance report. Should the operator have no children enrolled accessing child care fee subsidy, the operating capacity, wait list and vacancy sections of the monthly attendance report must

still be completed.

Child care operators are required to monitor attendance and ensure the approved schedule is being followed. Should a family indicate to an operator a change in schedule, please direct them to communicate with their Case Manager for approval.

Attendance will only be approved as per the most recent Notification of Fee Subsidy form that has been sent to the centre. Should a client attend care outside of this schedule, it will be the center's responsibility to collect fees for any additional hours and/or days directly from the family.

Child care operators must inform Children's Services of all program closures, both planned and unplanned. Child care operators may not bill for days where they choose not to operate (for example, if an operator chooses not to operate between Christmas and New Year's, the operator cannot bill for these days).

The following attendance codes are to be used by the child care operator when completing the monthly attendance:

Attendance Type	Code	Description
Absent / Sick / Vacation	A	Used when a child does not attend on a scheduled day.
Withdrawal	W	Indicates last day for which the program will receive payment.
Statutory Holidays	H	Used on recognized Statutory Holidays and paid as per the regular care code, only if the child would have normally attended as per the most recent fee subsidy notification.
Present	P	Used when child attends a scheduled day, as per the most recent fee subsidy notification.
Non-Paid Days	N	Used when the centre plans a closure on a non-Statutory Holiday; a comment is required.
Other	O	Used for: <ul style="list-style-type: none">• Varied Schedules (example: family schedules only 2 of 3 approved varied days, third day is to be coded "O" with a note stating "varied schedule"), or• Unplanned closures (example: snow day or other extenuating circumstance); a comment is required.

All child care fees that are incurred by a family, when determined ineligible for child care fee subsidy will be the sole responsibility of the family and collection thereof will be the sole responsibility of the Child Care Program.

Unused allowed absences will follow the child from program to program and/or from service to service within the same calendar year only. Absenteeism includes sick days, vacation days, unexplained absent days and any days where the child is absent for any reasons and the Child Care Program receives payment from Children's Services. Unusual circumstances may be addressed through the Department Supervisor on a case-by-case basis.

Termination and Withdrawal from a Program

Five (5) consecutive days of absence without notice to the child care provider is considered to be "withdrawal without notice". The child care program shall notify Children's Services immediately of five (5) consecutive scheduled days of absence.

Where the Child Care Program is aware that a child, whose care is subsidized, will be withdrawn, the Child Care Program shall notify Children's Services immediately.

Children's Services staff will inform the child care operator in a timely manner of termination dates for child care fee subsidy should a family no longer need and/or qualify for child care fee subsidy.

Confidentiality

When applying for child care fee subsidy, clients consent to the exchange of information between the City of Cornwall Children's Services Division and their Child Care Provider for the purpose of determining a placement for their child(ren), as well as for attendance purposes. As such, Case Managers will not discuss clients' personal circumstances with the child care operator.

The CCEYA, 2014 outlines the personal information that child care operators must have on file for the children that are enrolled in their centres. This information is collected and shared with relevant staff to ensure the proper placement of the child(ren) as well as to ensure the health and safety of the children. Any additional personal information pertaining to the financial circumstances of a client, including if they are in receipt of child care fee subsidy, must not be shared with staff who are not responsible for submitting the monthly attendance reports to the City.

Capacity Building Funding

Capacity Building funding supports professional development opportunities that build the capacity of early years professionals who work in licensed child care settings. Capacity Building funding is available to licensed child care operators that have a current service contract with the City of Cornwall.

Application Process

Please refer to the following 3 components regarding the application process:

1. Applications will be accepted from child care operators that have a current service contract with the City of Cornwall.
2. Application forms can be obtained on the City of Cornwall website by visiting the following link: [Application Form](#)
3. Applicants will complete the appropriate application form and e-mail their

application(s) along with the applicable supporting documents to:
cs-specialpurpose@cornwall.ca

Please refer to the following 6 points of clarification regarding the application process.

1. Approved applications will receive confirmation of a funding allocation via e-mail.
2. All completed professional development require invoices marked paid in full to be submitted to the City of Cornwall along with proof of payment within 30 days. If an operator submits copies of invoices, they are required to keep on file the original invoices for a period of no less than 7 years.
3. Invoices not received within 30 days or by the end of January of the following calendar year for projects completed late in the current year, will result in the money being recovered by the City.
4. No further applications will be processed until the original invoices and other required documentation are received, as per municipal discretion.
5. Payment will be processed once invoices or approved lowest quotes are received and verified.
6. Payments will be issued by direct deposit.

Capacity Building funding is subject to the following 5 conditions:

1. Estimates and costs requested from the City must exclude HST rebates, discounts, etc.
2. Capacity Building events that are approved may not be substituted unless prior approval has been requested and granted through the City of Cornwall.
3. If there are any remaining funds after the purchase of items/services, this amount must be immediately reported to the City of Cornwall for reimbursement.
4. The operator will be responsible for the difference of any cost that exceeds the approved Capacity Building items/services allocation.
5. All Capacity Building Funding allocations must be spent by the operator by December 31st of each calendar year. All Capacity Building events/training must occur in the same calendar year that the money was received and spent.

Note: An application does not guarantee a funding allocation. Any financial or contractual agreement the Operator undertakes is at their own risk and the City takes no responsibility for any financial investments the Operator makes prior to entering into a contractual agreement.

Eligible Expenses

Capacity Building events hosted by the City of Cornwall Children's Services Division and other local events within the City of Cornwall, or the Counties of S.D. & G. will be prioritized for this funding stream. For Capacity Building events hosted by Children's

Services, it is an expectation that 72 hours' notice will be provided for any staff cancellations of attendance.

Applications for Capacity Building funds will be prioritized based on need and available funds.

Funding for staff will be approved only for professional development opportunities that directly support their role and/or at the discretion of the Children's Services Manager.

Allowable expenses may include the following 7 components:

1. Professional development opportunities that align with CCEYA regulations and Ministry policy (e.g., mentoring/coaching, workshops) offered in Ontario.
2. Program-related professional development that align with the How Does Learning Happen Ontario's Pedagogy for the Early Years and promote reflective practice.
3. Professional development opportunities related to the health, safety and well-being of children (e.g., nutrition, first aid, environmental health, communicable diseases, etc.).
4. Associated payroll expenses for supply staff, if required. Names of supply staff must be provided.
5. Travel costs to support attendance at professional development opportunities. The most cost-effective method of travel will be approved. Only eligible for reimbursement for those traveling more than 100 KM one way from their home address to the location of the capacity building event. Travel costs, including mileage will not be reimbursed for capacity building events offered within Cornwall, SD&G or Akwesasne.
6. Meals. The cost of meals, that are not included as part of the event, including gratuities will be reimbursed with proof of itemized receipt. Alcoholic beverages will not be covered. For meals not supported by itemized receipt, there will be no reimbursement. The maximum that will be paid per meal is as follows; Breakfast: \$10.00, Lunch: \$20.00 and Dinner: \$30.00.
7. Accommodations. Only eligible for reimbursement for those traveling more than 100 KM one way from their home address to the location of the capacity building event with itemized receipt and we will only cover the cost of the preferred rate for the event. Note: Accommodations will not be covered for events held within Cornwall, SD&G or Akwesasne, even if the location is more than 100 km from the staff members' home.

Note: In the case of an application for the upgrading of skills, knowledge and qualifications, applications will be approved upon proof of successful completion of the course. A copy of an official transcript must be provided to our office before payment can be issued. Please note there will be no reimbursement for the cost to obtain an ECE Diploma. The Early Childhood Educators Qualification Upgrade Program Grant is available. For more information, please visit www.ecegrants.on.ca



Inclusion Services (Special Needs Resourcing)

The Ministry of Education's vision for the Early Years and Child Care states that *"All children and families have access to a range of high-quality, inclusive and affordable early years and child care programs and services that are child- and family-centred and contribute to children's learning, development and well-being."*

About Special Needs Resourcing

Special Needs Resourcing services support the inclusion of children with special needs in licensed child care settings, including home child care, camps and "children's recreation programs", at no additional cost to parents / guardians.

The intent of Special Needs Resourcing Services is twofold:

- To support the inclusion of all children in early years programs; and
- To increase the capacity of program staff to be confident and capable of providing an inclusive quality program for all children; therefore, the client is the licensed child care centre and its staff.

As Service System Manager, the City of Cornwall Children's Services Division is responsible and accountable for the planning and management of Special Needs Resourcing services within Cornwall and the Counties of Stormont, Dundas and Glengarry.

Overview of Special Needs Resourcing Services

1. On-going regular visits by the City of Cornwall's Child Care Advisors to provide general supports related to inclusion and quality at all program sites.
2. Observations, Recommendations and Coaching conducted by the City of Cornwall's Child Care Advisors for Special Needs Resourcing
3. Increased Capacity of the child care staff and therefore decreased support required.

Note: Not all child care programs that have children with special needs enrolled will require additional supports; and not all needs for additional supports are a result of having children with identified special needs enrolled in the program.

Responsibilities of the City of Cornwall's Special Needs Resourcing Team

The Child Care Advisors will make regular visits to sites on their caseload to offer supports related to inclusion and quality. In addition, while visiting the centres the Child Care Advisors will educate the program staff and the site supervisors about the City's consultation services.

Programs that are eligible for Special Needs Resourcing Services include:

- Licensed Child Care Centres
- Licensed Home Child Care Agencies
- Camps and Children's Recreation Programs

There are four types of support that can be accessed by a program:

- Consultations: Consultations are support for the staff of a program/classroom. This support can be a result of having a child or children with additional needs in the classroom or as a result of having a challenging group dynamic in the classroom. The intent of this service is to build staff capacity in creating inclusive environments for all children.
 - As per the CCEYA, "If child care staff are concerned about a child's development and are thinking about requesting the services of a resource consultant, they must obtain consent from the child's parent to make a request for or referral to the services of a resource consultant (and/or any other community-based services or supports)."
 - Children's Services requires child care programs to include information in their parent handbook regarding the consultation services provided by the division's Child Care Advisors. This should include wording to inform parents that information will be shared between the program staff and City staff for the purpose of creating and maintaining inclusive environments for all children of all abilities.
- Training Support that involves the delivery of training and training plans specific to promoting inclusion.
- The Child Care Advisors may provide support and guidance throughout the transition to school or between licensed child care programs process for children with special needs at the request of the parents/guardians.
 - Upon parent request, the Child Care Advisors may participate in case conferences with the child's new school or child care program to share information and the Individualized Program Plan with the child's new teacher(s).

- ISP development support: Child Care Advisors work with program staff and support the development and maintenance of Individual Program Plans for children with special needs.
 - Child Care Advisors may attend and assist in facilitating meetings scheduled by program staff with parents/guardians to discuss goals and progress. Included in these meetings, the Child Care Advisors may link families to community resources and services as applicable.

As needed, the Child Care Advisors will document their visits to the program, including details on strategies being implemented, observation made, and resources that have been provided to the program. Note: it is the responsibility of the classroom staff to share relevant information with the families, if required.

Child Care Advisors provide resources to program staff, as needed. The City of Cornwall's Children's Services Division will purchase or lease specialized/adaptive equipment and supplies for use/loan to child care operators to support children with special needs. The Child Care Advisors may also recommend for child care settings to purchase toys and equipment that will support their program in being inclusive for children of all abilities.

Responsibilities of the Child Care Program

The Child Care Service Operator must offer an inclusive program for all children. All child care settings are expected to follow their inclusion policy as submitted to the Children's Services division by the child care operator. Child care operators must review their inclusion plan on an annual basis and whenever updated, submit a revised version to the City of Cornwall's Children's Services division. Failure to offer an inclusive program may result in a loss of services and/or funding.

The Child Care Service Operator is expected to partner with parents/guardians, the City of Cornwall's Child Care Advisors, and any other regulated health professional or other person who works with the child in a capacity that would allow the person help to inform the development of an individualized support plan.

The Child Care Service Operator is expected to include information in their parent handbook indicating that they receive inclusion services through the City of Cornwall's Children's Services Division, and as such relevant information will be shared with the Child Care Advisors about the classroom and the children to facilitate the development of effective strategies that promote the inclusion of all children of all abilities in the program.

The Child Care Service Operator is expected to modify program environment and incorporate the goals of the individualized support plan into the program to support inclusion of the child. Note: The environment should be evaluated by the program staff on a regular basis and modifications made as necessary to ensure it supports the inclusion of all children.

Policy for Complaints and Resolution

The purpose of the policy is to set out clear and consistent standards for licensed Child Care settings and their Staff, as well as Parents/Guardians that access Services outlined in this document to ensure that issues and concerns (complaints) are addressed in a timely and transparent manner.

Issues/concerns may be brought forward verbally or in writing to the Supervisor. Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (i.e. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities and/or a Children's Aid Society).

All complaints received will be reviewed by the Supervisor and a response will be provided in writing within 30 calendar days. If the complainant is not satisfied with the resolution, they may submit an appeal in writing to the Manager. The Manager will review and investigate the complaint and a final response will be provided in writing within 30 calendar days.