

Child Care Subsidy Parent Handbook



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What is Child Care Subsidy

Child care subsidy is financial assistance that can help with the costs of child care. A full subsidy pays for the cost of a space in a licensed child care, licensed home care or approved recreation program. A partial subsidy covers a portion of the costs, where the parent/guardian pays for some of the child care cost and the Municipality pays for the rest.

The amount of subsidy is based on income level and confirmation of a reason for care (reason for service).

Child care subsidy is available to help with the cost of child care for families using licensed child care, licensed home care or approved recreation programs. If you have been assessed as eligible to receive child care subsidy, your Case Manager will have reviewed the terms of your parental agreement and provided you with this Parent Handbook. It is intended to be a resource and guide to maintaining your subsidy and child care space alongside contact with your Case Manager.

Note: This handbook serves as an overview of the child care subsidy policies and does not cover all policy details and circumstances. Recently updated policies may not be reflected in this handbook.

More Child Care & Early Years information can be found on these platforms:

Website at www.chatham-kent.ca/childcare

Facebook at <https://www.facebook.com/ckchildcareearlyyears/>

Twitter at <https://twitter.com/childcareck?lang=en&form=MY01SV&OCID=MY01SV>

Instagram at <https://www.instagram.com/ckchildcare/>

Steps to Take Before Applying for Child Care Subsidy

Finding Child Care

Quality child care meets the needs of both you and your child. The program you choose should help your child grow socially, emotionally, physically, cognitively and in language development. A child care program should also have staff who have your child's best interests in mind. They should have training and education as well as kindness and patience when working with young children.

Points to Consider when selecting a Child Care Option

Writing a list of questions and calling around to child care providers is an important step. Consider these questions:

- What hours of child care will I need?
- What ages does the child care centre I'm looking at take?
- What are the fees? Can I get subsidy to help with those fees?
- What payment options do they offer?
- What [type of child care](#) do I want? (licensed child care centres, licensed home care, before-school and after-school care, unlicensed child care)
- Is the centre/provider's location convenient?
- Is the child care space clean, bright, safe, and welcoming?
- Do I get to meet the staff and supervisor and have the policies explained to me?
- Do I get vacation or sick days? Will I have to pay full fee for those?
- Are the menus up for me to see? Is there a variety of healthy food?
- Is there a place to play outside?
- Do I know what qualifications my child's teachers have?
- Are there special events for my child? Are parent nights available?

It is a good idea to make an appointment to visit the child care provider. Most child care providers will require you to visit before your child starts there.

The partnership between your family and your child care provider is important. Make sure you know the provider's policies and what's expected of the parent, such as how to sign in your child for the day.

Check in regularly with your child's caregiver and supervisor. Do not be afraid to ask questions! If needed, schedule a time to talk with your caregiver privately. Keep in mind that adjusting to a new child care situation takes time and effort for everyone to get to know each other.

Being involved in the child care provider's activities such as parent nights will help build relationships with the caregivers and give you a better understanding of your child's day and child care experiences.

Child Care Options in Chatham-Kent

There are 3 different care options that you can use for subsidy:

Licensed Child Care

Child Care Centres are licensed by the Ministry of Education and regulated by the Child Care and Early Years Act, 2014. Most program staff are Registered Childhood Educators that are regulated by the Ontario College of Early Childhood Educators. A balanced program of activities for infants, toddlers, preschool and school-age children is designed for children at different stages of development. Children learn and grow while making friends with other children of the same age.

- Licensed Child Care Locations - refer to [chatham-kent.ca/childcare](https://www.chatham-kent.ca/childcare) for locations <https://www.chatham-kent.ca/community/childcare/Pages/Childcare-Locations.aspx?location=Chatham>
- Apply for Licensed Child Care by creating an account and applying for child care program through the [Chatham-Kent Child Care and Supports Registry](#). All licensed child care applications are done through our Child Care Registry.
- If you are interested in applying for support with the cost of child care, on the registry click "Yes" I am interested in applying for child care subsidy.
- The child care providers will contact you when they have an opening for your child.
- If you have indicated that you are interested in applying for child care subsidy, once the child care operator has given your child a space and removed your child from their registry, you will receive a call to begin your subsidy application.

- Be aware that you must apply for a program and be given a space at a licensed child care program BEFORE you apply for child care subsidy.

Licensed Home Care

Licensed home child care provides a home-like atmosphere for infants, toddlers, preschoolers and school-age children. It enables flexible child care arrangements such as evening, early morning, weekend and overnight care. Flexible hours of service for child care is important to individuals maintaining employment, education, and training. Licensed home child care may best accommodate families who work shifts or who need part-time, weekend or overnight care. Chatham-Kent contracts with one Licensed Agency to offer licensed home child care services.

- Licensed Home Care Locations – refer to chatham-kent.ca/childcare for name of Agency and locations <https://www.chatham-kent.ca/community/childcare/Pages/Childcare-Locations.aspx?location=Chatham>
- Apply for Licensed Home Care by creating an account and applying for home care program through the [Chatham-Kent Child Care and Supports Registry](#). All licensed home care applications are done through our Child Care Registry.
- If you are interested in applying for support with the cost of home care, on the registry click "Yes" I am interested in applying for child care subsidy.
- The home care agency will contact you when they have an opening for your child.
- If you have indicated that you are interested in applying for child care subsidy, once the child care operator has given your child a space and removed your child from the registry, you will receive a call to begin your subsidy application.
- Be aware that you must apply for a program and be given a space at a licensed home care program BEFORE you apply for child care subsidy.

Approved Camps and Authorized Recreation Programs

Camp programs are available throughout Chatham-Kent for your Kindergarten and School Age children from age 4 up to 12 years of age. The following programs are approved recreation programs that you can use and receive child care subsidy for. These programs could offer after school care, school break care as well as summer camp care.

- Approved Recreation & Camp Agencies for Subsidy are:

WISH Centre – after school, school breaks and summer care

CK Recreation – summer care and some school breaks

YMCA Recreation – summer care and some school breaks

- How to apply for Camp or Authorized Recreation Programs – contact the Camp/Recreation program directly then contact our office to apply for subsidy.

Child Care Registry

The Child Care Registry helps families find and apply for space with licensed Child Care Providers.

By joining the [Chatham-Kent Child Care Registry](#) you will be able to:

- Find licensed child care that meets your needs
- Add your child(ren) to several child care providers' wait lists at one time
- Update your contact information and your child care needs, which will be immediately visible in all your child care applications

To learn how to use the [Chatham-Kent Child Care Registry](#), read the steps listed below and the Child Care Registry Tips page. We are working to make the Child Care Registry mobile-friendly but it is best to use a desktop or laptop computer to apply.

Create Your Account or Log In

- Complete the parent and child detail information screens
- If you are interested in applying for support with the cost of child care click "Yes, I am interested in applying for child care subsidy."
- Click "Save & Continue" to apply to child care programs

Apply to Child Care

On the "Care Requirements" page, select the "Preferred Start Date" for child care. For example, if you need before and after school care for the upcoming school year, enter September 1. The Preferred Start Date must reflect the age the child will be when entering the program.

Age Categories for Child Care

- Infant: 0-17 months
- Toddler: 18-30 months
- Preschool: 30 months - 4.8 years
- JK/SK: 3.8 - 6 years

- School Age: 6 - 12 years

Provider Type

Select the appropriate provider types, the number of days and program times. It is encouraged to "Select All" for these categories as situations may change unexpectedly. This creates more options for parents in the future.

Child Care Programs

Apply to the child care programs by clicking the "Show Programs" button. Apply to multiple child care providers as space is limited. Prioritize your program choices using the number one choice as your preferred child care provider and program.

Submit Your Application

Click "Save & Return to Home Screen" to complete the application or click "Save & Add Support Request" which will lead to a referral to either Chatham-Kent Children's Services, Children's Treatment Centre or Public Health Unit.

Once you have returned to the home screen you can add another child, apply to other child care programs and change your preferred start date to apply for programs in another age category.

A child care provider will contact you directly once a space is available.

Please be aware that registration on the [Chatham-Kent Child Care Registry](#) does not guarantee that you will receive a space by the time care is required. Once you have registered, you may contact the child care providers directly for more information about expected wait times. Refer to the Child Care Contact list for telephone numbers.

For technical support with your application, email ckchildcare@chatham-kent.ca or call 519-351-1228 x 2429.

Financial Assistance

Child care subsidy is financial assistance that covers all or part of the cost of child care for children up to 12 years of age in licensed programs and approved authorized recreation programs. The amount of subsidy is based on income level and confirmation of the reason for care.

Estimate what the cost of child care might be

Use the electronic subsidy calculator on our website to determine your estimated monthly parental contribution amount for childcare assistance:

<https://www.chatham-kent.ca/community/childcare/Pages/Child-Care-Subsidy.aspx>.

This chart gives you an idea of what the Parental Contribution might be for a family based on their Net Family Income.

| Net Family Income | Approximate Monthly Cost Per Family |
|-------------------|-------------------------------------|
| \$20,000 | \$0 |
| \$30,000 | \$83 |
| \$40,000 | \$167 |
| \$50,000 | \$417 |
| \$60,000 | \$667 |
| \$70,000 | \$917 |
| \$100,000 | \$1,667 |

How it works - The parent contribution is a provincial funding formula using your taxable net incomes to set an amount that the family can afford to pay for child care.

Using an example of a family with net income of \$70,000, this formula says the parents should be able to pay \$917.00 towards child care regardless of the number of children the families has. The \$917.00 amount is their parent contribution.

Using this same example with the family having two children in child care full time, their child care fees without any child care subsidy would total an estimate of \$1,625.00 a month. The parents would pay \$917.00 of those fees and the remaining \$708.00 of the child care fees would be subsidized.

Please be aware that subsidy is granted based on need and reason for service.

Am I eligible

You may be eligible to apply for financial assistance if:

- You are living in Chatham-Kent., and
- You have confirmed that a space is available for your child(ren) at a licensed child care centre, home-care provider with a licensed child care agency or registered High Five Recreation Program that has a Purchase of Service Agreement with the Municipality of Chatham-Kent, and
- You are the child's parent, kinship care, or legal guardian and the child is living with you, and
- You have filed a Federal Tax Return and have a Notice of Assessment from the most recent tax year, and
- You are working and/or attending school, or
- Your child has been referred by a professional that has completed the Chatham-Kent Therapeutic Referral Form. An approved referring agency may be a doctor, nurse practitioner, speech therapist, or other early intervention professional who is currently working with you or your child, or
- The parent's doctor/specialist has submitted a Chatham-Kent Therapeutic Referral Form indicating the parent's need for licensed child care.

Steps to Apply for Child Care Subsidy

NOTE: You cannot apply for subsidy until you have been given a space at a licensed child care centre, licensed home care or are registering for an authorized camp program with any of the 3 contracted agencies as indicated above.

1. Apply for child care through the [Chatham-Kent Child Care and Supports Registry](#) and check 'yes' for child care subsidy.
2. When your child has been placed at a licensed child care provider, our client and systems support staff will start the intake process of your child care

subsidy application and collect all the necessary documents specific to your circumstances.

3. You will be sent via email a Consent form that will be required to be signed by both applicants before any information is gathered. Once all the necessary documents have been submitted, an appointment with a case manager will be booked to complete the application.
4. Attend the appointment with the case manager to review your application and complete the income test to determine if you are eligible for subsidy and how much financial assistance will be provided. Currently all applications will be done over the phone due to COVID-19 restrictions.

Completing the subsidy application:

A Case Manager will contact you to schedule the application appointment after we have all of your documents. Your subsidy will not start until your application appointment is complete and the required documents have been submitted, verified, signed and completed. You are responsible to pay for child care that you schedule or use before you have your subsidy approval.

Documents Needed for Child Care Subsidy Applications

This is a general overview of documents that are required for the Child Care Subsidy application.

Your specific circumstances may require a selection of documents listed below. Please refer to your email from ckchildcare@chatham-kent.ca for your required documents. Your Child Care Subsidy Application appointment for financial assistance cannot be scheduled until all required documents are received. The full cost of child care is the parent's responsibility until the Child Care Subsidy application is complete.

Documents to Support Reason for Child Care

Employed:

- Two most recent pay stubs from your employer(s)
- Employment letter stating: when you started working, # of hours working per week, regular schedule per week, status (full time, part time, permanent, temporary), when employment will end if temporary

Self-Employed:

- Signed Declaration of Self-Employment
- T1 General from most recent tax year
- Copy of business registration, licence, contract or business plan
- If self-employed and incorporated, two (2) most recent pay stubs

In School or Training:

- School Registration and class schedule
- Ontario Student Assistance Program funding summary

Referral for Child Care:

- The Child Care Therapeutic Referral Form submitted by a referring agency indicating the special needs of your child or a reason the parent/legal Guardian cannot care for the child.

Documents to Support Financial Information

Tax Information – one of the following for the most recent tax year:

- Notice of Assessment (for each parent)
- RC143 E Income Tax Return Information - Regular (for each parent)
- Canada Child Benefit (CCB)

Tax returns, T1 Summary or T4s are not accepted.

Newcomers to Canada:

- Proof of landing date is required if income tax has not been filed. (Record of Landing (IMM1000) and/or Canadian Permanent Resident Identification)

Receiving Ontario Works or Ontario Disability Support Program (ODSP):

- Most recent cheque stub

Documents to Support Identification

One of the following for each family member, if you were born in Canada:

- Canadian Birth Certificate
- Canadian Statement of Live Birth
- Canadian Passport
- Indian Status Card
- Not accepted: Health Cards, Drivers Licenses and Social Insurance cards.

One of the following for each family member if you were born outside of Canada:

- Canadian Passport
- Canadian Citizenship Card/Certificate
- Canadian Permanent Resident Identification
- Confirmation of Permanent Residence in Canada (IMM5292)
- Record of Landing (IMM1000)
- Protected Person Status

If you do not have status in Canada, please provide verification of your Permanent Resident Application.

Documents to Support Where you Live

One of the following to confirm that you live in Chatham-Kent:

- Mortgage
- Property tax bill
- Rent receipt with landlord's name and phone number
- A recent utility bill

Documents submitted must be recent within the last 3 months.

If your marital status is married/common-law, we require these documents from both adults in the household.

Email your documents to ckchildcare@chatham-kent.ca

Contract for Subsidy

At the time of application, annual review or other update, you will get a Parental Agreement which is the contract for your subsidy. Your Case Manager will review the agreement and you will be required to sign and return the agreement before subsidy starts. By signing this contract, you agree to follow the policies of the child care Subsidy program.

The Parental Agreement shows the start and end date of subsidy, your parent rate, and the children for which subsidy has been approved.

You will receive a copy for your records. While receiving subsidy, if the terms of this contract change, your agreement will be updated.

Your responsibility while receiving subsidy

Annual review

Once receiving child care subsidy, you're responsible to renew your Child Care Subsidy Agreement every year with your Child Care and Early Years Case Manager, either in person, or over the phone, depending on the case manager's request. Your "termination date" for subsidy is on your parental agreement. That is the date that subsidy will stop assisting with your child care costs. To have your subsidy continue and receive a new renewal date, your file must be reviewed with your Case Manager. This review may mean you will have additional documents to submit.

Your annual renewal date will be given to you by your Case Manager. You are responsible to renew your subsidy before that date.

Papers you will need for your annual review:

- New Consent form signed
- Updated ID (if required).
- Notice of Assessment or Canada Child Benefit Notice from CRA.
- Proof of address within the Municipality of Chatham-Kent
- Custody court order (if not already provided, and if applicable)
- Proof of work, school, self-employment activity (pay stubs, school enrolment, school schedule, etc)
- If applicable, updated Therapeutic Referral Form

To avoid missing that date:

- Make sure your contact information is up to date with our office
- Respond promptly to messages from your Case Manager or our office
- Add the renewal date to your personal calendar or reminder system
- Plan ahead to have your required paperwork ready to submit

If the required information is not submitted, your file will not be reviewed prior to your termination date (which typically is 12 months from the last appointment). Your

subsidy will terminate and you will be responsible for the full cost of child care until your subsidy can be determined.

Report Changes

You are responsible for updating your Case Manager about changes to your circumstances while receiving Child Care Subsidy. Keeping your Case Manager informed will keep your subsidy file active and prevent any disruption in your child care. Your Case Manager is a resource to assist you.

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.

You must notify your Case Manager about:

- Changes to your Notice of Assessment (if re-assessed by CRA)
- A change in your marital status
 - Meaning separation, reconciliation, engagement, addition of common-law partner, marriage, death of a spouse/partner
- Changes to who lives in your home
- Changes to the custodial care or custody sharing arrangement of your child(ren)
- Changes to your work or school schedule (example: changing from full time to part time status)
- Changes in where you are working or going to school, or adding another job
- A change in your status with Ontario Works or ODSP
- Changes to where you live
- Change to your phone number or email address.

If you are unsure about the importance of a change, contact your Child Care Case Manager or our Client & System Support Staff at 519-351-1228 x 2429.

Changes to your circumstances may require new forms to be completed. Your Case Manager will advise you if there are forms that need your signature. It is important to return any updated forms to your Case Manager promptly.

Hours and Number of Days of Care Approved

Your Case Manager will approve the amount of child care covered by subsidy based on your work schedule, school schedule, Therapeutic Referral and family circumstance. The length of day of child care and the number of days per week will be approved and recorded on the Subsidy Approval Form.

Subsidy Approval Form

Your Case Manager will send the Child Care Subsidy Approval form on your behalf to the Child Care Centre(s) you are enrolled at and copy you via the email you provided. The approval form outlines your reason(s) for service, the children that the approval is for, the child care site that your child(ren) have been approved for, the amount of child care approved, your parental contribution amount, and your end date for subsidy.

When you report changes to your child care needs, your approval form will be updated by your Case Manager. You will receive a copy of the amended approval form via the email you provided. Your reported changes may require you to sign a new parental agreement.

Attendance at Child Care

It is standard policy to give at least two weeks notice to the child care program and Child Care and Early Years Case Manager before withdrawing your child(ren) from care. This is important to avoid costs being charged that cannot be covered by subsidy.

Be sure that you contact your Child Care and Early Years Case Manager before registering your child in any program (ex summer camp) or switching your child to a new program

You are responsible for:

- Following the attendance policies of the Child Care Centre(s) you are enrolled at.
- Notifying the child care centre of your child's absences.

- Scheduling your child care with the Child Care Centre based on that approved time.
- Notifying your Case Manager if you use care that is not covered by subsidy that you choose to pay full fee for. Any additional child care must be pre-approved by your Case Manager. Failure to obtain pre-approval may result in you paying the full cost of care for the additional child care.

Using more than one Child Care Provider to cover my care needs

If your work/school schedule changes and you need to add another child care option, contact your Case Manager so that the additional care can be pre-approved. Your Case Manager will need to notify the child care centre of the additional care that will be covered by your subsidy. Without obtaining pre-approval, you may be responsible for the full cost of care for the additional child care.

If your child is enrolled at more than one approved child care program, you are responsible to make sure you schedule your child care so that there is no overlap in payments for the same time-period. You must book only one care site for one time-period.

Your Case Manager will update your Parental Agreement and create a new Subsidy Approval Form to add on your additional care needs, once approved. You may be required to submit documents to verify your additional care needs.

Changing Centres within Chatham-Kent

You can remain on the OneHSN Child Care Registry for space at any Child Care Centre of your choosing. If you are offered a space at a different centre than the one you are currently enrolled at, there are some steps to take to move your subsidy to the new centre.

- Contact your Case Manager about your plan to move your child to a different centre.
- Give your current centre the required withdrawal notice and pay any outstanding fees. Subsidy will move if all outstanding fees are paid.

- Confirm with your Case Manager what the last day of expected payment with the current centre will be and when the approval will start with the new centre.
- Confirm where and when your parental contribution will be paid.

Moving from Chatham-Kent

If you are planning a move out of Chatham-Kent, contact your Case Manager before moving to report the change in address and expected move date. Your Case Manager will amend your end-date for subsidy based on the move date and/or last day of your approved reason for service. Your subsidy file will close.

Child care subsidy files do not transfer between municipalities or counties. If you plan to move, call the new Municipality as soon as possible to find out how to apply for child care subsidy in that region. Be advised that you may need to be placed on a wait list for subsidy with the new Municipality.

Other Policies to be aware of:

Job Search Policy

If you are a current child care subsidy recipient and no longer working, have graduated from school, or have finished your school term and plan on actively looking for employment, a job search period may be approved for up to three months. Contact your Case Manager to discuss your eligibility. If you qualify, you will receive a Job Search Agreement outlining your responsibilities during the job search period.

Self-Employment Policy

If you are self-employed, starting your own business, or are employed as an independent contracted service provider (such as a delivery driver, personal PSW etc.), your work will be considered under the self-employment policy.

Child care subsidy will not be approved for employment that is not declared as income for income tax purposes. That includes jobs that are paid without pay stubs (cash payments) or any work done in a private arrangement that is not claimed as income (i.e. privately arranged PSW or housekeeping work).

Home-based, or direct sales, businesses such as Avon, Thirty-One or Pampered Chef are not considered self-employment for the purposes of subsidy.

Financial eligibility is based on line 23600 of your Canada Revenue Agency Notice of Assessment. The amount of child care approved for subsidy is based on the start date of your business, and a formula using your gross business income, the minimum wage for the tax year, and number of weeks in the year. This process determines your “recognized need” or the number of days subsidy will cover.

You will be required to complete a Self-Employment Declaration form and your Case Manager will review the Self-Employment Declaration form with you once you submit it. You will be required to provide the information requested to show verification of your self-employment activity.

Maternity/Parental/Adoption Leave Policy

When you have a pending start date for your maternity/parental/adoption leave, contact your Case Manager right away so your end-date for subsidy can be scheduled to match your leave. Parents on this type of leave are not eligible for child care subsidy. Be sure to discuss your plans in advance with your Case Manager, as there may be subsidy available for unforeseen circumstances.

Your Case Manager will advise you on how to re-apply for your child care space and child care subsidy for when your leave ends.

Therapeutic Referral Policy

While receiving subsidy under a Therapeutic Referral, you are responsible to report any changes to your needs, your spouse/partner’s needs, or your child’s needs. You are reminded that both parents/caregivers are required to have an approved reason for service.

1. My original reason for service was Therapeutic Referral for my needs and that has changed.
 - a. If you have had a change in your referral circumstances, contact your Case Manager to discuss if you need more or less days of child care approved for your child. You may need to hand in more paperwork.
 - b. If your referral reason has ended and you are going to work or school, contact your Case Manager to provide the paperwork for your new reason for service.
 - c. If your referral reason continues and you have also added a job or school, you could be eligible for more child care to be covered. You will

need to give your Case Manager paperwork about your job or school before any more care can be approved.

2. My original reason for service was Therapeutic Referral for my child's needs and there is a change.
 - a. If your child's needs have changed, contact the person/agency that provided the Therapeutic Referral Form. Your referring person/agency will submit the updated form so you can review that with your Case Manager.
 - b. If your child's needs remain the same, but you have added a job or enrolled in school, contact your Case Manager. You will be required to submit paperwork showing your new work/school activity before more child care can be approved.

Subsidy for a child with a referral ends when the child enters the school system. If your child is nearing the age to start school, your end-date for subsidy will be based on that school start date. Contact your Case Manager to:

- Discuss the requirements for a referral to cover licensed school break care.
- Discuss subsidy coverage if your child does not start school.
- Discuss subsidy coverage if your child's entry into school will be staggered or part time.

Strike/Labour Disruption Policy

Contact your Case Manager immediately if your family is affected by a labour disruption.

Labour disruptions may include:

- A strike at the school you are attending
- A strike at the school your child is attending
- A strike in your workplace or a strike that affects your ability to go to your workplace

Subsidy remains as approved if you continue to work or attend school with your same schedule during the disruption. If your schedule is affected or you are temporarily off work/school, your Case Manager will review how subsidy will cover your child needs or your child care space during the disruption.

Disruption to Child Care Service

Child care service may be disrupted due to a variety of reasons such as:

- Damage to the centre causing safety issues
- Water or hydro outage
- Severe weather
- Public health emergency

The child care centre will notify you of any closure and how that will affect your child's attendance. Contact your Case Manager to discuss how the closure affects subsidy.

Child Care Centre Policies

It is your responsibility to discuss and follow all child care centre policies such as vacation policy, payment schedules and hours of operation. Late fee charges, registration fees and non-sufficient funds charges are not covered by subsidy.

Absent Days Policy

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 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.

Subsidy during school holidays

If care is needed, subsidy will continue over school holidays such as school break over Christmas and New Year's, March Break and Professional Activity (PA) Days. Parents are expected to pay their full parental contribution within the months that these days fall.

Be sure to notify your Case Manager if you require school break care for your school-aged child(ren) that is not already approved on your Parental Agreement.

Care during the summer

Child care for the summer for school age children will need to be planned with your Case Manager.

If you are receiving subsidy already, you may apply to the summer camp programs or licensed child care or home care Programs that have a Purchase of Service Agreement with the Municipality. You need to make sure that your space is still available in September at your present child care centre. Talk to your Case Manager and your child care centre.

No Care needed during Summer Months

If you are a student and you do not have an approved activity for the summer such as working or attending school your child care subsidy will end for the summer and your file will be placed on a Break in Service. Re approval in September is dependent on returning to school and space availability at the child care centre of your choice.

Overnight Care

If your work or school schedule will not allow pick up of your child from the Service Provider of a license Home Care program by 10:00 p.m., overnight care will be approved based on 8 hours of sleep time plus reasonable travel time beginning when your approved activity ends. The approved period of care must not exceed 23 consecutive hours as per the Child Care and Early Years Act.

Paying your Parental Contribution

At the time of your application or annual review, your Case Manager will complete an income test and inform you of the amount you will pay for your child care each month. If you are required to pay a parental contribution amount, you will pay that directly to the child care operator. Typically, the parental contribution is paid to the centre where your youngest child attends, or where you use the most care.

The centre you pay will be named on the Subsidy Approval Form that is sent to both you and the child care centre(s) you are using.

You are responsible to pay that contribution each month to keep your child care space.

Your parental contribution is paid “first” in a month, and any child care fees that go over that contribution amount will be covered by subsidy. Subsidy pays that portion directly to the child care centre on your behalf.

Tax receipts for parental contribution

Tax receipts for the amount you pay to the child care centre will be issued by the Child Care Centre’s head office. You will not receive a tax receipt from the subsidy office. Questions about tax receipts should be directed to your Child Care Centre’s head office.

Frequently Asked Questions

My school age child uses licensed care for before & after school during the school year and I receive subsidy for that. How do I get summer care?

If the child care option your child attends for before and after care also offers full day care for the summer, make sure you have registered with the child care for summer care AND that the care is listed on your parental agreement. If summer care was not approved on your agreement, contact your Case Manager to have your file updated.

If you choose to use a day camp instead of your child care centre for summer care, make sure you know the centre's policy about having your space back for September care. Your day camp (approved recreation provider) will need to be added to your subsidy file.

If your child care centre does not offer summer school age care, and you need summer care, you can apply for licensed care at a different child care through the OneHSN Child Care Registry or look at care with an approved recreation provider. Inform your Case Manager of your summer care needs.

My school age child does not use child care during the school year. I have subsidy for my younger child. How do I add summer care for my school age child?

When you decide what summer care option you plan to sign up for, contact your Case Manager so your file can be updated to add your school age child and the summer care needs.

My family only needs child care for the summer school break. Can I get subsidy just for the summer?

Yes, you can apply for subsidy for just the summer months. Contact our office to start the application process. It is recommended that you apply at least 4 weeks before the start of summer care.

I am a student and I will not be working for the summer, but will return to school in September. How do I make sure I have my child care space for September?

Speak with the Supervisor or Director of the child care program to let them know that you will be back in September and discuss your options for maintaining your

space throughout the summer. Contact your Case Manager who will either terminate your file or put your file on a “Break-in-Service” until you resume school in September. Subsidy will not cover summer care or holding fees if you are not working, attending school or have a Therapeutic Referral.

I am a student and I will be working for the summer, then returning to school in September. Do I need to hand in anything to my Case Manager?

Yes, your Case Manager will need your employment letter, copies of two pay stubs, and your work schedule. Your file will need to be updated to add your new job as a new reason for service for the summer. As soon as you have your return to school information, that will also be required for your subsidy.

How do I submit my documents?

Email your documents to ckchildcare@chatham-kent.ca

Appeals or Complaints

Requesting an Internal Review of my file

You have the right to request a 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.

Complaints

If you have a complaint or concern involving a child care provider please contact the Ministry of Education to discuss. It is important to lodge complaints especially if it involves the safety of children so that situations can be monitored and rectified by the licensing area.

Please be aware that the Ministry of Education or the Child Care and Early Years division does not have control of provider policies. Child care providers are free to implement policies as their Board deems necessary.

Ministry of Education Find out how to [report a concern about a child care provider](https://www.ontario.ca/page/report-a-concern-about-a-child-care-provider) in Ontario. www.ontario.ca/page/make-child-care-complaint

Unlicensed care: [1-844-516-6263](tel:1-844-516-6263)

Licensed care: [1-877-510-5333](tel:1-877-510-5333)

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](https://www.chatham-kent.ca/community/Pages/EarlyON-Centres) - <https://www.chatham-kent.ca/community/Pages/EarlyON-Centres>
- [A.L.L. for Kids Program](https://www.chatham-kent.ca/community/youth/Pages/A.L.L.-for-Kids-Program) (A program offering funding for recreational activities for children) - <https://www.chatham-kent.ca/community/youth/Pages/A.L.L.-for-Kids-Program>
- [Chatham-Kent Children's Services](https://ckcs.on.ca) – <https://ckcs.on.ca>
- [Children's Treatment Centre](https://ctc-ck.com) – <https://ctc-ck.com>
- [Western Area Youth Services](https://www.ways.on.ca) – <https://www.ways.on.ca>
- [Chatham-Kent Public Health](https://ckphu.com) – <https://ckphu.com>
- [Learning Disabilities Association of Chatham-Kent](http://www.idao.ca/documents/teachers_guide/old/12_chatham.pdf) – www.idao.ca/documents/teachers_guide/old/12_chatham.pdf
- [Ministry of Education Information on Child Care and the Early Years \(gov.on.ca\)](http://www.edu.gov.on.ca/childcare) - www.edu.gov.on.ca/childcare
- [Canada Revenue Agency](https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html) – <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html>
- [Canada Child Benefits \(CCB\) Notice Example](https://canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/understanding-notices-letter/ccb-understanding-canada-child-benefit-notice.html) – <https://canada.ca/en/revenue-agency/services/about-canada-revenue-agency-cra/understanding-notices-letter/ccb-understanding-canada-child-benefit-notice.html>
- [How to get a copy of your Notice of Assessment](https://canada.ca/en/revenue-agency/services/tax/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html) – <https://canada.ca/en/revenue-agency/services/tax/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html>
- [Chatham-Kent Child Care and Supports Registry](http://www.chathamkent.onehsn.com) – www.chathamkent.onehsn.com
- [OSAP Funding Summary Example](http://www.low.utoronto.ca/utfl_file/count/documents/Admissions/sample_osap_funding_summary2017.pdf) – www.low.utoronto.ca/utfl_file/count/documents/Admissions/sample_osap_funding_summary2017.pdf
- [Child Care and Early Years Act](http://www.ontario.ca/laws/statue/14c11) – www.ontario.ca/laws/statue/14c11

Obtaining documents needed for subsidy, if lost or misplaced

Notice of Assessment or Canada Child Benefit Statement:

- Contact Canada Revenue Agency at 1-800-959-8281 to request a copy.
- If possible, setting up an online account with CRA is beneficial while receiving subsidy. An online account allows you access to your tax notices.

Birth Certificate or proof of status in Canada:

- Contact <https://www.ontario.ca/page/get-or-replace-ontario-birth-certificate>
- Contact your Case Manager to request assistance if applying online is not possible.

Contact Child Care and Early Years

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.

- Main Office Address: 435 Grand Ave. W, Chatham, ON N7L 3Z4
- **519-351-1228 ext. 2429**

Monday to Friday

8:30 a.m. - 4:15 p.m.

- [Email Child Care Subsidy](mailto:ckchildcare@chatham-kent.ca) ckchildcare@chatham-kent.ca

An intake staff member will respond to you within one business day