FEE SUBSIDY & RECORD OF ATTENDANCE GUIDELINES

For Licensed Child Care and Children's Recreation Service Providers

PRESENTED BY

DNSSAB CHILDREN'S SERVICES – JANUARY 2026

District of Nipissing Social Services Administration Board

Conseil d'administration des services sociaux du district de Nipissing

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GENERAL OVERVIEW

These guidelines outline the District of Nipissing Social Services Administration Board's (DNSSAB) fee subsidy and attendance reporting standards and procedures and is intended to provide licensed child care and children's recreation Service Providers with important information to better understand the fee subsidy policies, processes and about accurately reporting monthly attendance schedule accounts. It explains the Service Provider's role in the relationship between families receiving child care fee subsidy and DNSSAB.

The standards and procedures outlined in these guidelines apply to all Service Providers who have a current Master Agreement and Service Description Schedule D with DNSSAB. In accordance with the agreement and service description schedule, the Service Provider agrees to, and shall comply with, the provisions of these guidelines as they may be amended by DNSSAB from time to time.

The Service Provider should make these guidelines available to all agency staff responsible for fee subsidy, and annually thereafter or as revised guidelines are provided.

Child Care and Early Years Act, 2014 (CCEY Act)

DNSSAB is the designated child care and early years service system manager responsible for planning and managing licensed child care services and EarlyON Child and Family Centres throughout the District of Nipissing. The Child Care and Early Years Act is the legislation through which DNSSAB reimburses Service Providers with a Master Agreement and Service Description Schedule D: Fee Subsidy for licensed child care and children's recreation services provided to eligible parents/guardians approved for child care fee subsidy.

French Language Services

Service Providers responsible for the delivery of francophone services are responsible to meet the cultural and linguistic needs of families and the requirement of the French Language Service Act.

Parent Manuals

Service Providers must provide DNSSAB with a copy of their agency's parent manual anytime there is an update or revision to it.

FEE SUBSIDY

Setting Capacity for Children Receiving Fee Subsidy

DNSSAB is committed to ensuring that all families are provided with a variety of quality child care and recreation options that meet their individualized needs. To this end, fee subsidy will be allocated to each eligible child thereby allowing families to choose the child care or recreation option that best meets their child's and family's needs.

The Service Provider agrees to accept fee subsidized children into its programs and understands that entering into a Master Agreement and Service Description Schedule D does not obligate DNSSAB to approve any child for enrolment in the Service Provider's child care program.

Service Providers may choose to limit the number of children receiving fee subsidy they enroll. These Service Providers must notify DNSSAB of their limit for children receiving fee subsidy in writing each year. Service Providers are responsible for informing DNSSAB if they reach their limit of children receiving fee subsidy.

Limitation of Fee Subsidies

DNSSAB will notify the Service Provider in the event that DNSSAB will not be in a position to approve any new applications for fee subsidy for any one or more of all services (agency sites). DNSSAB will notify the Service Providers once new applications for fee subsidy will be available again.

HOW PARENTS/GUARDIANS QUALIFY FOR CHILD CARE FEE SUBSIDY

Ontario Child Care Management System (OCCMS)

In the District of Nipissing, OCCMS is used to complete fee subsidy applications, determine parental contributions, and track the attendance of children who are in receipt of child care fee subsidy. This system is used throughout Ontario, and attendance reported in OCCMS will be stored for 7 years in the system.

OCCMS is a web-based program and can be opened in an Internet browser. Agencies will require Microsoft Internet Explorer Version 11, or Google Chrome.

Eligibility Criteria and Recognized Needs

Fee subsidy can be used to support full and part-time child care in licensed child care centres, licensed home child care agencies, authorized camps and children's recreation programs, and extended day programs.

To be eligible for child care fee subsidy, parents/guardians must:

- Live in the District of Nipissing
- Meet eligibility requirements of a provincially mandated income test

In addition, families may be eligible for child care fee subsidy based on recognized needs. Recognized needs, as described below, are reasons for needing child care that are considered when determining the amount of fee subsidy that may be provided.

- Children's recognized needs
    - Special need (for more details please refer to definition "Child(ren) with Special Needs").
    - Special Need Referrals may be provided by a family physician, CAS, OKP, HANDS, Quality and Inclusion Support Program, or an intervention/prevention third party agency due to issues in the home/family environment.
- Parent/Guardian's recognized needs

- Participation in one or more of the following activities:
  - Employment (full-time, part-time, self-employed)
  - 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
- Recognized needs due to other circumstances such as, but not limited to:
  - In the opinion of a medical or other relevant professional, a parent/guardian 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/guardian in a household is able to care for the child between participation in activities as noted above (such as while sleeping during the day after working the night shift)

Parents/guardians can apply for child care fee subsidy online via the DNSSAB website or by calling the intake line at 705-474-2151 ext. 15558.

ABSENTEEISM

The child care fee subsidy program permits a child to be absent from a centre due to illness, vacation and unexpected absences.

Children are assigned a set number of absent days depending on when in the calendar year the child's first placement began and based on the days and care approved on their parent agreement. Parents/guardians are advised of their entitlement when completing their application. They will receive a letter confirming the allotted days for the calendar year and are made aware that they are responsible for any fees incurred beyond these limits.

Service Providers will receive payment when the child is absent, for up to thirty-six (36) days in the calendar year or as prorated depending on the family's circumstances. These days will include all reasons that the child is absent with the exception of the child's "withdrawal without notice".

For children requiring regular care (full days, Before and/or After School care), absent days are prorated at a rate of three (3) days per month - see chart below for maximum number of days depending on the month subsidy is approved.

Month of Subsidy Approval	Number of Absent Days	Month of Subsidy Approval	Number of Absent Days
January	36	July	18
February	33	August	15
March	30	September	12
April	27	October	9
May	24	November	6
June	21	December	3

For those children only requiring care on PD days, breaks and summer (not Before and/or After School), absent days will be prorated up to a maximum of 18 absent days for the calendar year as defined in the chart below.

Month of Subsidy Approval	Number of Absent Days	Month of Subsidy Approval	Number of Absent Days
January-March	18	August	9
April-June	15	September-October	6
July	12	December	3

In the case where custody is shared between two parents/guardians, the absent days will be divided based on the custody schedule. For example, if a family has a custody arrangement of one week on, one week off, the allowable absent days will be divided

equally between the two parents/guardians – i.e. 18 absent days each if applying in January.

Other examples of days when the child may be absent include:

- Parent/guardian vacation;
- Child vacation (camp, visiting a relative, etc.);
- Parent/guardian has a day off work (bad weather, sick, etc.)
- Snow days (when school buses are cancelled due to weather conditions)
- Other

Parent contributions will continue for all periods of absenteeism during which the Service Provider is eligible to bill DNSSAB.

OCCMS Web Enabled Record of Attendance counts the absent days starting January 1st of every year and will not allow days in excess of approved absent days to be paid. The OCCMS Web Enabled Record of Attendance will verify the number of absent days for each child; this number is accurate as of the end of the previous month's billing.

If a child is absent for more than five (5) consecutive business days and the parent/guardian has not contacted the Service Provider, the Service Provider is responsible to notify the assigned Children's Services Representative (CSR) in writing using the Withdrawal/Attendance Report in accordance with DNSSAB policies. The Service Provider does not need to inform their CSR of any absences for which the family has provided a reason, such as when taking a week off for vacation, etc. When a CSR is notified that a child has been absent for 5 days without notice, the CSR will attempt to contact the family. If they are also unable to reach the family, 10 withdrawal days will be paid to the agency (e.g. 5 absent days plus 10 withdrawal days and the child is terminated on the last withdrawal day). Parent portions still apply during any withdrawal period.

Child care fee subsidy may be terminated or the number of approved days per week may be reduced if a child fails to attend on a regular basis.

If all absent days are used before the end of the year is complete, no further payments for absent days will be paid by DNSSAB.

If a family has had extenuating circumstances that have led to several absences, the fee-subsidized parent/guardian may request for additional days. The request for increase in absent days must be submitted to the Children's Service Representative for consideration when a family has exhausted their allowable absence limits. Supporting documentation will be required (i.e. medical documentation).

The Children's Services Representative will inform the parent/guardian as well as the Service Provider if additional days for that calendar year have been approved.

Students

Students attending secondary or post-secondary education may be allotted additional absent days (up to a maximum of ten (10) days per calendar year) based on mandatory school closures between semesters (December–January) in order to maintain their child care space. The number of additional absent days will be based on actual school closure dates and verified by school schedules. Students must inform their CSR of their last day of school of each semester.

Employer Strike

In cases of an employer strike, fee subsidy will cover only the time required to fulfill required hours of picket duty. Verification of responsibilities will be required.

Professor/Instructor Strike - College or University

In the event of a strike at the college or university, the DNSSAB will continue to subsidize parents/guardians. Parents/Guardians are responsible to advise the CSR of the strike and should submit a Self Declaration Regarding School Commitment During Strike Periods along with supporting documentation to the CSR (for example: course outline with assignments and due dates; information from Instructors/Deans demonstrating student activities during these periods, etc.).

Elementary School Board Strike Plan

In the event of school closure due to strike, DNSSAB will send a communication to Service Providers outlining the policy and procedures for supporting families receiving child care fee subsidy.

Parents/guardians are responsible for advising their CSR of the strike. A letter confirming a change in care will be completed by DNSSAB and sent to both the family and Service Provider. If the child is also changing locations, Change in Location Form will need to be completed by the Service Provider and emailed to the CSR

Centre Closures

Service Providers must notify DNSSAB of the days their programs will be closed in writing each year. For example, when programs are closed for staff development days, or other days not included in their regular statutory holiday closures (i.e. Easter Monday).

Inclement Weather

If a Service Provider does not open due to inclement weather, charging fees for that day will be based on their agency policy. Sites that close early will be paid the regular daily rate.

Snow Days

Service Providers who provide full-day care to approved children receiving fee subsidy who cannot attend their school due to a school closure will be reimbursed for the approved full-day rate if the child attends the child care centre on those days.
If buses are cancelled but the school remains open for an instructional day, full-day fees will be paid for those children who remain at their child care location because they cannot transition to their school program.

EXCEPTIONAL NEEDS OR CIRCUMSTANCES

If a child with exceptional needs is enrolled in a younger age group, the Service Provider will still be paid as though the child was enrolled in his or her regular age

group, unless DNSSAB has granted approval for a younger age rate due to exceptional circumstances.

REDUCED INCOME

DNSSAB recognizes that family circumstances may change resulting in a reduced annual family income. A parent/guardian may apply for a reduced parental contribution in cases where income has decreased and are required to provide all necessary documentation to the CSR to complete a manual income calculation.

If the CSR determines that the family's income has decreased by 20% or more, a new income test will be completed utilizing the estimated adjusted income.

If the determination is that the family's income has decreased by less than 20%, then the income test will be completed utilizing the parent/guardian's most current NOA.

CONFIRMATION OF CHILD CARE FEE SUBSIDY

Service Providers must receive verbal or written approval from DNSSAB Children's Services for a child's fee subsidy placement, otherwise the parent should be informed that they are required to pay full fees.

Once DNSSAB confirms that child care fee subsidy funding is approved for a parent/guardian, the Service Provider will receive a parent agreement that contains the following information:

- The child's approved start date
- The name of the child care agency and specific site location
- The approved daily parent contribution
- The days and care approved
- Possible conditions of placement (i.e. according to work schedule, custody, etc.)

DNSSAB will not provide child care fee subsidy for any unapproved child care placement. It would be the responsibility of the parent/guardian to discuss their placement needs with their CSR.

FEE SUBSIDY PER DIEM RATES

The DNSSAB Board approved a standard schedule of rates for licensed centre-based and home-based child care. Service Providers will not be paid an approved daily rate that is higher than their existing rate to the public (full fee-paying families), according to the rates detailed in Service Description Schedule D.

DNSSAB will not reimburse Service Providers for an unapproved rate.

Daily rates will be approved based on the following hours of care:

- Full day child care is six or more hours per day
- Half day child care is less than six hours per day
- Extended hours are 1 hour before or after "regular" care hours
- Overnights
- Codes will be bumped to the next care code due to the time of day, or weekends

How Daily Rates Are Calculated

DNSSAB reimburses Service Providers on a per day basis and when required will use one of the following calculations to determine each agency's daily rate:

- Divide the agency's weekly rate by five
- Divide the agency's monthly rate by 21.75 (the average number of days per month)
- Divide the agency's annual rate by 261 based on 12 months of operation (the maximum number of days per year)

For Example:

- If your agency charges a weekly rate of $150.00 ÷ 5 = $30 per day or up to the negotiated daily rate.

- If your agency charges a monthly rate of $675.00 ÷ 21.75 = $31.03 per day or up to the negotiated daily rate.
- If your agency charges an annual rate of $ 8500.00 ÷ 261 = $32.56 per day or up to the negotiated daily rate.

Parent Contributions Calculation

The following formula is used for reimbursement of licensed child care and children's recreation services: Agency's' daily approved rate minus (-) the family's parent contribution equals (=) the amount paid by DNSSAB to the Service Provider.

Additional Charges or User Fees

It is a condition of the agreement and service description schedule that a Service Provider shall not charge the parent/guardian in receipt of fee subsidy or DNSSAB at a rate for the services which exceeds the rate charged to full fee-paying parents/guardians.

In addition to this, any amounts added to the base rate charged for the licensed child care and children's recreation services in excess of a ten dollar ($10.00) annual registration fee per child is not permitted. For clarity, the Service Provider shall not charge the fee subsidized parent/guardian any additional fees such as but not limited to operating costs, registration fees or miscellaneous charges (e.g. charges for field trips, special activities, provision of sunscreen, etc.).

Furthermore, the Service Provider will not exclude fee-subsidized children from participating in field trips or special activities by offering alternate child care options.

Maximum Fee Subsidy Per Diem Rates

Effective, May 1, 2026 the maximum fee subsidy per diem rates paid by DNSSAB are as follows:

Centre Based Child Care Services – Regular Care Hours

Infant Care ~ Full Day	$ 61.19
Toddler Care ~ Full Day	$ 53.09
Preschool Care ~ Full Day	$ 48.34

School Age Care ~ Full Day	$ 48.34
Before School	$ 12.86 *
After School	$ 16.76 *
Before & After School	$ 27.94
Half Day ~ All Age Groups ~ 6 hours or less	$ 42.47
Extended Hours ~ Before or After "Regular" Care Hours	$ 11.18

*Note: The combined rates for before and after school care cannot exceed $ 27.94.

Centre Based Child Care Services – After Care Hours (Evening and Weekend Care)

Infant Care ~ 9 hours or less	$ 77.95
Infant Care ~ 13 hours or less	$ 89.13
Infant Care ~ 13 + hours or less	$ 100.31
Toddler Care ~ 9 hours or less	$ 69.85
Toddler Care ~ 13 hours or less	$ 81.03
Toddler Care ~ 13 + hours or less	$ 92.21
Preschool Care ~ 9 hours or less	$ 65.11
Preschool Care ~ 13 hours or less	$ 76.28
Preschool Care ~ 13 + hours or less	$ 87.46
School Age Care ~ 9 hours or less	$ 61.47
School Age Care ~ 13 hours or less	$ 72.65
School Age Care ~ 13 + hours or less	$ 83.82
Weekend Care ~ in addition to regular rates	$ 8.94
Extended Daytime Hours ~ All Age Groups ~ 3 hours or less	$ 35.77

Licensed In Home Child Care Services

Infant Care ~ Full Day	$ 53.65
Toddler Care ~ Full Day	$ 53.65
Preschool Care ~ Full Day	$ 53.65
School Age Care ~ Full Day	$ 53.65
Before School	$ 12.86 *

After School	$ 16.76 *
Before & After School	$ 27.94
Extended Care ~ All Age Groups ~ 10+ hours	$ 59.23
Overnight ~ All Age Groups ~ 12+ hours	$ 64.82
Weekend Care ~ in addition to regular rates	$ 8.94
Half Day – All Age Groups ~ 6 hours or less	$ 42.47

*Note: The combined rates for before and after school care cannot exceed $ 27.94.

Children's Recreation Programs

School Age Care ~ Full Day	$ 44.71
Half Day ~ All Age Groups ~ 6 hours or less	$ 42.47
Extended Hours ~ Before or After "Regular" Care Hours	$ 11.18

Provider Requests for Rate Increases

Service Providers are responsible for the development of a policy regarding the agency's child care fee structure and practices regarding child care fee increases (i.e. based on programs costs, planned increases, notice of fee increase to families, etc.).

It should be noted that with the Canada Wide Early Learning Child Care initiative which started in 2022, fees for children ages 0-5 have been frozen since April 2022 and therefore cannot be increased. Only fees for children ages 6-12 can be increased.

As child care fee increases are being planned, Service Providers are responsible for completing and submitting the Request for Fee Subsidy Per Diem Rate Increase through the Financial Reporting database, along with adding supporting documentation to their SharePoint Folder (program information file).

Service Providers will not be paid a fee subsidy rate that is higher than the agency's market rate or public rate for full fee-paying families.

DNSSAB will consider requests from Service Providers for fee subsidy per diem rate increases annually.

Statutory Holidays

Service Providers will be paid their approved daily rate on statutory holidays. An exemption to this rule would be when a child care is closed and a child transfers to a new centre (different Service Provider) for the holiday period. In this situation, neither site will be paid for the statutory holiday. The new placement begins the first day the site is open after the statutory holiday. Example: Service Provider is paid for the December 25 and 26 statutory days if a child transferred to their program on Friday December 24th. However, if the child was starting after the 24th, the placement would begin on Wednesday December 29th, after the statutory holidays on the first day child actually attends the centre.

For children placed in a Kindergarten or School Age Before and/or After Care Code, the statutory holiday will be paid at the before and/or after rate except during the summer and December holiday breaks when the child's enrolment changes to full days.

Statutory Holidays will be paid in accordance with the Service Provider's program policies and shall not exceed the rates charged to full fee-paying Parents or Guardians. Statutory Holidays may include the following:

- New Year's Day - January 1
- Family Day - February
- Good Friday
- Easter Monday
- Victoria Day - May
- Canada Day - July 1
- Civic Holiday - August
- Labour Day - September
- National Day for Truth and Reconciliation - September 30
- Thanksgiving Day - October
- Remembrance Day - November 11
- Christmas Day - December 25
- Boxing Day - December 26

THE OCCMS AUTOMATED BILLING SYSTEM: WEB RECORD OF ATTENDANCE

The Ontario Child Care Management System (OCCMS) provides DNSSAB with an automated system for attendance and billing records. All DNSSAB Children's Services staff members are fully trained to use the system. The provincially approved database system allows District of Nipissing Children's Services staff to:

- Hold parent/guardian 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

Automatic Age Group Rate Changes

The billing system automatically changes a child's age group, care code and approved daily rate as the child reaches the next age category (according to date of birth for infants through preschool) as of the next full month of billing. For example, if a child turns 2.5 years on May 5th, the Preschooler care code and approved daily rate will take effect as of June 1st. Age groups are determined by the CCEY Act 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 7 years. 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

If a Service Provider informs their CSR prior to submitting the billing, the change in groups (care codes) can be added to the ROA and Service Providers will see an age rate change on the Payment Detail Summary. For example, an Infant rate may be paid for the number of days the child was enrolled under 18 months of age, while a Toddler rate may be paid for the number of days the child was aged 18 to 30 months. That child will have 2 entries on the ROA. If the Service Provider informs the CSR after they have completed and submitted their billing, the change will be noted as an adjustment on the Payment Detail Summary.

Attendance Schedules and Process

Attendance schedules are automatically generated on the first business day of each month.

The Service Provider shall ensure that monthly fee subsidy billings are prepared and submitted by the 10th day of every month for the previous month, unless DNSSAB indicates otherwise, in the prescribed form and containing information as DNSSAB may require.

The monthly fee subsidy billing submissions must reflect the actual activity from the previous month and must be based on approved care in accordance with the parent agreement. In situations where the parent agreement states that care has been approved "according to work hours", the Service Provider must obtain a work schedule or signed "Declaration of Work Hours" from the parent/guardian in order to bill us accurately. Such documents are required to be included in any fee subsidy audits.

Service Providers will not bill for days that are not eligible for payment, according to DNSSAB Policies and the Service Provider's internal policies.

The attendance schedule reflects the enrolment for the previous month. For example, Service Providers will receive the attendance schedule for June on the first business day of July.

Payment may be subject to delay if the submitted information is late, incomplete or inaccurate.

How Attendance Schedules Are Distributed

All Service Providers must complete attendance schedules through the web-enabled Record of Attendance.

The Service Provider must complete the attendance schedule according to the legend and record the number of days the approved child was in attendance, sick, absent, or on vacation, and the number of vacancies in each age group, no later than the tenth day of the month following the month in which care was provided. The Service Provider shall identify each approved child enrolled.

Recording Attendance

The following symbols are used to record attendance:

- P: Present – used for each day the child attends the program
- V: Vacation – used for each day that the child is absent from the program due to vacation
- S: Sick – used for each day the child is absent due to illness
- A: Absent – used for each day that the child is absent from the program
- W: Withdrawal – used on the last day the child attended before withdrawing fully
- E: End Date- used for the last paid day of a specific placement, if the child is continuing to use other placements in the program; this is a paid day
- H: Holiday – used for any statutory holiday when the program is closed and regular child care fees are charged to all families in accordance with the agency's policies
- N: Non-Paid day – used for any day that shows a placement, including statutory holidays, when fees are not to be applied
- O: Other – used under unique circumstances (i.e. snow days when buses are not running, etc.) and must be approved by the CSR in order to be paid for the day.

When adding or changing the codes from day to day, the system allows for tabbing to the next day and entering the letter for the appropriate code. The other option is to move to each day and choose from the drop-down box. Comments are required for some days (i.e. when there is no code on a specific day, but the child was present and you want to add the "P"). All "absent/sick/vacation" or "other" codes require a comment to explain the reason for using this code, in order for it to be considered for payment.

If there is an instance when one of your programs/sites is closed for a period of time and therefore there is no attendance for you to report, OCCMS still requires you to go through and complete that program/site's billing. Not completing it could result in a delayed payment because we cannot complete the billing on our end.

The Absentee Allowances

Absent days are cumulative and may be carried over from one month to the next. However, absentee days not used at the end of the calendar year will not be carried over to the next year.

Each child's absentee allowance is monitored with OCCMS. DNSSAB will not pay the approved daily rate when a child's absentee allowance is exhausted. The CSR will note in the billing when a child is out of absent days and the last paid day. It is the Service Provider's responsibility to notify and collect the full fee from the parent/guardian in the event DNSSAB has not paid for the absent day.

Late Starts and Withdrawals

When a child is approved for Child Care Fee Subsidy and a start date is confirmed, DNSSAB will pay its portion of the fee beginning on the approved date of enrolment.

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 Service Provider will be reimbursed for up to a maximum of 10 days. If another child is enrolled within that 10-

day period, the Service Provider will not be reimbursed for any remaining days

Children Moving Up In Groups Early

Service Providers should notify their CSR whenever a child moves to the next age group early. As an example, when a toddler moves up to the preschool group but is only 26 months old, not the required 30 months.

Enrolment in Kindergarten

Service Providers will be paid the approved kindergarten rate for children who have staggered enrolment, effective the child's first day of enrolment in a school board kindergarten program. Service Providers must inform District of Nipissing Children's Services of these dates. It would be a best practice for Service Providers to communicate with their families regarding children who are moving up to kindergarten to ensure that their CSR is aware and can review these changes and eligibility for before/after school, PD days and breaks if this care is required.

Site Transfers

To ensure accurate billing, Service Providers must advise their CSRs of plans to close one child care site and transfer children receiving fee subsidy from that site to another, including during summer months and/or during school breaks by submitting the Change in Location Form. This form should be completed any time a child changes sites within the same agency.

Requests to Transfer to Another Child Care Location

Parents/guardians who wish to transfer their children to another child care location must provide the Service Provider with written notice at least 10 business days prior to the child's last day. Service Providers are responsible for enforcing their payment policies with parents/ guardians.

In the event of a child care closure or termination of a Master Agreement, DNSSAB will communicate with families four weeks in advance of pending closure to support them with their child care needs.

Late Enrolments

If a child is approved for subsidy after the attendance schedule is sent, the CSR will confirm enrolment in writing/email and the Service Provider will record the child's name on the attendance schedule. If a child's name is not listed on the attendance schedule, Service Providers must notify the CSR before selecting the complete button as the child can be added for payment. Once the provider has submitted the ROA by using the submit button, any changes will have to be added as adjustments on the next billing.

Withdrawals With/Without Notice

Parents/guardians are informed that if they plan to withdraw their child from child care, they must give their Service Provider and CSR written notice at least 10 business days before the date of withdrawal.

If the child is withdrawn without notice, DNSSAB will reimburse the Service Provider for up to 10 days following the last day the child was present. If another child is enrolled within that 10-day period, the Service Provider will not be reimbursed for any remaining days.

Service Providers are responsible for notifying their CSR of withdrawals or when children are absent from their program for five consecutive days without notification from the parent/guardian by completing the Withdrawal/Attendance Report. The initial five days will be marked as absent days and will be followed by a withdrawal without notice if the child(ren) do not return.

If the Service Provider fails to advise DNSSAB after the five (5) Business Days, payment will be stopped at the end of the tenth (10th) business day following the child's last day of attendance.

A Notice of Withdrawal letter will be sent to both the parent/guardian and the Service Provider, outlining the effective date that the child(ren) are no longer eligible to receive child care fee subsidy as well as the reason why. It would be the responsibility of the Service Provider to arrange for payment of child care fees rendered after this date should the parent/guardian continue to use their child care services.

If a child has been approved and scheduled to start at the centre but does not attend, the Service Provider will receive payment for up to ten (10) business days in lieu of notice if the space is not filled.

WEB-ENABLED RECORD OF ATTENDANCE PROTOCOLS

To support the web-enabled Record of Attendance protocols, Service Providers must:

- Have a computer with Internet access (no additional software is required)
- Designate one person as the Head Office Administrator and provide this name to DNSSAB Children's Services
- Use the OCCMS web link to access their head office
- Assume Head Office Administrators' rights

Head Office Administrators

The Head Office Administrator is the Service Provider/owner (or assigned staff person) who has access to all information related to fee subsidy 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 Service Provider to control who can access and edit 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 for the agency's internal users

It is essential that each agency/Service Provider assign rights to at least two users to ensure that someone can always complete the Record of Attendance in the absence of the primary person to ensure that there is a timely payment.

It is also essential that the head office administrator reset usernames, the status of that user (active or inactive) and passwords when staff changes occur. If individuals share usernames and passwords, they will no longer have a record of who completed the Record of Attendance on the agency's behalf, or when required for audit purposes. In addition, there may be a risk of someone tampering with your Record of Attendance files.

How Service Providers Are Reimbursed

To be reimbursed correctly, Service Providers must accurately complete the OCCMS-generated attendance schedule, which includes:

- an 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
- the fee paid by the parent/guardian
- the approved daily rate
- the remaining absentee allowance for the year
- enrolment start and end dates
- a monthly calendar grid for recording attendance
- comments
- space for authorizing signatures
- space for recording program vacancies

Billing: Reimbursement For Child Care Service Rendered

The amount reimbursed to Service Providers is based on child enrolment and the approved daily rates. The Master Agreement and Service Description Schedule D: Fee Subsidy between Service Providers and DNSSAB reflects the daily child care rate set by DNSSAB.

Provincial legislation and DNSSAB policy, along with a provincially legislated income test, is used to determine the parent contribution for all parents/guardians. If eligible and the parent/guardian is deemed to have a contribution, this amount is paid directly by the parent/guardian to the Service Provider. DNSSAB reimburses the Service Provider the remainder of the approved daily rate.

The Service Provider shall ensure that monthly fee subsidy billings are prepared and submitted by the 10th day of every month for the previous month, unless DNSSAB indicates otherwise, in the prescribed form and containing information as DNSSAB may require. The monthly fee subsidy billing submissions must reflect the actual activity from the previous month.

The Service Provider is responsible for collecting all parents/guardians' contribution in accordance with its billing policies and procedures.

Adjustments

If a child's name is not listed on the attendance schedule, Service Providers must notify the CSR before selecting the complete button as the child can be added for payment. This will allow DNSSAB to count all full-day-equivalent children on OCCMS and to report accurate service delivery statistics to the province.

Other billing discrepancies can also be adjusted in the current month if identified prior to the provider selecting the complete button. To request an adjustment, the Service Provider must complete the Fee Subsidy Billing Adjustment Request Form and submit it to the CSR for review and approval. Following review of the request, the CSR will return the request form to the Service Provider, indicating the approval status. The Service Provider is responsible for submitted approved adjustments in the billing system to be processed.

Once the billing is completed, any additional adjustments would have to be captured on the billing for the following month. Service Providers are asked to inform DNSSAB immediately of any billing discrepancies.

Payment Errors and Omissions Reminder

Any error or omission with respect to payments to the Service Provider must be reconciled within 15 calendar days of the payment. These entries must be forwarded to their CSR for review and if approved will be added on the next billing.

Arrears

The Service Provider is responsible for collecting any fees payable by the parent/guardian for licensed child care and/or children's recreation services in accordance with the Agency's billing policies and procedures.

The Service Provider is responsible for the development and implementation of a policy regarding arrears, which should be provided to families upon registration.

Fee Subsidy Audits

DNSSAB reserves the right to conduct fee subsidy audits on a regular basis to assess compliance and adherence with the established requirements pertaining to fee subsidy monthly billing, policies and guidelines.

The Service Provider shall immediately refund any payments made by DNSSAB, which are for any reason in excess of the amount to which the Service Provider is entitled, to DNSSAB. At its sole discretion, DNSSAB may deduct or set off the overpayment from any subsequent funds due to the Service Provider until payment is made in full.

For additional information related to OCCMS Web Record of Attendance please refer to the following OCCMS Operators Manual.

FEE SUBSIDY WAITLIST

When the allocated fee subsidy budget for purchasing licensed child care and children's recreation programs is being spent at the maximum expenditure level, all new child care fee subsidized parents/guardians will be placed on a district-wide Fee Subsidy waitlist.

Whenever possible, Service Providers will be provided with written notice of the effective date in advance of the waitlist implementation. This means that the Service Providers will be notified that any new applicants who are deemed eligible for fee subsidy will be placed on a waitlist until a fee-subsidized space becomes available.

The Fee Subsidy Waitlist is comprised of parents/guardians who have been pre-assessed and determined to meet eligibility requirements for subsidy. Applications are prioritized based on policy and priority criteria approved by DNSSAB's Board. Within each priority level, families will be prioritized in accordance with the fee subsidy application date. Parents from lower priority levels will be offered care after eligible families with higher priority levels have been offered a placement.

Prioritization

Priority 1: Immediate placement when a child care space is made available. Families who meet one or more of the following criteria:

- Families with a child with special needs, for whom a "specialized placement" is required and available. "Specialized placement" means a child care space for a child with special needs, for which specialized staffing/programming has been approved, in consultation with the Quality & Inclusion Support Program.
- Families who are deemed to be "in crisis" with a completed referral by a third party and with Supervisor or designate approval. "In crisis" means the Supervisor or designate, in consultation with the professional providing the referral, deems that without child care, the crisis is likely to result in family breakdown in the imminent future.
- Ongoing clients with an "Approved Break in Service". "Approved break in service" means that a parent will not require child care services for a temporary period of not more than 13 months, and the parent has a documented "back to work" or "back to school" date. The parent must be reassessed for subsidy eligibility, following regular subsidy procedures, at the end of the break in service period.

Priority 2: Children under age 10 (or up to 18 with an approved special needs referral), of all other eligible families whose assessed family income is below the most recent, published median household income for our district, as determined by Statistics Canada.

Priority 3: Children under age 10 (or up to 18 with an approved special needs referral), of all other eligible families whose assessed family income is above the most recent, published median household income for our district, as determined by Statistics Canada.

Priority 4: Children aged 10 to 12 years of age for all eligible families.

Parents/guardians will be responsible for paying the full daily fee for licensed child care and children's recreation services until the parent/guardian and Service Provider are notified of approval for a fee subsidy. It is important to note that fee subsidy will not be backdated to the child's enrolment date.

When a fee-subsidized child leaves a program, the next eligible family will be contacted in accordance with the fee subsidy waitlist policy. Once the family has accepted the fee-subsidized space and confirmed with DNSSAB enrolment in a licensed child care centre or children's recreation program, the Service Provider will be notified of the family's eligibility and start date.

CHILD CARE AGENCY WAITLIST

The Service Provider is responsible for the development and implementation of a waitlist policy that explains how the agency will manage waitlists for licensed child care and children's recreation services. This policy should be included in the parent handbook and available to families inquiring about services.

In accordance with the Act, licensed child care Service Providers are prohibited to collect fees to register children on their agency's waitlist.

NIPISSING'S LICENSED CHILD CARE REGISTRY (LICENSED CHILD CARE WAITLIST MANAGEMENT SYSTEM):

In accordance with the master agreement, the Service Provider must utilize the District of Nipissing Licensed Child Care Waitlist Registry (Licensed Child Care Waitlist Management System) to ensure fair and equitable access to licensed child care services for all new children and families and to support with the sector's service system planning.

The Service Provider will ensure to:

- keep passwords and usernames confidential and not share with anyone, including other users;
- ensure the Registry is used to enroll all children, both full fee and subsidized, in services offered by the Service Provider;
- enroll children in services in accordance with the child's rank in the registry and the Service Provider's policy;
- keep lists current to ensure that families no longer requiring care are removed from the agency's registry active list and ending placements for families no longer receiving services
- keep all program and contact information on the registry up-to-date for all services provided by the Service Provider;
- communicate to DNSSAB Children's Service department any problems accessing or using the registry;
- ensure to immediately inform DNSSAB of any unauthorized access to the registry;
- ensure that concerns about the privacy or use of the data and information collected be directed to DNSSAB.

Families who register with the District of Nipissing Licensed Child Care Waitlist Registry (Licensed Child Care Waitlist Management System) will be directed to go to

the DNSSAB website and complete the OLAF application to determine eligibility for fee subsidy to ensure that if needed, they are also on the waitlist for fee subsidy. In order to better support families, we recommend that parents apply for fee subsidy prior to securing a licensed child care or authorized recreation space to determine their eligibility.

If parents are deemed eligible for Fee Subsidy, their child(ren) will be placed on the subsidy waitlist. Once they have secured a licensed space, they should contact us and their application will be finalized. Please note that the final processing of the application may require an updated income test, based on the latest Notice of Assessment (NOA) information.

For additional information and resources for families related to the District of Nipissing Licensed Chid Care Waitlist Registry, please visit the DNSSAB website.

For agency information and resources related to the District of Nipissing Licensed Child Care Waitlist Registry, please visit the Waitlist Registry and refer to the Provider Manual.

DEFINITIONS

The words and phrases listed below when used in these guidelines will have the following meaning ascribed to them:

"Act" means the Child Care Early Years Act, 2014.

"After Care Hours" means the regular evening and/or weekend hours of operation that a centre-based licensed child care program is available to families.

"Agency" means the Service Provider's business;

"Approved Child" means an individual, under thirteen years of age, who is a dependent and resides in the District of Nipissing with a Parent/guardian who is receipt of child care fee subsidy supports. Approved child could also mean an individual older than 13 who has identified needs and supports in place so that they are able to participate in the program.

"Approved Daily Rate" means the daily rate approved by District of Nipissing that the Service Provider charges on behalf of an approved child as stipulated in Service Description Schedule A that forms part of the Master Agreement.

"Attendance Schedule Form" means the form that is generated by OCCMS which includes the names of enrolled children approved for Child Care Fee Subsidy on a monthly basis.

"Business Days" any working day, Monday to Friday inclusive, excluding Statutory or other holidays, namely: New Year's Day; Family Day; Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day, Boxing Day and any other day which DNSSAB has elected to be closed for business;

"CAS" means Children's Aid Society.

"CCEYA" means Child Care and Early Years Act, 2014.

"Child Care Fee(s)" means the fee for a child care space set by the Service Provider that is charged to parents.

"Child(ren) with Special Needs" means a child whose cognitive, physical, social, emotional or communicative needs, or whose needs relating to overall development, are of such a nature that additional supports are required for the child to fully participate in a licensed child care or children's recreation program;

"Child" or "Children" means a child, who is less than 13 years of age, of a parent/guardian who has a financial need and is approved for child care fee subsidy.

"Children's Recreation Program" means programs that meet the description as set out in subsection 6 (4) in the Act.

"CSR" means DNSSAB Children's Services Representative.

"DNSSAB" means District of Nipissing Social Services Administration Board.

"Fee Subsidy" means financial provisions for eligible parents or guardians to support the daily costs of licenced child care and children's recreation programs.

"Full Day Child Care" means six or more hours per day.

"Full Fee" means a Parent or Guardian that is not considered to be a person in need of fee subsidy;

"Half Day Child Care" means less than six hours per day.

"HANDS" means Hands the Family Help Network.ca.

"Head Office" means an agency's principle site of business. In OCCMS, billing and payment procedures are associated with the head office although an agency may operate one or multiple sites.

"In crisis" means the Supervisor or designate, in consultation with the professional providing the referral, deems that, without child care the crisis is likely to result in family breakdown in imminent future.

"Licensed Child Care" means an agency who provides child care for one or more children and is licensed by Ministry of Education to operating child care centre based or home child care services.

"Market or public rate" means the child care fee(s) for a child care space set by the Service Provider that is charged to parents who are not in receipt of fee subsidy.

"Ministry" means Ministry of Education for the Province of Ontario or any successor ministry, department or government body.

"OCCMS" means Ontario Child Care Management System.

"OKP" means One Kids Place.

"Parent/guardian" means a parent/guardian who has applied for Child Care Fee Subsidy and has a financial need according to provincial and district eligibility criteria.

"Payment Detail Summary Sheet" means the reports the previous month's calculation of payment and includes any changes or corrections made by DNSSAB.

"Per Diem Rate(s)" means the cost per day that DNSSAB pays a Service Provider to fund a child in a subsidized child care or children's recreation space.

"Purchase of Service Agreement" means a service agreement between the DNSSAB and a Service Provider for the delivery of licensed child care services, children's recreation program, inclusion support services or early year programs and services.

"Reasonable Fees" means the daily fee charged to families is one that reflects the cost of care being provided.

"Regular Care Hours" means the regular daytime hours of operation that a centre-based licensed child care or children's recreation program is available to families.

"Service Provider" means licensed child care or children's recreation Service Providers who have a current Master Agreement and Service Description Schedule A with DNSSAB.

"Services" means licensed child care services or children's recreation programs.

"Site" means an individual facility where child care services are provided, operated by a child care Service Provider's head office. Attendance schedule procedures are associated with the site.

"Specialized Placement" means a child care space for a child with special needs, for which specialized staffing/programming has been approved, in consultation with Inclusion Support agencies.

APPENDIX A: Links

- French Language Service Act
- DNSSAB Children's Services Website
- Fee Subsidy Online Application Form (OLAF)
- Attendance/Withdrawal Form
- Change in Location Form
- CCEYA
- OCCMS Operators Manual
- Nipissing District Child Care Waitlist Registry

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