



**WELCOME TO THE CITY OF TORONTO
CHILDREN'S SERVICES DIVISION**

SERVICE CONTRACT FOR FEE SUBSIDY

**ORIENTATION
FOR NEW OPERATORS
AND SUPERVISORS**

January 2009

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WELCOME TO CHILDREN'S SERVICES

COMMITTED TO CHILDREN SUPPORTIVE OF FAMILIES BUILDING COMMUNITY CAPACITY

The Children's Services Division is the service system manager of child care within Toronto. In partnership with the community, the division promotes equitable access to high quality care for children and support for families and caregivers. Children's Services are planned, managed and provided in ways that promote early learning and development, respond to families' needs and choices and respect the diversity of Toronto's many communities. An integrated approach to providing services to children ensures public value and benefit to all.

THE MUNICIPAL ROLE

Children's Services is responsible for:

- Administering and providing access to a wide range of child care services, including licensed group centres, licensed home child care, family resource programs, and summer camp programs and specialized nursery schools.
- Entering into contractual arrangements (service contracts) with independent group centres and home child care agencies to purchase child care for families who qualify for subsidized child care (fee assistance).
- Managing municipally operated child care centres and a municipal home child care agency.
- Assessing and monitoring ongoing eligibility for subsidized child care.
- Managing the first-come first-served waiting list for subsidized child care.
- Ensuring that all child care programs, with a service contract with Children's Services and those that are municipally operated, comply with the standards outlined in the 'Operating Criteria'.

THE SERVICE CONTRACT

The service contract (or agreement) between the City of Toronto and the operator/agency outlines the responsibilities and requirements of both parties. The initial contract is for a period of no longer than six months, considered to be the probationary period. Provided that the probationary period is successfully completed, contracts are then renewed on an annual basis thereafter. You are responsible for complying with the terms of the contract, so if you have questions either about the contract or the schedules that form part of the agreement, contact your Budget Coordinator.

THE BUDGET PROCESS AND PER DIEM RATES

The Schedule 'B' that forms part of your contract outlines the approved payment for the provision of child care services to families in receipt of subsidized child care. Each year, you are required to submit an operating budget to Children's Services for approval. 'User Guidelines for Budget Submission' are available to assist you in completing the annual budget. In addition, your Budget Coordinator can answer any general questions that you have about the process and the requirements. Your Budget Consultant will subsequently analyze and approve the annual budget submission. She/he can answer any detailed questions that you have about the budget and your per diem rate and provide with you additional support on issues relating to financial stability and cost efficiencies. A new budget process has been introduced with the 2009 budget cycle which will be rolled out to all operators for the 2010 process.

PROGRAM ASSESSMENTS

Your Program Consultant is responsible for ensuring that your program meets an acceptable standard of care. She/he will complete ongoing program assessments and provide consultation and resource information on all aspects of the 'Operating Criteria' and quality standards of child care. A copy of the criteria and information about program assessments is available on our website at www.toronto.ca/children, or from your Program Consultant. The Program Consultant also coordinates and supports local community service planning to identify local child care needs and to develop and enhance local child care services.

SUBSIDIZED CHILD CARE – AN OVERVIEW

Children's Services is responsible for assessing and monitoring ongoing eligibility for subsidized child care (fee assistance). To apply for subsidy, clients must call the Children's Services KIDSLINE at 416-392-5437. For general information about subsidized child care, child care options and District office locations and business hours, clients can visit the Children's Services website at www.toronto.ca/children or call the KIDSLINE.

PLACEMENT OF SUBSIDIZED CHILDREN

Caseworkers responsible for service facilitation work closely with families who are seeking placement into a child care program. They determine initial eligibility for fee assistance and assist families in reviewing child care options. They work closely with Resource Staff and child care operators to ensure access to child care for children with additional support needs. Contact the Resource Supervisor for your area if you need support in meeting the needs of a child with special support needs.

Caseworkers for service facilitation also manage the first-come first-served subsidy waiting list and will approve placement of children into your program and confirm the child care fee. As a result, you will be in regular contact with your Caseworker about placement activity (admissions, withdrawals and program flips) in your program. If you accept a child into care without confirmation from your Caseworker for service facilitation that subsidy has been approved, you must collect the full fee from the client. You will receive a letter from Children's Services to confirm any admissions to, or withdrawals from, your program. Each month you will also receive a report 'Enrolment Summary by Service Offering' that lists all of the children approved for subsidy enrolled in your program (*refer to section: Reports*). Contact your Caseworker for service facilitation if there are any omissions or errors in the report.

ONGOING ELIGIBILITY FOR SUBSIDIZED CHILD CARE

Clients already in receipt of subsidized child care who have questions about their eligibility or who have changes in their situation that may affect their eligibility will need to contact their assigned Caseworker for eligibility. In some cases, changes in a client's situation may affect their ongoing eligibility or the child care fee. Even if there are no changes, eligibility is reassessed minimally on an annual basis through an in-person assessment at one of our offices. You will receive a letter from Children's Services notifying you of any changes in a client's child care fee or when additional information is required from a client in order for subsidy to continue.

REPORTING VACANCIES

Contact your Caseworker for service facilitation immediately when you have vacancies or upcoming vacancies in your program. Information about vacancies is made available on our website and included on the detailed 'Program Registry' report for your program (*refer to section: Reports*). This information assists families to find an appropriate child care option so regular contact with your Caseworker to keep the information current is essential.

THE PAYMENT PROCESS

PAYMENTS (ALL TYPES)

All payments for programs that enter into a new service contract are deposited directly into a designated bank account as confirmed by the agency. If you plan on changing the banking information for your agency, contact your Budget Support Assistant immediately. She/he will tell you what is needed to complete the request and ensure that your next payment is not delayed. Child care centres with an existing service contract may in some cases receive a cheque for payments.

PAYMENT ENQUIRY PROCESS

If there are discrepancies in the amount of the payment that you receive for fee subsidy or if you have questions, contact the assigned Payment Support Assistant as indicated on the upper left hand portion of Invoice Detail Report. She/he will investigate any issues that may have caused discrepancies in the payment received and ensure that you are referred appropriately should additional assistance be needed to resolve any issues. If you have questions about client fees and the amount to be collected, contact your Caseworker.

If you do not receive a payment as expected, contact the Payment Support Assistant. She/he can tell you if the request for payment has been issued. If you receive confirmation that the request for payment was issued by Children's Services, additional information is available by contacting the City's Finance Division as follows: **Accounts Payable Customer Service Desk (APCSD)**

PHONE (416) 397-5235

FAX: (416) 696-4228

When enquiring about a payment not received, you will need the unique Vendor Identification Number that is assigned to your agency by the Finance department. This number can be found on the upper right hand corner of the 'Invoice Transaction Details Report'. (*Refer to section: Reports*). You will then be notified if and when the payment was produced. If the payment has gone missing for more than one month since the payment was produced, or for enquiries about any other payment type, contact your Budget Consultant. They will initiate the steps required to have a duplicate payment issued to your site.

PAYMENTS (FEE SUBSIDY ONLY) Centres who Continue to receive Enrolment sheets

During the first week of each month, you may receive an "advance" payment for the current month based on a percentage of your projected enrolment for the month. It is therefore important that you regularly notify your Caseworker for service facilitation about any upcoming admissions or withdrawals as this has a direct impact on the advance payment calculation and amount. The advance may be reduced or held if you are consistently late in submitting the monthly 'Enrolment Register' (*refer to section: Reports*).

During the month, you are to update the 'Enrolment Register' and submit the report to Children's Services by the required deadline date as noted on the report. (*Refer to the 'Instructions for Completing the Enrolment Register' for more details*). The Payment Support Assistant will review the information submitted about each child's attendance and submit a request for the final payment. Payments are processed on a first-come first-served basis and provided the records are submitted on time, you can expect to receive the balance or final payment by the end of the month. In some cases, where the register is incomplete or where additional follow-up is needed, the payment will be delayed. Advance payments are for the current month, while the final payment is for the previous month.

INVOICES AND INVOICE DETAILS

You will receive an 'Invoice' and 'Invoice Transaction Details Report' each month once a request for payment has been completed by your Payment Support Assistant. The 'Invoice' provides you with a summary of the payment and the 'Invoice Transaction Details' provides you with detailed information about the payment for each child based on the information as submitted by you on the 'Enrolment Register'. Children's Services enrolment and payment policies are also applied when processing the request for payment. You are responsible for checking the information each month and immediately reporting any discrepancies to your Payment Support Assistant. Requests for payment adjustments should not be submitted any later than 1 month after the account has been vouchered. You must include a letter of explanation outlining the requested change, the reason for the delay and the request will be reviewed on a case by case basis. Due to the volume of payments made each month, there is no guarantee past adjustments will be made. Any adjustments that are completed will be reflected on the next final payment.

COLLECTION OF CLIENT FEES

You are responsible for collecting the assessed child care fee from subsidized clients. The 'Enrolment Summary by Services Offering' report (*refer to section: Reports*) provides you with a listing of the fees to be collected each month for each family. The amount of fees collected is deducted from the amount of the monthly payment as noted on the 'Invoice Transaction Details Report'. Report any discrepancies immediately to your Caseworker for eligibility.

Instructions: Completing the Enrolment Register

In order to receive payment for subsidized children in your program, you must complete and submit an 'Enrolment Register' (*refer to section: Reports*). When you receive the 'Enrolment Register', ensure that all subsidized children enrolled are listed and appear in the correct service offering. Report immediately any discrepancies or omissions to your Caseworker for service facilitation to prevent a delay in the payment for the month. Regular communication with your Caseworker will ensure current and accurate information for processing of attendance and accuracy of payments.

If submitting a hard copy, the 'Enrolment Register' is to be completed in ink. Each page must be signed by the appropriate official of the centre/agency. Actual attendance, not projected attendance, must be reported. Retain a copy for your records and submit the originals to the address as noted on the register no later than the **7th** business day of the following month. Unless otherwise approved, faxed copies are not acceptable. If errors are made while completing the 'Enrolment Register', cross off the mistaken entry, make the change as applicable and initial the change. Use of white-out is not an acceptable practise due to audit requirements. If there are changes to the information previously submitted, and you are requesting an adjustment, you must submit a letter to your Payment Support Assistant about the change.

You can contact your Payment Support Assistant if you have additional questions or need help in completing the 'Enrolment Register'. General inquiries can be forwarded to the Payment Support Assistant listed in the upper left hand section of the Enrolment Register. Be advised that late submission of the register will cause a delay in the processing and release of the final payment.

Centres Who Have Switched to the Automated System

You will receive the attendance via email on the first working day of the month. The attendance will be available for you to update on either a daily or weekly basis. Completing the updates on a daily basis is the preferred method; however, weekly updates will also be considered acceptable. Ensure that you enter the daily attendance of each child for each service offering. If there are any questions or issues with the placement of children at your facility, this must be addressed immediately with your caseworker for service facilitation.

All reports and inserts will be attached to your email notification that the attendance is ready for your review and input.

DAILY ATTENDANCE RECORD

When recording the attendance of children on the 'Enrolment Register', fill in the box representing the corresponding day of the month with one of the following codes:

- P** Present
- A** Child not in attendance for any reason (including vacation, illness or any other reason)
- N** Child is withdrawn and centre/agency did not receive 2 weeks notice. (*Contact your Caseworker to see if you are eligible to receive additional payment*).
- B** Child is not in attendance as he/she is in care with a back-up Home Childcare Provider. This code is used in Home child care only.

Weekend or Statutory Holiday attendance records should be left blank, unless child care is provided on these days. With some exceptions, payment will be made for the following statutory holidays:

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

In the case of two consecutive statutory holidays, the centre will receive payment for both days provided care is available both the day before one statutory holiday and the day after the other statutory holiday. If care is available only before or after the two days, then the centre will receive payment for only one of the statutory holidays, as applicable.

ATTENDANCE POLICY AND PROCEDURES

Enrolment

- Enrolment of a child will be deemed to commence on the first physical day of attendance following approval of subsidy space. Payment will not be made for a statutory holiday when the holiday precedes the child's first day of attendance.

- When a child transfers to another child care program on the Monday following a week where the Friday is a statutory holiday, the child will be considered enrolled up to and including the Friday statutory holiday in the child care program that the child has left. When a statutory holiday falls on a Monday, the child will be considered enrolled in the new child care program as of the date of the statutory holiday.
- When a child withdraws from a child care centre where the Friday is a statutory holiday, the child will be considered enrolled up to and including the Friday statutory holiday, provided that the child was in attendance the day preceding and that parent fees are charged for the holiday.
- When a child care program is closed for a specified period, payment of per diems will not be made for the days closed. In some cases, when clients have been charged a fee for days on which the program is closed (as specified in the budget submission), the operator will receive payment for those days including any statutory holidays that fall within that period.
- Payment of per diems will be made for statutory holidays (New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Monday, Christmas Day and Boxing Day) provided the child is enrolled during this period and that parent fees are charged for the statutory holiday.
- Depending on when Christmas Day, Boxing Day and New Year's Day fall, some centres may decide to choose to designate an alternate day on which to close that is different from the days of closure as determined by the City of Toronto. The centre must inform the appropriate Consultant if the days differ so that computer records can be updated and correct payment can occur.
- If a centre does not provide care both the day before a statutory holiday and the day after the statutory holiday, payment of the per diems will not be made for the statutory holiday. If the centre provides care for one of those days, either the day before or the day after the statutory holiday, payment of per diems will be made for the statutory holiday provided that parent fees are charged for those days.
- Any change in a child's enrolment (e.g. withdrawals, admissions, full time to part time, etc) must be reported to the Caseworker in a timely manner so that any adjustments can be completed and the appropriate payment can occur.

Withdrawal

- A child will be withdrawn as of the last physical day of attendance in care. If the child's last physical day immediately precedes a Friday statutory holiday, the centre will receive payment for the statutory holiday provided that parent fees are charged for the holiday.
- When a child is withdrawn without notice, the Division may approve payment for up to 5 additional days beyond the child's last physical day of attendance, at the per diem rate less the parent assessed fee and less any deposit amounts. The payment for withdrawal without notice will be applied as a debt to the parent and the parent will be required to repay the debt in full or to set up a mutually agreeable re-payment schedule before subsidy will be approved or reinstated in the future. Group centres may not impose any additional monetary penalty to a client when a child is withdrawn without notice.

- When a parent has outstanding fees at the time of withdrawal, the operator will be responsible for following up directly with the parent to collect the debt.
- When a parent withdraws a child without notice due to extenuating circumstances outside the parent's control and informs the Caseworker of the reason for withdrawal, payment for 5 days beyond the child's last day of attendance may be approved. If approved, no debt to the parent will be incurred for withdrawing without notice.
- When a parent on maternity leave decides to withdraw a child from care or where subsidy is withdrawn because the parent has exhausted the allowable maternity leave period as per Children's Services policies, every effort will be made to return the child to the same child care centre on a priority basis and/or reinstate subsidy when the parent returns to employment or training.
- Due to the short-term nature of some placements of children residing in a hostel/shelter and the possibility that the household may be unable to provide sufficient notice of withdrawal due to the extenuating circumstances, payment for 'withdrawal without notice' may not be applicable in these cases. However, every effort will be made to give the centre as much notice as possible.
- Absent days cannot be used in lieu of giving the appropriate notice.

EXTENDED HOURS OF CARE IN HOME CHILD CARE (PREMIUM SERVICE)

Home childcare providers receive payment according to the number of hours that they provide care. Where additional hours of care, over and above the base rate, are requested due to a parent's work or school schedule, payment may be approved for additional hours of care. Complete the form 'Request for Payment of Extended Hours' and forward this to your Caseworker for eligibility for approval.

Where the parent works irregular shifts and hours or must work on a statutory holiday, a schedule of hours worked must be included with the monthly 'Enrolment Register'. School age children can receive extended hours of care during summer holidays, PA days, Christmas break, and March break as applicable; however, the attendance records must be completed as such. The hours of care provided can never exceed 24 hours and children must return to the care of the parent or guardian in every 24 hour period. You must record all additional hours, as applicable, when completing the attendance record.

SPECIAL NEEDS RATES FOR HOME CHILD CARE PROVIDERS

Additional payment to a provider may be approved when it is recognized that additional effort and support is required to meet the needs of a particular child. Complete an 'Enhanced Rate for Home Child Care Provider Request' form and submit this along with supporting documentation to your Program Consultant. If approved, a letter will be sent to you. The approval is granted for a specific time frame and must be renewed if extensions are required. Where a provider is approved to receive a special needs rate and the child is transferred to the care of another provider during the approval period, you must seek approval for the additional payment to the new provider.

ATTENDANCE POLICY CHANGES IN 2009

- Effective January 1, 2009, the total number of absent days that a child can be away from the program is 35 days per calendar year (January – December).
- If a child exceeds the allowable absent days, the parent or guardian is responsible for paying the full cost of care.
- Absent days include all vacation, sick and other absent days from care.
- Statutory holidays or days that the child care program does not offer service will be excluded.
- There is a maximum of 20 consecutive absent days that can be taken.
- Under special circumstances, additional days of absence may be approved

The change to the policy and frequently asked questions and answers related to the changes to the attendance policy are available on the City's website at www.toronto.ca/children

RESPONSIBILITIES OF CLIENTS AND OPERATORS

Client:

- Clients are responsible to report to their service provider any planned vacation or if the child will be absent from care for any reason. This is to ensure the operator can properly plan for the number of children that are in attendance for any particular day and monitor the child's allotment of absent days
- When a request for additional days is needed due to a child's ongoing special need, the District Supervisor and the Special Needs Resource Supervisor will review the request. The District Supervisor will approve any additional days.
- When a request for additional days is needed due to a medical condition, the District Supervisor will review the request and approve any additional days.

Operator:

- The operator will develop clear policies and procedures to reflect the new policy. The policies and procedures must reflect the agency's mandate/mission statement.
- The operator is responsible for monitoring a child's number of absent days taken against their allotment. It is a recommended practise that families are given written notice of remaining allotment at the point where a child has reached 75% of their allotment.
- Operators may choose to notify a client in writing and/or meet in person with the client to review the policy and remind them that if they exceed the allotted number of days they will be responsible to pay the full cost of care for those days

REPORTS

For those operators who have not yet made the switch to the new automated system, you will continue to receive a package from Children's Services in the mail with the month end materials. Included in

the package are the 'Enrolment Register' and the 'Full Fee Enrolment Register'. You must complete and submit the required information to Children's Services for appropriate payment to occur. (*Refer to "Instructions for Completing the Enrolment Register"*). **Failure to submit the information may result in non-payment or a delay in issuing the payment.**

ENROLMENT REGISTER

The 'Enrolment Register' forms are used as your attendance record of children in your program. When you receive the 'Enrolment Register', review the forms to ensure that all subsidized children enrolled are listed and that they appear in the correct service offering. Report any other discrepancies to the Caseworker for service facilitation to ensure the accuracy of payments. (*Refer to the 'Instructions for Completing the Enrolment Register' for more details*).

FULL FEE ENROLMENT REGISTER

Information on full fee enrolment is used to verify per diem rates and wage subsidy entitlements, where applicable. It is also used for planning purposes and to review current policies relating to enrolment levels for purposes of the budget. When completing the form, it is sufficient to provide only the total number of full fee children **enrolled** (not attending) each day in each service offering. Specific identifying details of the individual children in care are not needed. When completing the form, enter the **enrolment** for each day. It is not acceptable to enter the number of enrolled children on the first day of the month with an arrow to cover the remaining days in the month. If there are part-time children enrolled, you will need to equate them to a number of full time equivalents. If you have zero full fee attendance in that service offering, a "zero" must be reflected. Contact your Consultant should you require additional clarification. **Failure to submit the information may result in non-payment or a delay in issuing the payment.**

OTHER REPORTS

A number of additional reports are also included in your month end materials. A description of each report follows. If any of the reports are missing, contact the Payment Support Assistant and the report will subsequently be sent to you. Also note that depending upon the report, it may not be applicable to your location each month.

PROGRAM REGISTRY

Pertinent information about your child care program/agency is found on the program registry. This includes your location, contact information, the ages of children served, the amount of any registration fee or deposit, the public fee, school escort and licensed and operating capacities, etc. The registry is an important tool used by families who are looking for child care. If there are changes to the information contained on the report, contact the Budget Support Assistant assigned to your location.

ENROLMENT SUMMARY BY SERVICE OFFERING

This report includes all children enrolled in your child care program and their placement in a particular service offering. Any placement activity for the month relating to admissions, withdrawals and program flips is reflected in the column for 'Activity'. The report also provides you with information about absent days taken as per the attendance information already confirmed by your Payment Support Assistant for previous months. You are expected to collect the full fee from a client for any absence taken in excess of the allowable entitlement. In addition, the amount of fees that you are expected to collect from each client is detailed. Report immediately any discrepancies in the information to the Caseworker for service facilitation. Failure to do so may have significant financial implications and

may result in a delay in receiving your next payment for fee subsidy.

IMPENDING AND PROCESSED PROGRAM FLIPS

Children are typically placed into a service offering based on their age. They 'flip' into the next appropriate service offering when they are no longer of an age to remain in the current offering. You are expected to monitor the progression of children and physically move them to the next age group that they would normally progress to, as required. It is not appropriate to keep a child in an age group because you are not able to accommodate them in the next age group. Your Program Consultant can provide you with support around managing this process.

The 'Impending Program Flip Report' identifies children that are scheduled to move up to the next service offering in the following month and the 'Processed Program Flip Report' identifies children that have been moved automatically to the next service offering based on their age for the current month. For payment purposes, children moving from an infant program to a toddler program, or from a toddler program to a preschool program, will be considered to have 'flipped' into the next service offering that they would normally progress to at the beginning of the next month after they reach the maximum age for the service offering as follows:

Children in group care: Infant - 0 - 18 months of age Toddler - 18 months - 30 months of age Preschool - 30 months - 5 years of age	Children in home child care: Infants 0 - 24 months of age Toddler - 24 months - 36 months of age Preschool - 36 months - 5 years of age
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Program flips for children moving into a kindergarten (4–5 years of age and attending school) or a school-age program (6–9 or 6-12 years) occur on Labour Day each year to coincide with the beginning of the school year. Contact your Caseworker for service facilitation about any discrepancies in the information on the report.

OVERAGE/UNDERAGE CHILDREN

Payment is always at the per diem rate that coincides with the child's age, rather than with the group in which he/she is placed. In exceptional circumstances, a parent may request that a child be placed in a younger or older age group for developmental reasons. The program/agency must obtain approval from the Provincial Licensing Specialist and the Program Consultant in order for a child to be placed in a service offering for which he/she is not of age. You must contact your Caseworker for service facilitation about any children who have been approved for an underage/overage placement PRIOR to the move. She/he will make the changes necessary to prevent the automatic 'flip' from occurring so that you receive appropriate payment for the child. In some cases, children are moved into the next service offering before they become of age (as per the above tables). As this may have a financial impact to your program, contact your Caseworker for service facilitation when you are considering this option.

SUBSIDY WAITING LIST

You are responsible for promoting your child care program and for maintaining current information about the families who are seeking admission into your program. This report provides you with information about the subsidized children who are waiting for admission into your program. Children not yet in care are placed on the waiting list on a first-come, first-served basis, according to the date of application for subsidy or according to the transfer request date in the case of child already in receipt of subsidized child care. In some cases, a child may be approved for a priority admission ahead of other children on the waiting list as reflected in the column for "Priority". If there are children who are on your waiting list who are no longer considering placement in your program or if there are

children who are not appearing on the waiting list who should be, contact your Caseworker for service facilitation so that appropriate follow-up can occur. Prior to accepting a subsidized child into your program, your Caseworker for service facilitation must confirm with you that subsidy is approved and the effective date. Otherwise, you will need to collect the full cost of care from the client until such time as a subsidy is approved.

OTHER INSERTS

At times, you may receive additional information or attachments about such things as workshops, updates about policies or procedures, training opportunities etc. Please review all information in your package carefully and contact the appropriate Children's Services staff if you have questions or if there are discrepancies in any of the information provided.

PRIVACY AND CONFIDENTIALITY

Toronto Children's Services complies with legislation including the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Day Nurseries Act (DNA) when handling information submitted to the City by operators. Confidentiality is paramount and ensures that the personal information of individuals is treated with respect and discretion. Information about families and children received via internet or by hard copy will be stored and transmitted in a secure manner at all times. All printed data is kept in secure cabinets except when in use. The City's Privacy Guidelines for all program areas is available on the Corporate Access and Privacy website at www.wi/toronto.ca/intra/cap/policies

If you have any question concerning any issue you may contact the staff of Children's Services who will listen to, review and respond to your concerns.

WE ARE HERE TO HELP.

**PLEASE CONTACT US IF YOU HAVE QUESTIONS OR IF YOU NEED ADDITIONAL SUPPORT.
416-392-5437**