



This handbook is designed to provide Child Care Operators with important information about accurately reporting monthly Attendance Schedule accounts. It explains the Operator's role in the relationship between families receiving Child Care Fee Assistance and The Regional Municipality of York (York Region).

This handbook clearly outlines York Region's attendance reporting standards and procedures.

These standards and procedures apply to all Child Care Operators who have a Child Care Services Agreement with York Region. The Operator agrees to, and shall comply with, the provisions of this handbook as may be amended by the Region, from time to time.

The Operator agrees to accept children referred to it by the Region into its child care. The Operator agrees that entering into Fee Assistance Schedule does not obligate the Region to approve any child for enrolment in the Operator's child care. The Region does not represent or warrant that the Operator will receive a minimum income from the Region in respect of the Operator's child care.

Table of Contents

| | |
|--|-----------|
| HOW REIMBURSEMENT WORKS | 1 |
| Reimbursement Formula | 1 |
| HOW APPLICANTS QUALIFY FOR CHILD CARE FEE ASSISTANCE | 3 |
| Eligibility Criteria and Recognized Needs | 3 |
| Wait List | 4 |
| How Referrals are made for Child Care Fee Assistance | 5 |
| Contact Centre | 5 |
| Child Care Placement Process | 6 |
| Confirmation of Child Care Fee Assistance | 7 |
| REGIONAL RATE SCHEDULE | 9 |
| How Daily Rates Are Calculated | 9 |
| Statutory Holidays | 10 |
| Extra Billing | 10 |
| THE OCCMS AUTOMATED BILLING SYSTEM | 11 |
| Automatic Age Group Rate Changes | 11 |
| Attendance Schedules and Process | 12 |
| How Attendance Schedules are Distributed | 12 |
| Web-Enabled Record of Attendance Protocols | 12 |
| Head Office Administrators | 13 |
| Reporting and Authorizing Attendance on Attendance Schedules | 13 |
| Recording Attendance | 14 |
| Reporting Vacancies | 14 |
| The Absentee Allowance | 14 |
| When All Absentee Days Are Used | 15 |
| Late Starts and Withdrawals | 15 |
| Child Care Fee Assistance: Special Circumstances | 16 |
| Break-in-Service | 16 |
| Break-in-Service: Parental Leave Due to a Birth | 16 |
| Job Search | 17 |
| Elementary School Board Strike Plan | 17 |
| Snow Days | 17 |

| | |
|--|-----------|
| Withdrawal Without Notice | 18 |
| Exceptional Needs | 18 |
| Requests to Transfer to Another Care Location | 18 |
| Setting Capacity for Fee-Assisted Children | 18 |
| Enrollment in Kindergarten | 18 |
| Site Transfers | 18 |
| How Operators are Reimbursed | 19 |
| Late Enrollment | 19 |
| Payment Errors and Omissions Reminder | 19 |
| Centre Closures | 19 |
| OCCMS Care Code Descriptions | 20 |
| Centre-based Child Care Code Descriptions | 20 |
| Home-based Child Care Code Descriptions | 21 |
| Billing Process at a Glance | 22 |
| How and When Cheques are Distributed | 23 |
| Cheque Distribution | 24 |
| What Does the Operator’s Head Office Receive? | 24 |
| Payment Detail Summary Sheet | 24 |
| Payment Error/Reconciliation | 25 |
| Adjustments | 25 |
| Postal Strike Arrangements | 25 |
| APPENDIX I: DEFINITIONS | 27 |
| Applicant | 27 |
| Approved Child | 27 |
| Approved Daily Rate | 27 |
| Attendance Schedule Form | 27 |
| Head Office | 27 |
| Payment Detail Summary Sheet | 27 |
| Site | 27 |
| APPENDIX II: SAMPLE ATTENDANCE SCHEDULE | 28 |
| APPENDIX III: SAMPLE PAYMENT DETAIL SUMMARY | 29 |



How Reimbursement Works

The amount reimbursed to Operators is based on child enrollment and the approved daily rates. The *Child Care Services Agreement* between Operators and York Region reflects the daily child care rates as approved by York Regional Council.

Provincial legislation and Regional guidelines are used to determine each applicant's eligibility for Child Care Fee Assistance. Once the applicant's eligibility is determined and approved, they must pay their portion of the approved daily rate (parent contribution) directly to the Operator. The Region then reimburses the Operator for the remaining portion of the approved daily rate on a monthly basis.

The Operator is responsible for collecting all applicant contribution fees in accordance with their billing policies and procedures.

The *Child Care and Early Years Act, 2014* (CCEYA) is the legislation through which York Region reimburses Operators with a *Child Care Services Agreement* for child care services provided to eligible applicants approved for Child Care Fee Assistance.

Reimbursement Formula

Operators' daily approved rate, minus (-) the family's parent contribution, equals (=) the amount paid by York Region.



How Applicants Qualify for Child Care Fee Assistance

Eligibility Criteria and Recognized Needs

To be eligible for Child Care Fee Assistance, applicants must:

- Live in York Region
- Meet eligibility requirements of a Provincially-mandated income test

In addition, families may be eligible for Child Care Fee Assistance based on Recognized Needs. Recognized Needs are reasons for needing child care, that are considered when determining the amount of fee assistance that may be provided. These include:

Children's Recognized Needs:

- Special need (i.e., the child has a disability)
- Social need (i.e., referral by Children's Aid Society, Public Health, family physician or an intervention/prevention agency due to issues in the home/family environment)

Parent's Recognized Needs:

Participation in one or more of the following activities:

- employment
- attendance at an educational or training program, including lab work, field placements, co-op placements, and case studies/team meetings
- study/preparation associated with education or training
- activities documented in a participation agreement, if the parent is an Ontario Works participant
- activities documented in an employment plan, if the parent is an Ontario Disability Support Program (ODSP) client
- travel associated with the above activities

Recognized Needs due to other circumstances such as, but not limited to::

- In the opinion of a medical or other relevant professional, a parent is unable to care for his/her child because of an illness or disability (if there is another parent, he/she is engaged in activities as noted above).
- No parent in a household is able to care for the child between participation in activities as noted above (e.g., while sleeping during the day after working the night shift).
- A parent who already has Child Care Fee Assistance and becomes temporarily unemployed.

Wait List

Applicants seeking Child Care Fee Assistance must contact York Region's Child Care Services. They will be placed on a wait list until Child Care Fee Assistance becomes available, and then their eligibility will be assessed in detail. Applicants will be responsible for paying the full daily fee for child care until the Operator is notified of approval for fee assistance.

Operators are not allowed to collect fees to register children on their wait list.

How Referrals are made for Child Care Fee Assistance



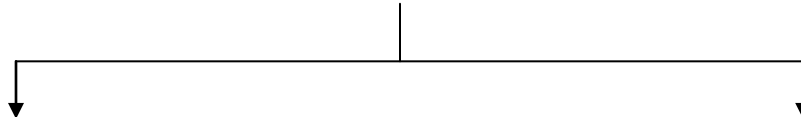
Contact Centre

Telephone Contact



The Child Care Services Co-ordinator:

- Completes Verbal Assessment re: eligibility (recognized need, income)
- Issues confirmation of waitlist, application package and Purchase of Service Municipal Site Map
- Issues Income Verification form for applicant to complete and return
- Advises applicant to find an approved child care program and to register on the program's waitlist as soon as possible

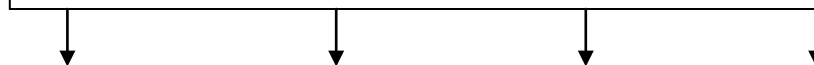


Meets Initial Eligibility Criteria

Applicant registered on central waitlist by zones (applicant's area of residence).

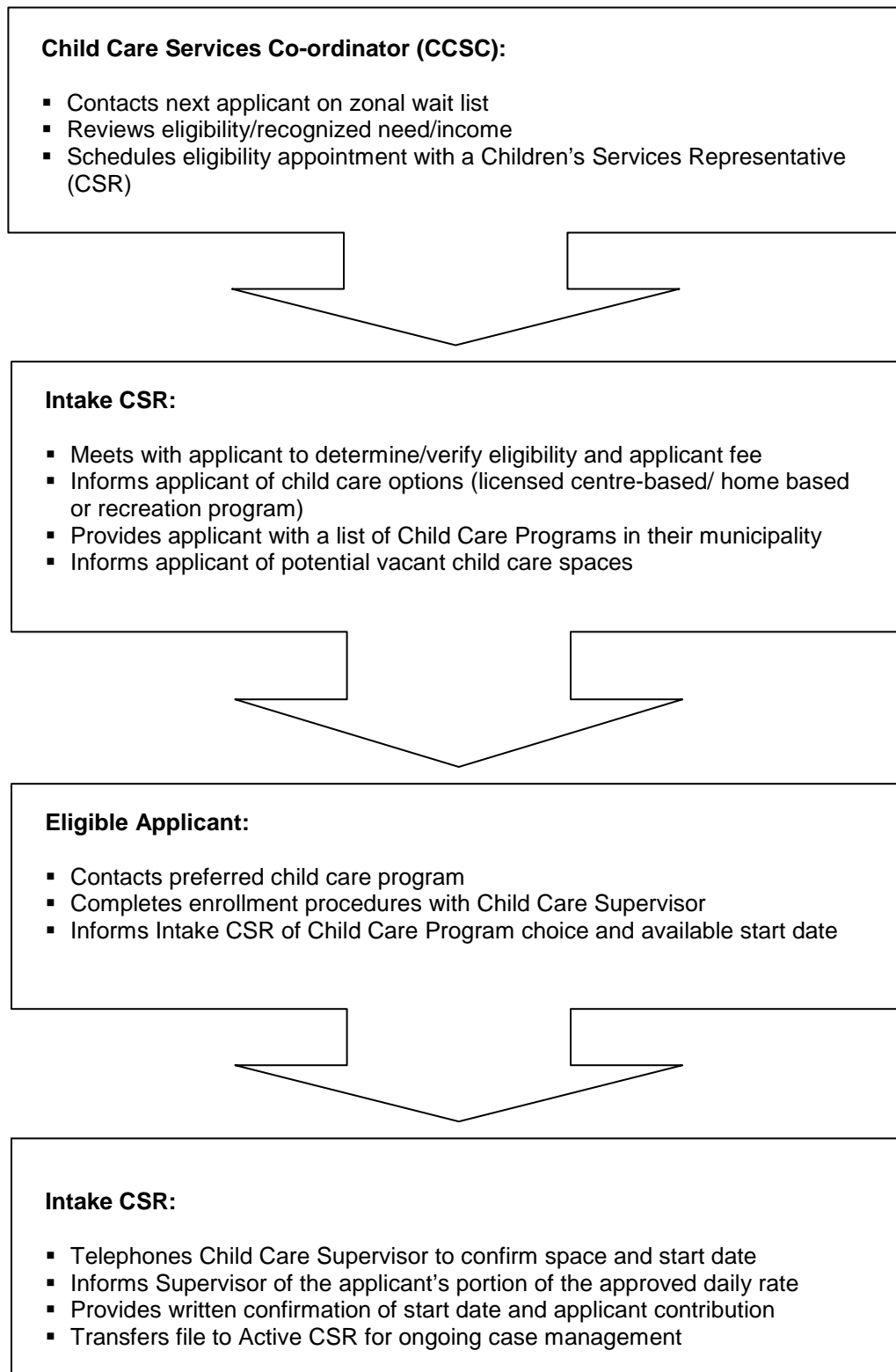
Does not meet Eligibility Criteria

Application not accepted. Applicant referred to Child Care Support Line for child care information, program locations, rates, etc.



| | | | |
|--|---|--|--|
| <p>Zone 1</p> <ul style="list-style-type: none"> ▪ Markham ▪ Richmond Hill (east of Yonge Street, south of Elgin Mills) | <p>Zone 2</p> <ul style="list-style-type: none"> ▪ East Gwillimbury ▪ Georgina ▪ Whitchurch-Stouffville | <p>Zone 3</p> <ul style="list-style-type: none"> ▪ Aurora ▪ Newmarket ▪ King | <p>Zone 4</p> <ul style="list-style-type: none"> ▪ Vaughan ▪ Richmond Hill (west of Yonge Street, south of Elgin Mills) |
|--|---|--|--|

Child Care Placement Process



Confirmation of Child Care Fee Assistance

Operators must receive verbal or written approval from Child Care Services **before** enrolling or re-enrolling any child in a program.

Once York Region confirms that Child Care Fee Assistance funding is approved for an applicant, the Region will also provide the Operator with this information:

- The child's approved start date.
- The approved parent contribution.
- The child's approved absentee allowance.
- The child's placement care code (e.g., CKFD)

York Region will not provide Child Care Fee Assistance for any child care placement that the Region has not approved.



Regional Rate Schedule

In October 1998, York Regional Council approved a standard schedule of rates for centre-based and home-based child care. Operators will **not** be paid an approved daily rate that is higher than their existing rate to the public, according to the rates currently on file with York Region. York Region will not reimburse Operators for an unapproved rate.

Operators will be paid their approved rate for:

- School Board Professional Development (PD) days.
- Children in attendance during school breaks (Christmas, March Break and summer). **Absences during Christmas and March Breaks will be deducted from the child's absentee allowance, unless otherwise indicated in the Operator's rate schedule to the public.**

Rate increases to operators are projected within an annual approved budget – Mid-year requests for a rate increase will not be approved.

How Daily Rates Are Calculated

York Region reimburses operators on a per day basis and will use one of the following calculations to determine your daily rate:

- Divide your weekly rate by 5
- Divide your monthly rate by 21.75 (the average number of days per month)
- Divide your annual rate by 261, based on 12 months of operation (the maximum number of days per year)
 - If you charge a weekly rate of \$ 100.00 \div 5 = \$ 20.00 per day
 - If you charge a monthly rate of \$ 500.00 \div 21.75 = \$ 22.99 per day
 - If you charge an annual rate of \$ 6000.00 \div 261 = \$ 22.99 per day

Statutory Holidays

Operators will be paid the approved rate on statutory holidays only for sites that are open the day before or the day after the holiday. Operators must not charge applicants any fees on days the Operator doesn't receive Child Care Fee Assistance. For children placed in the School Age Before and/or After Rate (CSABA Care Code), payment will depend on the month and day of the statutory holiday and the applicable rate.

Extra Billing

Operators may not charge applicants of fee-assisted children more than the approved parent contribution, e.g. field trips, workbook or art materials, etc.



The OCCMS Automated Billing System

The Ontario Child Care Management System (OCCMS) is the Provincially-approved database system that allows Child Care Services staff to:

- Hold applicant and child information.
- Monitor and determine ongoing eligibility.
- Generate standardized letters.
- Process attendance records, billing, and reports.
- Maintain information about head office and provider sites.

The OCCMS provides York Region with an automated system for attendance and billing records. All Child Care Services staff members are fully trained to use the system.

Automatic Age Group Rate Changes

The billing system automatically changes a child's age group, care code and approved daily rate as they reach the next age category (according to their date of birth). Age groups are determined by the *Child Care and Early Years Act, 2014* as follows:

- **Infant:** younger than 18 months of age. This is a 3 to 10 ratio
- **Toddler:** 18 months or older but younger than 30 months of age. This is a 1 to 5 ratio
- **Preschool:** 30 months or older but younger than 6 years This is a 1 to 8 ratio
- **Kindergarten:** 44 months or older but younger than 68 months. This is a 1 to 13 ratio
- **Primary/Junior School Age:** 68 months or older but younger than 13 years This is a 1 to 15 ratio
- **Junior School Age:** 9 years or older but younger than 13 years. This is a 1 to 20 ratio.

Operators will see an age rate change on the Payment Detail Summary. E.g., an Infant rate for the number of days the child was enrolled under 18 months of age and a Toddler rate for the number of days the child was aged 18-30 months).

Attendance Schedules and Process

Attendance Schedules are automatically generated on the first business day of each month. (See Appendix II for a sample *Attendance Schedule*) The Attendance Schedule reflects the enrollment for the previous month (e.g., Operators receive the Attendance Schedule for June on the first business day of July).

How Attendance Schedules are Distributed

All operators must complete attendance schedules through the web enabled record of attendance

The Operator must complete the Attendance Schedule according to the legend and record the number of days the approved child was in attendance, sick, absent, vacation, and the number of vacancies in each age group no later than the **8th day** of the month following the month in which care was provided. The operator shall identify each approved child enrolled

Web-Enabled Record of Attendance Protocols

To support the web-enabled record of attendance procedures, Operators must:

- Have a computer with internet access (no additional software is required)
- Complete training and sign a web-based *Record of Attendance Participation Acknowledgement Form*
- Use the OCCMS web link to access their head office
- Assume Head Office Administrators' Rights

Head Office Administrators

The Head Office Administrator is the Operator/Owner (or assigned staff person) who has access to all information related to fee-assisted record of attendance information.

The Head Office Administrator is responsible for:

- Adding new Head Office Administrators' rights
- Adding head office users
- Adding site users
- Resetting user rights for their internal staff. This allows the operator to staff control over who can access and edit the Record of Attendance information

The Head Office Administrator can also:

- Complete the *Record of Attendance*, view and print it, view and print the *Centre Payment Detail Summary*, or assign these rights to a head office user and/or a site user
- Reset passwords

It is essential that each agency/operator assign rights to at least two users to ensure:

- Someone can always complete the *Record of Attendance* in the absence of the primary person
- Timely payment

It is also essential that the Head Office Administrator reset user names, the status of that user (active or inactive) and passwords when staff changes occur. If you share usernames and passwords, you will no longer have a record of who completed your *Record of Attendance* and when, for audit purposes. Also, you may be at risk of someone tampering with your Record of Attendance files.

Reporting and Authorizing Attendance on Attendance Schedules

Accurate reporting by the Operator is essential as payments are based on this information. Operators must also:

1. Authorize the Attendance Schedule.
A designated representative must approve the account sheets. Accounts cannot be processed without an authorized signature.
2. Notify Child Care Services immediately of any changes in staff with signing authority, and/or changes in supervisory staff.

Recording Attendance

Symbols for recording attendance are as follows:

| Attendance Type | Code |
|---------------------------------|------|
| Sick | S |
| Absent | A |
| Withdrawal | W* |
| Statutory Holidays | H |
| Vacation | V |
| Present | P |
| Non-Paid Days (centre closures) | N |

* Use **W** on the last day the child attended

The Region will pay the approved daily rate for the following holidays:

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

The Region does not consider Easter Monday a statutory holiday and will not reimburse the Operator if they close on this day. *August 1st is considered a statutory holiday for Child Care Fee Assistance purposes.

Reporting Vacancies/Licensed and Operating Capacity

In accordance with the *Child Care Services Agreement*, Operators are required to report program vacancy, licensed capacity and operating capacity information to York Region, by age group each month. Information must be recorded on the Attendance Schedule. This information is used to report service data to the Ministry of Education and arrange placements and transfer requests on behalf of eligible applicants.

The Absentee Allowance

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

- Vacation
- Sickness
- Visit to relatives, etc.

Each fee-assisted child is allowed a fixed number of sick, absent and vacation days per year. York Region subsidizes child care fees for:

- 261 days of enrollment per year, per child
- 36 absences per year, per child (average of 3 per month)

Applicants are responsible for managing their child's attendance within the given allowance.

The absentee allowance is pro-rated based on the month the child is enrolled:

| Month of enrollment | Absences permitted |
|----------------------------|---------------------------|
| January to December | 36 days |
| February to December | 33 days |
| March to December | 30 days |
| April to December | 27 days |
| May to December | 24 days |
| June to December | 21 days |
| July to December | 18 days |
| August to December | 15 days |
| September to December | 12 days |
| October to December | 9 days |
| November to December | 6 days |
| December | 3 days |

Absences permitted per month of enrollment

Absentee days are *cumulative* and may be carried over from one month to the next. Absentee days ***not*** used at the end of the calendar year may ***not*** be carried over to the next year.

When All Absentee Days Are Used

Each child's absentee allowance is monitored with OCCMS. York Region will not pay the approved daily rate when a child's absentee allowance has been exhausted. It is the Operator's responsibility to collect the full fee from the applicant as set out in Schedule B "Maximum Daily Rate for Fee assistance Per Child For Child Care Services" of the *Child Care Services Agreement*. Applicants are informed of this condition when they sign the *Child Care Agreement (Child Care Services Form # 8)* at the time of intake, annually, and at personal reviews.

CSRs will send applicants:

- Notification in writing when their child's absentee days are running out.
- Re-notification when they have exhausted their absentee allowance.
Copies of both notices are sent to operators.

Late Starts and Withdrawals

If a child has been approved for Child Care Fee Assistance and a start date has been confirmed, the Region will pay its portion of the fee beginning on the approved date of enrollment. The Region shall require the Operator with not

less than ten (10) business days written notice prior to withdrawing an approved child.

If the child:

- Does not enroll on the start date, his or her absentee allowance will be decreased accordingly.
- Does not enroll at all, the Operator will be reimbursed for up to a maximum of 10 days. If another child is enrolled within that 10-day period, the Operator will not be reimbursed for any remaining days.

If a child will be *absent for a substantial period*, applicants should contact their CSR to request a leave of absence. If approved for a leave of absence, applicants will be advised that their Child Care Fee Assistance will not be guaranteed upon return, and they *must* discuss space availability with the Operator.

The Region shall provide the Operator with not less than ten (10) business days' written notice prior to withdrawing an approved child.

Child Care Fee Assistance: Special Circumstances

Operators or applicants may be faced with any of the following circumstances that impact Child Care Fee Assistance.

Break-in-Service

A break-in-service supports a family's individual circumstance to temporarily discontinue Child Care Fee Assistance and enables them to request reinstatement of Assistance at a later date.

A break-in-service is valid for a maximum of three months.

An applicant is not guaranteed funding or space when they wish to reinstate Child Care Fee Assistance. **Reinstatement of Child Care Fee Assistance must be approved by Child Care Services staff.**

Applicants who do not return to an approved activity after a three-month break-in-service must register on the waitlist for Child Care Fee Assistance.

Break-in-Service: Parental Leave Due to a Birth

Parental leave permits an applicant to *keep* their eligibility status for Child Care Fee Assistance while not actively receiving it.

A parental leave is valid for a maximum of 12 months.

The Region requires 10 days' notice of placement termination. During this 10-day period, after the birth, active fee-assisted siblings may continue to receive Child Care Fee Assistance. After the 10 days, Child Care Fee Assistance is discontinued until the applicant verifies their return to an approved activity.

When the applicant returns to work or school/training, the children will be reinstated in their child care program if space and funding are available.

Reinstatement of Child Care Fee Assistance must be approved by Child Care Services staff.

Any applicant who does not go on a parental leave after the birth of the child (student, self-employed applicant) will continue to receive Child Care Fee Assistance if they return to an approved activity within 10 days of the birth of their child.

The CSR will confirm the withdrawal date or ongoing Child Care Fee Assistance with the Operator.

Job Search

Applicants will be provided with Child Care Fee Assistance for a maximum of three months to search for employment.

Elementary School Board Strike Plan

If there is a strike, applicants have several options for the care of their school-age children. They may:

1. Leave their child in their child care program for the Full-Day.
*Applicants choosing this option **must** pay the difference between their approved daily rate (before- and after-school rate, kindergarten rate) and the Operator's approved Full-Day rate.*
2. Withdraw their child from the licensed child care program.
York Region cannot subsidize children who attend unlicensed child care programs. If applicants withdraw their children, a break-in-service will be issued. Their Child Care Fee Assistance will be reinstated at the end of the strike, but they must confirm space availability with the Operator.
3. Make alternate arrangements.
If alternate arrangements are made for full-day care during a strike, these days are not deducted as part of a child's allowed absentee days.

Applicants should notify their CSR of their choice immediately. During a strike, the Region will reimburse the Operator with the approved daily rate for up to 10 days following the last day the child was present.

Snow Days

Operators, who provide full-day care to fee-assistance-approved children who cannot attend their school board program due to school closure or bus cancellation, will be reimbursed the approved Full-Day rate.

Withdrawal Without Notice

Applicants are informed in the *Child Care Agreement (Child Care Services Form # 8)* that if they plan to withdraw their child from child care, they must give their Operator and CSR written notice, at least 10 business days before the date of withdrawal.

If the children are withdrawn without notice, the Region will reimburse the Operator with the approved daily rate for *up to 10 days* following the last day the child was present. If another child is enrolled within that 10-day period, the Operator will not be reimbursed for any remaining days.

Operators are responsible for notifying their CSR when children are absent from their program for *five consecutive days* without notification from the applicant.

Exceptional Needs

If a child with exceptional needs is enrolled in a younger age group, the Operator will still be paid as though the child was enrolled in his or her regular age group, unless the Region has granted approval for a younger age rate due to exceptional circumstances.

Requests to Transfer to Another Care Location

Applicants who wish to transfer their children to another care location must provide the Operator with written notice within 10 business days.

Operators are responsible for enforcing their payment policies with applicants.

Setting Capacity for Fee-Assisted Children

Operators may choose to limit the number of fee-assisted children they enroll. These Operators must notify the Region in writing each year, of their limit for fee-assisted children. York Region will request Operators who currently have a limit in enrollment to confirm the limit in writing annually.

Enrollment in Kindergarten

Operators will be paid the approved kindergarten rate for children who have staggered enrollment, effective the child's first day of enrollment in a school-board kindergarten program. Operators must inform York Region's Child Care Services of these dates.

Site Transfers

To ensure accurate billing, Operators must advise their CSR of plans to close one child care site and transfer fee-assisted children from that site to another, including during summer months and/or during school breaks.



How Operators are Reimbursed

To be reimbursed correctly, Operators must accurately complete the OCCMS-generated *Attendance Schedule*, which includes:

- Alphabetical list of enrolled children's names and each child's ID number.
- The child's age in years and months and the child's age group.
- Fee paid by the applicant.
- Approved daily rate.
- Absentee allowance remaining for the year.
- Enrollment start and end dates.
- Monthly calendar grid for recording attendance.
- Comments.
- Space for authorizing signatures.
- Space for recording program vacancies.

Late Enrollment

If a child enrolls after the *Attendance Schedule* is sent, the CSR will verbally confirm enrollment, and the Operator will record the child's name on the *Attendance Schedule*. Written approval of enrollment will follow from the CSR. If a Child's Name is not listed on the Attendance, please notify your CSR prior to Selecting Complete button, as the child can be added for payment.

Payment Errors and Omissions Reminder

Any error or omission with respect to payments to the Operator must be reconciled within 90 days of the payment.

Centre Closures

An Operator who chooses to close their program for any reason (e.g., staff professional development or Easter Monday) must report days when their programs are closed.

Operators do not receive Child Care Fee Assistance for closed days. Operators will only be paid for statutory holidays if the site is open the day before or the day after the holiday. The Operator must not charge applicants any fees on days the Operator doesn't receive Child Care Fee Assistance. Operators must

notify the Region in writing each year, of the days their programs will be closed, excluding statutory holidays.

OCCMS Care Code Descriptions

Centre-based Child Care Code Descriptions

| Child's Age Group | Code Description | Type Of Care Provided |
|--------------------------|-------------------------|---|
| Infant | CIFD | Infant Full-Day |
| Infant | CIHD | Infant Half Day |
| Toddler | CTFD | Toddler Full-Day |
| Toddler | CTHD | Toddler Half Day |
| Preschool | CPFD | Preschool Full-Day |
| Preschool | CPHD | Preschool Half Day |
| Kindergarten | CKFD | Kindergarten Full-Day |
| Kindergarten | CKBS | Kindergarten Before School |
| Kindergarten | CKAS | Kindergarten After School |
| Kindergarten | CKBA | Kindergarten Before and After School/Half Day |
| Kindergarten | CSKBS | Kindergarten Before School – children six years of age still attending kindergarten |
| Kindergarten | CSKAS | Kindergarten After School – children six years of age still attending kindergarten |
| Kindergarten | CSKBA | Kindergarten Before and After School/Half day – child six years of age still attending kindergarten |
| Kindergarten | CSKFD | Kindergarten Full-Day – children six years of age still attending kindergarten |
| School Age | CSAFD | School Age Full-Day |
| School Age | CSABS | School Age Before School |
| School Age | CSAAS | School Age After School |
| School Age | CSABA | School Age Before & After |
| Nursery | NUR | Session |

Approved Daily Rate

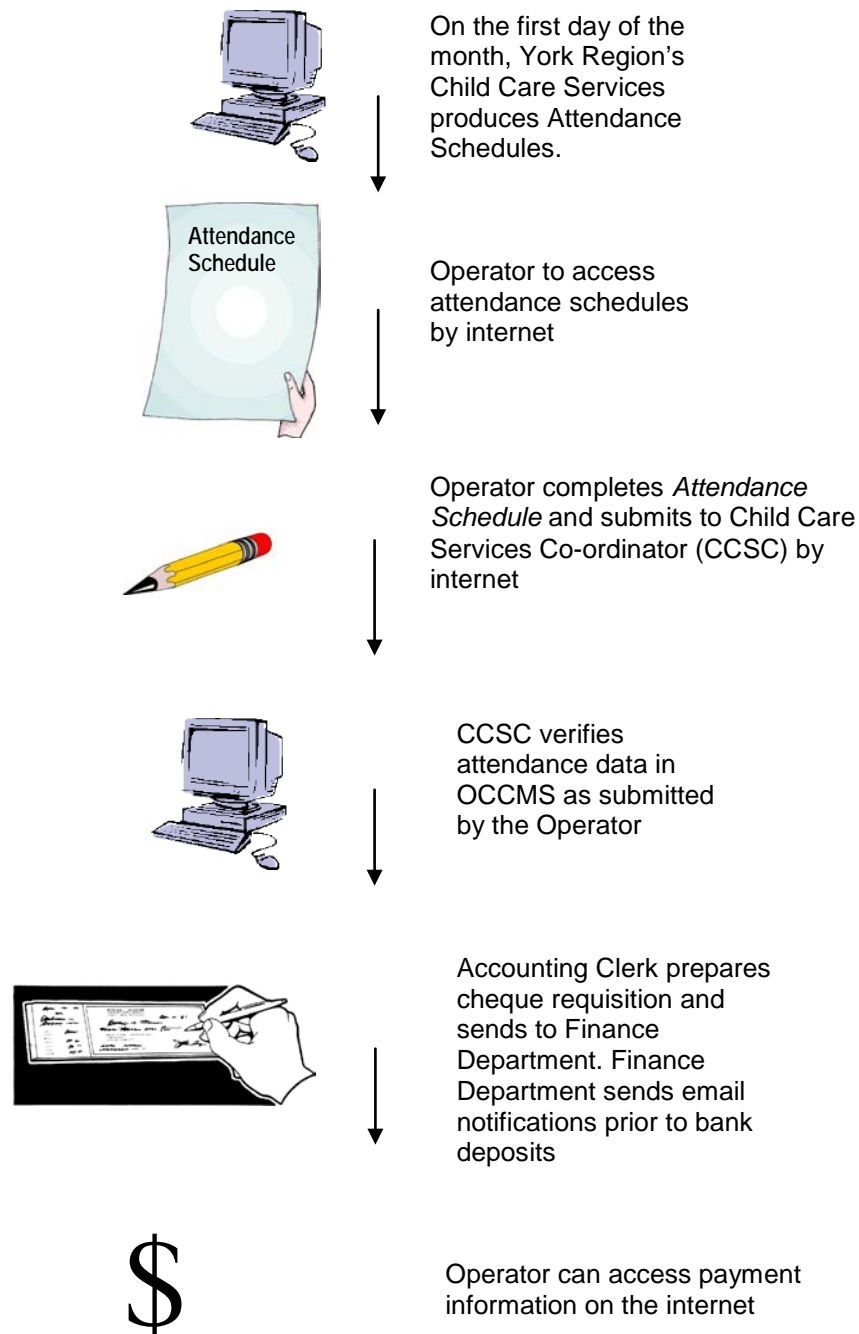
The daily rate approved by York Regional Council that the Operator charges on behalf of an approved child as stipulated in Schedule B of the *Child Care Services Agreement*.

- *Full-Day* child care is six or more hours per day.
- *Half Day* child care is less than six hours per day.
- *Part Day* child care is less than three hours per day.

Home-based Child Care Code Descriptions

| Child's Age Group | Code Description | Type Of Care Provided |
|--------------------------|-------------------------|-----------------------------------|
| Infant | HIFD | Full-Day: 6-11 hours |
| Infant | HIHD | Half Day: 3 to less than 6 hours |
| Infant | HIPD | Part Day: 1 to less than 3 hours |
| Toddler | HTFD | Full-Day: 6-11 hours |
| Toddler | HTHD | Half Day: 3 to less than 6 hours |
| Toddler | HTPD | Part Day: 1 to less than 3 hours |
| Preschool | HPFD | Full-Day: 6-11 hours |
| Preschool | HPHD | Half Day: 3 to less than 6 hours |
| Preschool | HPPD | Part Day: 1 to less than 3 hours |
| Kindergarten | HKFD | Full-Day: 6-11 hours ³ |
| Kindergarten | HKHD | Half Day: 3 to less than 6 hours |
| Kindergarten | HKPD | Part Day: 1 to less than 3 hours |
| School Age | HSAFD | Full-Day: 6-11 hours |
| School Age | HSAHD | Half Day: 3 to less than 6 hours |
| School Age | HSAPD | Part Day: 1 to less than 3 hours |

Billing Process at a Glance



How and When Cheques are Distributed

Once Operators submit Attendance Schedules, the following procedure takes place:

1. The Child Care Services Coordinator (CCSC) enters and verifies information into the *Attendance Schedule*, including absentee allowance, adjustments (as needed), and vacancies, operating and licensed capacity, against Regional records and forwards to the Accounting Clerk
2. The Accounting Clerk processes cheque requisitions for each Agency.

NOTE: A cheque requisition can only be produced when Attendance Schedules for all sites under one Operator's head office have been returned and processed.

3. Accounts are authorized by York Region's Manager of Child Care Services and forwarded to the Finance Department.
4. The Finance Department issues cheques according to the following deadlines:
 - Cheque requisitions received to the Finance Department by noon on Mondays are issued on the following Wednesday.
 - Cheque requisitions received to the Finance Department by noon on Wednesdays are issued on the following Friday.
5. Operators may receive their payments from the Region by Electronic Funds Transfer (EFT) by requesting this from the Accounts Payable Unit of the Finance Department.

Operators who have requested payment by EFT receive payments according to the following deadlines:

- Cheque requisitions received to the Finance Department by noon on Mondays are issued on the following Wednesday and will be in the Operator's account on Monday of the following week.
- Cheque requisitions received to the Finance Department by noon on Wednesdays are issued on the following Friday and will be in the Operator's account on Wednesday of the following week.
- Finance Department sends email notifications prior to bank deposits.

Operators who receive payments by EFT are responsible for notifying the Accounts Payable Unit of the Finance Department of any changes in their banking information.

Cheque Distribution

Cheques are processed and distributed by the Finance Department. Cheques will be mailed by default, but if an Operator wishes to pick up a cheque, they must mail or fax a written request to the address below, stating who the cheques should be released to.

Attn: Accounting Clerk, Child Care Services

17250 Yonge Street, Box 147

Newmarket, Ontario

L3Y 6Z1

Fax: (905) 895-5045

What Does the Operator's Head Office Receive?

- A cheque for all sites.

Head Office and Site Payment Detail Summaries are located on the OCCMS Web Operators site.

Payment Detail Summary Sheet

Each site can access a site-specific *Payment Detail Summary Sheet* (see Appendix III). This report is processed for each site and reflects actual site payment and information/details.

The site-specific *Payment Detail Summary Sheet* includes:

- Alphabetical list of enrolled children's names and each child's ID number.
- Child's age in years and months and the child's age group.
- Fee paid by the applicant.
- Approved daily rate.
- Approved child care code.
- Absentee allowance remaining for the year.
- Enrollment start- and end-dates.
- Number of withdrawal-without-notice days.
- Number of statutory holidays.
- Number of centre closure dates.
- Number of full-days and part-days paid for in that month.
- Gross amount.
- Applicant fee amount.
- Amount payable.

Payment Error/Reconciliation

Operators must reconcile any errors in payment for Child Care Fee Assistance within 90 **calendar** days of receipt of payment.

Adjustments

When a billing discrepancy is identified, adjustments will be processed and reconciled during the following month. This will allow the Region to count all full-day-equivalent children on OCCMS and to report accurate service delivery statistics to the Province.

Inform York Region's Child Care Services immediately of any billing discrepancies.

Postal Strike Arrangements

If there is a postal strike, Operators may:

- Have the Region send their cheque by courier.
If the Operator does not contact the Region, cheques will automatically be sent by courier.
- Pick up their cheque at York Region's Administration Building at 17250 Yonge Street, Newmarket.

Appendix I: Definitions

Applicant

An applicant is a parent/guardian who has applied for Child Care Fee Assistance and has a financial need according to Provincial and Regional eligibility criteria.

Approved Child

A child, who is less than 13 years of age, of an applicant who has a financial need and has been approved for Child Care Fee Assistance.

Approved Daily Rate

The daily rate approved by York Regional Council that the Operator charges on behalf of an approved child as stipulated in Schedule C of the *Consolidated Child Care and Early Years Act Agreement*.

- *Full-day* child care is six or more hours per day.
- *Half-day* child care is less than six hours per day.
- *Part-day* child care is less than three hours per day.

Attendance Schedule Form

This form includes the names of the enrolled children approved for Child Care Fee Assistance on a monthly basis.

Head Office

A *head office* is defined as an agency which operates multiple sites. Billing and payment procedures are associated with the head office.

A stand-alone child care site by default is considered a head office.

Payment Detail Summary Sheet

This reports the previous month's calculation of payment and includes any changes or corrections made by York Region. Review the *Payment Detail Summary Sheet* carefully for errors or omissions.

Site

A site is defined as an individual facility where child care services are provided, operated by a child care Operator's head office.

Attendance Schedule procedures are associated with the site.

Appendix III: Sample Payment Detail Summary

| Centre Payment Detail Summary | | | | | | | | | | | | July, 2003 | | LEGEND | | |
|--|-----------------------|---------------|----------------|----------------------|-------------------|--|---|---|------------------------|---|------------------------|------------|--------------|----------------|----------------|----|
| Return Invoice to: Child Care Services Newmarket Office 62 Bayview Parkway Newmarket, Ontario, ON L3Y 3W3 Facsimile: (905) 895-8377 Telephone: (905) 895-5166 | | | | | | Provider ID# Provider Happy Kids Child Care Aurora, Ontario | | | Vendor # Payable to | | | | | | | |
| Page 1 of 10 | | | | | | | | | | | | | | | | |
| Child ID Child Name | Yrs. Mos Age Group | Approval Rate | Parent Contrib | Municipal Contrib | Approved Codes | Non Attended Days | | | | | Total Approved Days | | Gross Amount | Parent Contrib | Net Payable | |
| | | | | | | V | S | A | W | H | N | FD | | | | PD |
| Jack Doe | 6y 9m School Age | \$13.00 | \$6.00 | \$7.90 | CSABA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | \$0.00 | \$0.00 | \$0.00 | |
| Jane Doe | 6y 9m School Age | \$27.80 | \$6.00 | \$21.80 | CSAFD | 0 | 0 | 0 | 0 | 0 | 0 | 4 | \$111.20 | \$24.00 | \$87.20 | |
| Total Amount Payable | | | | | | | | | | | | | | | \$87.20 | |
| Comments: | | | | | | | | | | | | | | | | |
| Site Total | | | | | | | | | | | | | | | \$87.20 | |

(Date Printed: August 20, 2003)

NOTES

NOTES

NOTES