Policy Name: Changes in Operations

Policy Number CC-012-2025

Administrative Approval Date: March 31, 2025

Council Approval Date: NA

Most Recent Amendment Date: NA

Effective Date: January 1, 2025

By-law reference: NA

Supersedes: NA

1. Policy:

1.1 The District Municipality of Muskoka (District) is the Consolidated Municipal System Manager for the Early Learning and Child Care system in Muskoka. In this role, responsibilities include the administration of early years and licensed child care services. Communication with Licensees who provide child care programs and services is vital to administration, and therefore, this policy outlines how to ensure changes are clearly communicated and monitored.

2. Purpose:

2.1 The purpose is to gather operational information from Licensees to help inform service system management.

2.2 Establish a structured and consistent approach for managing changes in operations.

3. Application:

3.1 This policy applies to all Licensees who have a Service Agreement with the District of Muskoka.

3.2 This policy applies to planned and unplanned changes.

4. Definitions:

a) “CMSM”: Consolidated Municipal System Manager, The District Municipality of Muskoka, as defined in the Child Care and Early Years Act.

b) “Licensee”: The operator of a home child care agency or child care centre that holds a license issued under the Child Care and Early Years Act.

c) “Service Agreements”: Service Agreements form the legal basis for funding to be directed from The District of Muskoka to child care providers and resource teacher programs. Service Agreements assist The District of Muskoka in managing financial relationships between Community Services and child care system stakeholders and

outline each party's responsibilities for the duration of the agreement.

5. Administration:

5.1 When to Inform Changes in Operations

Certain circumstances warrant operators being responsible for disclosing changes. These circumstances include, but are not limited to:

i. Supervisor changes,

- When a new supervisor is hired, the licensee is required to notify the District of the individual's name, credentials, contact information, and start date.

ii. Director approvals,

- When a staff member receives a director approval from the Ministry of Education, CMSMs are not notified. Licensees are required to notify the District of these approvals (name, effective date, and room in which they work), along with uploading the Director Approval letter.

iii. Complaints,

- CMSMs are not notified of complaints by the Ministry of Education until the complaint is closed. Licensees are required to provide the date of complaint and a brief summary of the complaint.

iv. Closure days,

- CWELCC-enrolled licensees may charge fees to families for closure periods of no more than ten (10) consecutive days and not more than twenty (20) days of closure within a calendar year. The 20 allowable days includes statutory holidays. If the licensee does not charge fees to families for the closure period, the days of closure will not be counted in the closure limits.

- For closures due to events outside a licensee's control (for example, a natural disaster, school board strike, pandemic) the days of closure may not be counted toward closure limits. District staff will determine if the reason for closure is within allowable circumstances.

- Licensees are required to notify the District of all closure days, if parents were charged for the day, and if staff were paid.

v. Changes to hours of operations,

- If a licensee wishes to change their hours of operation on a permanent basis, the change must be communicated to the District before the new hours take effect as it may impact funding allocations.

vi. Rate changes,

- This applies to non-CWELCC operators and rates for children aged 6-12, as CWELCC rates cannot be changed. Licensees are required to report rate changes by age group and effective date.

vii. Annual Survey,

- Licensees are required to complete the Ministry of Education Annual Survey each year as per O. Reg. 137/15 under the Child Care and Early Years Act, 2014 by the deadlines communicated by the Ministry.

- Failure to complete the survey by the due date may result in withholding of funds until the survey has been completed. Licensees are required to provide a copy of their completed survey to the District.

viii. Other changes.

- This option can be used by operators to inform the CMSM of any changes that do not fall under one of the above categories. For example, changes in contact information.

Operational changes must be disclosed within 10 business days of the change occurring. Failure to do so may result in the disruption or delay of funds from the CMSM to the operator. Changes must be disclosed directly to The District of Muskoka, Children's Services.

5.2 Steps to Inform Changes in Operations

i. It is recommended that Licensees determine the staff person within their agency who will have the responsibility of reporting the changes.

ii. A link will be provided via email by The District of Muskoka, Children's Services. The link will open an online form, where operator information and changes in operations can be entered and submitted. A link will also be placed on the District of Muskoka's website.

iii. Additional information may be requested by the CMSM, depending on the information that is submitted. Follow-up by the CMSM will occur within five (5) business days, if required.

Related Policies/Procedures:

CC-204-2025 Changes in Operations Procedure

Reference:

Ontario Child Care and Early Years Funding Guidelines.

Child Care and Early Years Act, 2014.