

Child Care Fee Subsidy Parent Handbook



Contact Information

Chatham-Kent Child Care and Early Years Division is here to help. Connect with us by email or by phone for questions about child care and financial help.

Health & Human Services Building
2nd floor, 435 Grand Ave. W, Chatham, ON
Monday to Friday
8:30 a.m. - 4:30 p.m.

1-866-720-7975

ckchildcare@chatham-kent.ca

Please provide one – two business days for a response.

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Welcome to Child Care Fee Subsidy

The Municipality of Chatham-Kent understands the importance of quality child care for both you and your child. The Child Care and Early Years division works to provide programs that will help your child grow and develop. One way that we can do this is by offering financial assistance through Child Care Fee Subsidy to qualifying families.

Child Care Fee Subsidy can help reduce the cost of child care for families that are using a licensed child care program. To qualify for Fee Subsidy, a family would need to meet the eligibility criteria:

1. Secure a licensed child care spot
2. Have a reason for service
3. Meet the financial need measure

Eligibility needs to be met on an ongoing basis, and because of this each family will have an assigned Case Manager to assist them with their Fee Subsidy file. Your Case Manager will work with you to determine your eligibility and complete all required steps for Fee Subsidy. If you have any questions or concerns, do not hesitate to reach out to your Case Manager.

Canada-Wide Early Learning & Child Care

The Canada-Wide Early Learning & Child Care (CWELCC) is a five-year plan that includes lowering child care fees for children under the age of six in licensed child care programs. CWELCC has been implemented in stages, to make child care more accessible and affordable. Fees will reduce throughout the plan. No eligible fee will be less than \$12.00 per day.

You may be eligible for reduced fees if:

- you pay more than \$12 per day for child care and your child:
- your child is under the age of six
 - turns six years old and is enrolled in a licensed preschool, kindergarten or a licensed home child care premises, until June 30

All licensed child care centres and licensed home cares in Chatham-Kent are participating in the Canada-Wide Early Learning & Child Care System.

Unlicensed child cares and recreational programs are not eligible to participate in CWELCC.

Receiving Child Care Fee Subsidy?

While receiving Fee Subsidy, families are responsible for maintaining eligibility and keeping their Case Manager informed.

Unfortunately, if changes are not reported promptly, you could end up owing money. Although we do communicate with your Child Care Centre, you are required to notify both the centre and your Case Manager of updates.

Change to Report	Who to Notify
Child will be absent for illness or vacation for more than 1 week. (NOTE: Subsidy will not pay for more than 3 weeks of consecutive unexplained absences.)	✓ Case Manager ✓ Child Care Site
An adult or child moves in or out of your home.	✓ Case Manager
You have a job loss.	✓ Case Manager
You stop or start receiving Ontario Works or ODSP.	✓ Case Manager
Child no longer lives primarily with you.	✓ Case Manager
Custody arrangements / parenting schedules are changing.	✓ Case Manager ✓ Child Care Site
Contact information or address has changed.	✓ Case Manager ✓ Child Care Site
Your marital status is going to change.	✓ Case Manager
Your regular employment schedule changes (such as: add a second job, increase to full time, change to part time, usual shifts change, seasonal work ends/starts, etc.)	✓ Case Manager ✓ Child Care Site
Your school status or schedule changes.	✓ Case Manager ✓ Child Care Site
You are going on maternity or paternity leave.	✓ Case Manager ✓ Child Care Site

Change to Report	Who to Notify
You are withdrawing your child from child care. (NOTE: You must give 10 days notice.)	<ul style="list-style-type: none"> ✓ Case Manager ✓ Child Care Site
You are off work temporarily because of illness or injury.	<ul style="list-style-type: none"> ✓ Case Manager ✓ Child Care Site
You plan to switch your child to a different child care center or program. (NOTE: You must give 10 days notice. Subsidy cannot cover the cost of two placements at the same time.)	<ul style="list-style-type: none"> ✓ Case Manager ✓ Child Care Site

Policy Overview

Child Care Attendance

Fee Subsidy will not pay for more than three weeks of unexplained absent day charges.

If you have scheduled care in advance, or signed a contract for a specific care schedule, the child care centre will charge for that scheduled care whether your child is present or absent. Your Case Manager will contact you if an unusual amount of absent days are reported on your child's attendance. If it is determined that you were not eligible for care, you may be given an overpayment for fees paid on your behalf.

Each child is allotted 60 absent days per calendar year, these are pro-rated depending on the child's start date and are not carried over into the following year. After the 60 allotted absent days have been used, you would then be required to pay the full fee amount for additional absent days to the child care site. If you are planning to use vacation time, you must receive pre-approval from your Case Manager and child care site for longer periods of vacation – anything beyond 2 consecutive weeks. Each child care provider has their own vacation policy that is also taken into consideration. If the provider offers vacation days at no charge to families, this would not count towards a child's 60 absent day allotment.

Child Care Fee

While receiving Child Care Fee Subsidy, you may still have a portion of the child care fee to pay. This is called a Parental Contribution. If you are required to pay a Parental Contribution amount, you will pay that directly to the child care operator. The centre you pay will be named on the Subsidy Approval Confirmation Form that is sent to both you and the child care centre(s) you are using.

You are responsible to pay your contribution each month to keep your child care space. The child care centre you are enrolled in will explain the centre's policies around payment of fees.

Overpayment

The amount of Fee Subsidy you receive is based on the information you provide. If you have any changes, it is important to inform your Case Manager as soon as possible to help avoid an overpayment. In some situations, you may have to repay Fee Subsidy funding if you are found not eligible for child care that has been subsidized. Your eligibility for Fee Subsidy may be affected if you have an overpayment.

Job Search

While receiving Fee Subsidy, if you are no longer working; have graduated from school; or have finished your school term and plan on actively looking for employment – job search may be a reason for service. A job search period may be approved for up to three months, once during a 12 month period. Contact your Case Manager to discuss your eligibility.

Annual Review

Once receiving Fee Subsidy, you are responsible to renew your Child Care Subsidy Agreement annually. This process requires you to submit updated documents on time to your Case Manager. As well, you will need to review and sign updated forms. Your Case Manager will complete an Annual Review appointment with you by phone or in person. Your Annual Review date will be given to you by your Case Manager, it can also be found on your Child Care Subsidy Agreement. You are responsible to renew your subsidy before your end date.

Ending Child Care and Fee Subsidy

It is standard policy to give at least two weeks notice to the child care program and your Case Manager before withdrawing your child from care. This is important to avoid costs being charged that cannot be covered by Fee Subsidy.

Internal Review

You have the right to request an internal review of all subsidy eligibility decisions, which include: ineligibility, policy issues, and overpayments.

To start the review process:

- email Client and System Support at ckchildcare@chatham-kent.ca and ask for an Appeal Review Form.
- submit the completed form to your Case Manager or to ckchildcare@chatham-kent.ca. The form will be directed to the Program Manager, Child Care & Early Years for review.

You will be informed of the decision within 14 days of the date of submission. Please note that not all appeals will result in a change in decision.

Frequently Asked Questions

Summer Care or School Breaks

Needing Care:

- Inquire with your child care site and Case Manager about care for school breaks and summer. Your child care site may offer these programs already.
- If they do not offer these programs, inquire with your Case Manager about approved recreation programs.
- Remember to update your OneHSN Child Care Registry account with the most up to date information and care needs.

Not Needing Care:

- If you need care in September again: You may not need child care during the summer due to your own school ending or break in work. If you do not qualify for the Job Search Period, speak with your child care site and Case Manager about options to maintaining your space throughout the summer. A “Break-in-Service” may be an option.
- If you do not need care in September: Inform your child care site and Case Manager right away to ensure a proper 10 days notice is provided.

Child Care Referrals

Who Can Complete the Referral form?

- Professional working with the family (example: Children’s Treatment Centre, LINCK, Women’s Centre, etc.)
- Family physician
- Ontario Works

Do Referral forms expire?

Yes. Expiry dates can vary from 6 months to 1 year. Your Case Manager will reach out if a new Referral form is required.

Resources and Helpful Links

The Chatham-Kent community offers a wide range of resources for families. Speak to your Case Manager for more information about programs that could meet your needs.

- [Chatham-Kent EarlyON](#)
- [A.L.L. for Kids Program](#)
- [Linck](#)
- [Children's Treatment Centre](#)
- [Humana Community Services](#)
- [Chatham-Kent Public Health](#)
- [Learning Disabilities Association of Chatham-Kent](#)
- [Ministry of Education Information on Child Care and the Early Years \(gov.on.ca\)](#)
- [Canada Revenue Agency](#)
- [Canada Child Benefits \(CCB\) Notice Example](#)
- [Chatham-Kent Child Care and Supports Registry](#)
- [OSAP Funding Summary Example](#)
- [Child Care and Early Years Act](#)
- Community Navigators – located at Chatham and Wallaceburg library branches. Navigators assist with filling out paper or online forms; information search; referrals to community agencies; basic income tax filing. **Call to book an appointment 519-355-1380 or email ckcn@chatham-kent.ca.**