

Appendix A – Web-based survey for parents and operators

Child care services are vital to families, both as a support to parents who are working or in school, and as an early learning experience for children.

The Toronto Child Care Service Plan is a tool for guiding the funding and management of the child care system. Children’s Services is in the process of updating the Service Plan to guide us over the next five years. We are focusing on the following four directions:

Strategic leadership	Provide leadership to the child care community and engage with all levels of government and community partners to ensure that children and families have the necessary supports to ensure successful outcomes.
Advance quality	Invest in and champion continuous quality improvement in all child care services to ensure Toronto’s children and families are offered programs of the highest quality.
Improve access and equity to services	Plan and manage resources to ensure that children, families and communities have access to their share of the available services.
Develop an integrated system of services	Champion strategies that encourage partnerships, coordination and integration in our efforts to develop a continuum of supports and services that meet the needs of children and families in their local community.

Let us know what you think. Note: Please do not enter your name or any personal contact information as no staff person will contact you about any comment submitted through this form. Comments will only be used for the purpose of considering your anonymous feedback regarding the Child Care Service Plan and not to contact you.

- Yes, I support the four directions.
- I somewhat support the four directions but would like you to consider the following:

- No, I don’t support the four directions because of the following:

Please let us know what type of organization you represent or let us know if you are a parent:

- Child care
- Family support
- Education
- Public health
- Parent
- Other

Enter the postal code of your program/organization or if you are a parent, enter your home postal code:

Appendix B – Community engagement

Community engagement is an integral component of the service planning process and the development of Children’s Services Child Care Service Plans.

Between April to May 2009, communities across Toronto including Francophone and Aboriginal families were invited to share their views of the principles and directions of the 2010–2014 Toronto Child Care Service Plan. Information flyers were broadly distributed to group and home child care centres, family support programs, Ontario Early Years Centres, special needs agencies, Toronto Public Libraries, community centres, After-School Recreation Care Programs, Toronto Public Health, and clients on the wait list for subsidized child care. Accompanying cover letters encouraged the distribution of these flyers including an invitation for public feedback using an online forum open to all Toronto residents.

Service Providers

In addition to information flyers, service providers were further encouraged by City Consultants via caseload e-mail lists and various community/network meetings, to participate by visiting the online survey located on the Children’s Services website, examine an overview of the Service Plan principles and directions and offer their comments.

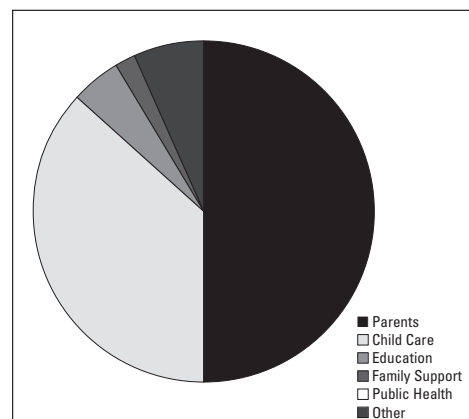
Parents

Parents were engaged in-person by City Consultants soliciting feedback at various programs across all Toronto districts. They were provided with a concise one-page summary of the service plan objectives identical to the one found online, and asked to provide their level of support and comments. Invitations to the online forum were provided for additional feedback opportunities.

Results

Demographics

More than 200 entries were collected from online and Consultant engagement sessions combined. Of these, 161 were submitted by parents, while service providers supplied the remaining 53 responses (breakdown by sector: 39 child care, 5 education, 2 family supports, 0 Public Health, and 7 other designations). With the exception of five wards (6, 13, 14, 20, 40), at least one response was collected from each of the 44 wards across Toronto.



Support for the Directions and Principles of the 2010–2014 Toronto Child Care Service Plan

Regardless of organizational affiliation or parent status, 98.54 per cent of respondents indicated their partial to full support of the 2010–2014 Child Care Service Plan directives including strategic leadership, quality advancement, improved service access and equity, and development of integrated system of services. The 1.46 per cent withholding support for the directives were all parents.

Additional Comments

Despite the overwhelming support for the directives and the general consensus that they will provide a “great focus for going forward in the next five years,” a number of respondents had a few comments to share regarding the service plan and their overall experiences with the Toronto child care system. In order to summarize this data, all responses were aggregated and assessed for emerging themes. All data are organized according to the following six resulting themes:

- **Modify, enhance, and extend existing programs – 24%**
 - o Service gaps for toddlers and school-aged children require their own service plan. Existing programs should have more variety and enrichment activities such as physical education, and music, and parents should be provided with more flexibility. Collaboration can be facilitated by “dialogue and connection” amongst services (e.g., Toronto District School Board-daycares, parent-child services).
- **Affordable and accessible child care – 23%**
 - o Child care is a “basic need” and should be accessible to all families regardless of income level, geography, language, or special education needs.
- **Increase child care spaces and reduce subsidy wait lists – 18%**
 - o “Access to available daycare is at a crisis level.” With insufficient spaces and “ridiculous” wait lists sometimes as long as two years, parents are forced to find alternative care or stay at home.
- **More information and consideration regarding new initiatives – 16%**
 - o There is a need to address upcoming initiatives such as full-day learning and the influences of the newly established College of Early Childhood Educators. New directions “sound” good, but are too “vague.” Examples should be provided to clarify what they would “look like” if implemented (e.g., subsidy attendance rules and four-weeks after child birth subsidy).
- **Enhance quality control and customer service – 10%**
 - o Customer service including “people relations” and training of clerks and caseworkers requires further attention. “All centres/programs delivering services to young children should follow the same criteria regardless of whether they have a service agreement with the City or not.”
- **Funding concerns – 9%**
 - o Funding goes to new initiatives but should be invested in existing programs, particularly those operated by non-profit organizations.

Appendix C – Children’s Services Fact Sheet, Winter 2010

Toronto’s licensed child care system

- Toronto’s licensed system is made up of 946 child care centres and 21 home child care agencies.
- Child care centres operate 53,203 spaces.
- Home child care agencies manage approximately 3,500 spaces.
- Together, they operate over 56,500 spaces.
- 57 child care centres and one home child care agency are operated by the City of Toronto.
- 385 child care centres are located in elementary schools.
- 652 child care centres and 10 home child care agencies have a service contract with the City of Toronto to provide child care to families receiving fee subsidy.
- 268,575 children 0 to 9 years live in Toronto and licensed child care serves only 21 per cent of these children.

Licensed spaces in child care centres ~ March 2010							
Type	# of centres	%	infant spaces	toddler spaces	preschool spaces	schoolage spaces	total spaces
Municipal	57	6%	346	525	1,535	525	2,931
Non-profit	655	69%	1,405	3,491	18,123	12,900	35,919
Commercial	234	25%	872	2,303	9,027	2,151	14,353
Total	946	100%	2,623	6,319	28,685	15,576	53,203

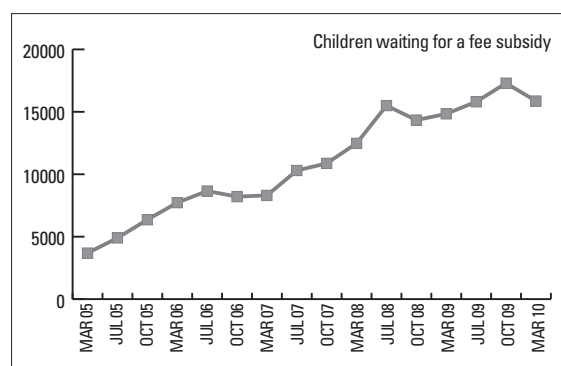
Public fees: Each child care is responsible for setting their public fee. These fees vary across age groups and between centres. The table to the right shows the wide range of public fees charged by centres located in Toronto.

Note: While the majority of centres fall within these ranges, there are still some that may charge higher or lower fees.

2010 Daily Public Fee			
Age group	low range	mid range	high range
infant	\$54.00	\$70.00	\$89.00
toddler	\$43.50	\$56.00	\$79.00
preschool	\$32.50	\$40.00	\$58.00
school age	\$18.00	\$28.00	\$44.00

Fee subsidy helps families with the cost of child care.

- The City’s budgeted 24,000 fee subsidy spaces currently serve only 28 per cent of Toronto’s low-income children.
- 39 per cent of children live in families with incomes below \$40,000 and would be eligible for full or partial subsidy.
- In March 2010, over 15,800 children were on the waiting list for a fee subsidy.



Appendix D – Provincial subsidy, per contracts 2005–2009

Description	2005		2006		2007		2008		2009	
	Fiscal	Annualized	Fiscal	Annualized	Fiscal	Annualized	Fiscal	Annualized	Fiscal	Annualized
Child Care Delivery Agent - Fee Subsidy	118,051.0	117,527.2	117,796.6	117,527.2	117,589.7	117,527.2	117,527.2	117,527.2	117,692.6	117,692.6
Ontario Works Child Care - Formal (Licensed)	9,937.6	9,367.8	9,367.8	9,367.8	9,497.8	9,367.8	9,569.4	9,367.8	9,621.3	9,367.8
Ontario Works Child Care - Informal	217.5	278.2	278.2	278.2	148.2	278.2	76.6	278.2	24.7	278.2
ELCD 100% Child Care Subsidy							4,394.1		5,329.8	
Child Care Deliv. Agent - Special Needs Resourcing	5,944.6	5,610.8	6,087.6	5,610.8	6,205.8	5,610.8	5,610.8	5,610.8	5,623.7	5,623.7
Child Care Deliv. Agent - Resource Centres	1,689.2	1,765.3	1,739.8	1,753.3	1,739.8	1,753.3	1,753.3	1,753.3	1,700.4	1,700.4
Child Care Deliv. Agent - Wage Subsidy Non-profit	30,648.6	31,218.7	30,572.0	31,142.0	30,648.6	31,142.0	31,142.0	31,142.0	31,371.9	31,371.9
Child Care Deliv. Agent - Wage Subsidy Commercial	2,388.0	2,538.7	2,388.0	2,538.7	2,388.0	2,538.7	2,538.7	2,538.7	2,538.7	2,538.7
Delivery Agents - Pay Equity Union Settlement	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5	3,877.5
ELCD Operating			18,808.5		42,536.5		53,445.8		51,496.6	
ELCD Planning			219.4		292.4		292.4		292.4	
ELCC Fee Subsidy (DNA)	16,474.5	16,474.5	16,474.5	16,474.5	16,474.5	16,474.5	16,474.5	16,474.5	16,463.6	16,463.6
Wage Improvement Non-Profit			997.1		4,295.7		5,387.4		6,287.8	
Wage Improvement Commercial			583.3		2,314.3		3,200.8		3,200.8	
Repairs & Maintenance Child Care			-		-		407.0		-	
ELCC H&S Min. Cap. Improvement - Preschool										
ELCC Health & Safety Minor Capital Improvement										
ELCC Administration	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7	1,008.7
Child Care Administration	5,461.6	5,461.6	5,461.6	5,461.6	5,461.6	5,461.6	5,461.6	5,461.6	5,546.8	5,546.8
Total	195,698.8	195,129.0	215,660.6	195,040.3	244,479.3	195,040.3	262,167.8	195,040.3	262,077.3	195,469.9

Appendix E – Toronto child care capital strategy

Child Care Capital Strategy

Capital planning will be guided by the principle of equity of access tailored to the particular circumstances of the local neighborhood. With increased emphasis on place-based approaches to neighborhood well-being the Capital Strategy promotes collaborative approaches to enhance investments in the infrastructure of neighborhoods which include child care. Neighborhood infrastructure may include and provide opportunities for broader service delivery such as community hubs, community space and community development activities. Children's Services must have a lead role in the infrastructure planning of services for children in the city of Toronto.

The City recognizes the importance of the physical environment in the development of children and supports the improvement and development of environments based on best practice and research. Children's Services is developing Design Guidelines, which will be applied to all capital funded projects.

The Capital Strategy sets out principles and priorities for allocating capital funds. This strategy assumes a commitment of investment from senior levels of government and the City of Toronto that may include a variety of funding options.

Principles for allocation of funding

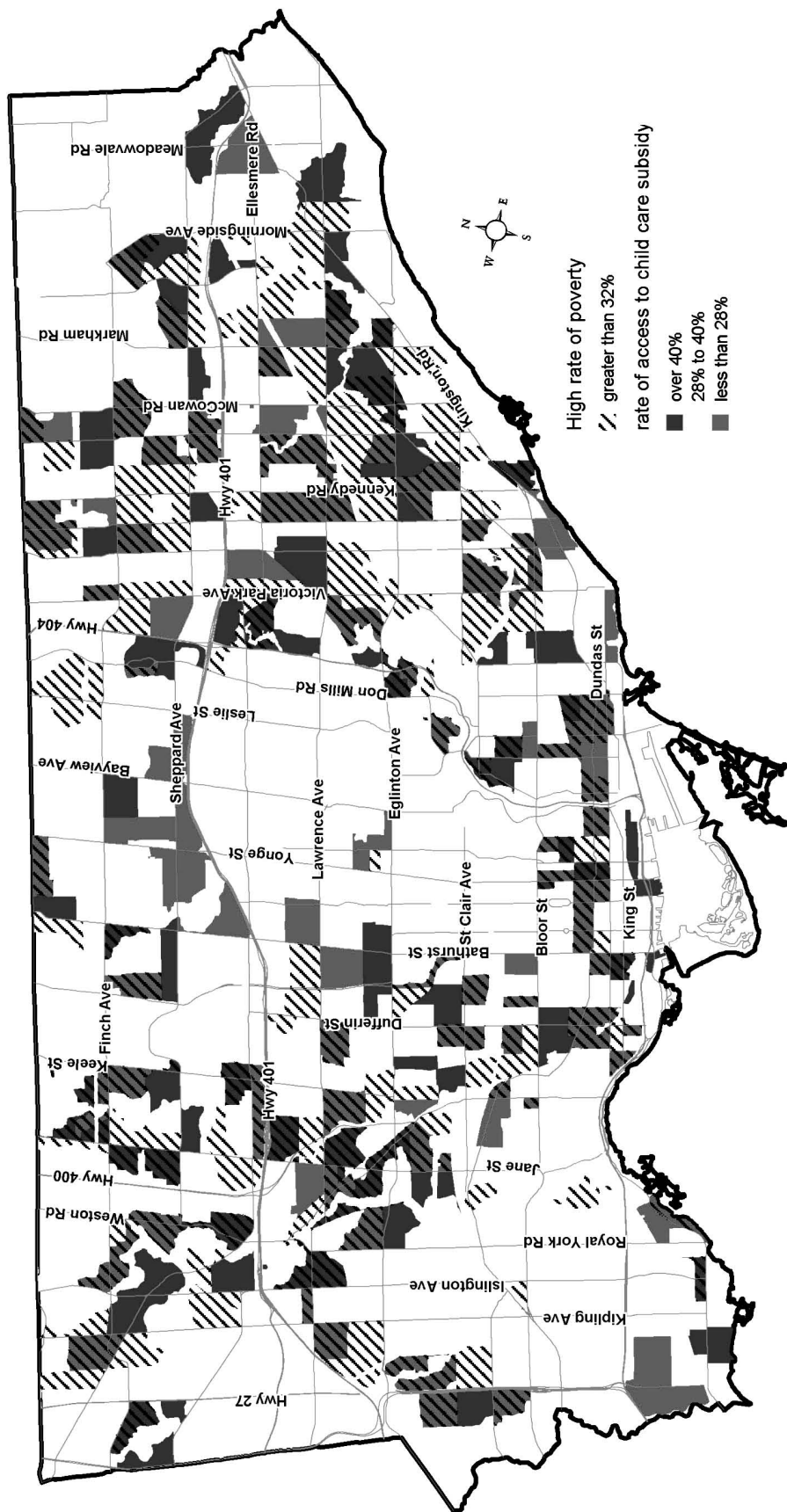
1. Subject to upholding the equity, accountability and operating effectiveness principles of the service plan, the Capital Plan will address the following types of projects:
 - Relocation of child care centres that lose tenure due to closure of schools or other publicly operated facilities
 - Relocation/capital investment to respond to service system challenges
 - Development of new child care facilities, either stand-alone facilities or those integrated into larger developments
 - Renovations for the purpose of operating a more efficient child care site
 - Renovations for the purpose of introducing or enlarging the infant component to a child care centre
 - Renovations for the purpose of improving environments.
2. Not-for-profit or municipally operated programs will be considered for capital funding if they are located in areas of high need as defined by the division's Access and Equity to Child Care Subsidy map. This map, which is updated regularly, identifies areas of the city where there are high proportions of children living in poverty who have limited access to both a licensed child care space and a fee subsidy (see Appendix F). Interested operators must meet all requirements as set out by the division, including demonstration of financial viability through a business plan.

3. Once an established commitment of investment is guaranteed by senior orders of government, Children's Services will issue an annual request for proposals to generate new service capacity with the aid of the Access and Equity to Child Care Subsidy map. Proposals will be assessed based on the principles noted in 1.
4. Although the purpose of the Strategy is to promote the growth in licensed child care spaces, priority and additional funding may be given to projects that build on synergies gained through the integration of services.
5. Children's Services will not include consideration for the purpose of building or renovating school-age space in single-use, stand-alone buildings. Only shared space will be permitted in multi-use buildings.
6. Children's Services will determine the operator for a child care centre through a public Expression of Interest or by providing direct service through its Municipal Child Care Services division.

Capital Plan Directives: Conditions under which the City will fund Capital Projects

- **Areas of high need** (areas identified by City to be further developed as identified on the Access and Equity to Child Care Subsidy): These areas are identified as areas of need in accordance to the principles set out in the service plan. Capital funding will be allocated to these areas when funding is available.
- **Development opportunities** (projects which are identified by developers with an opportunity to develop child care, but not on priority map): Those that fit within the service plan, but are not a priority, will be eligible for support and contract for fee subsidy, but will not receive City funding.
- **Development opportunities that do not meet service plan priorities:** The City will provide general support, but will not provide funding or contract for fee subsidy.

Appendix F – Access and Equity to Child Care Subsidy



This map highlights census tracts with at least 50 low-income children and shows how the rate of access to child care subsidy varies from one area to the next. Areas highlighted in green have the lowest access rates to child care subsidy and will be targeted for improvements subject to available funding. Current funding allows for approximately 28% of children living below the low-income cut-off (LICO) to have access to a child care subsidy.

This map current as of January 2010. For up to date information go to www.toronto.ca