

**CHILD CARE SUPPORT GUIDELINES**

SECTION A: CHILD CARE SUPPORT FUNDS

SECTION B: INTENSIVE RESOURCE SUPPORT

SECTION C: ENHANCED HOME CHILD CARE PROVIDER RATES

**Purpose:** To provide an overview on the procedure to access, implement and monitor enhanced supports for children with special needs in licensed child care programs.

**Intended for:** Special Needs Resource Staff, program/centre Supervisors, Parents and External Agencies.

**Updated:** November 2011

**SECTION A: CHILD CARE SUPPORT FUNDS**

The Child Care Support Funds (CCSF) are available to licensed child care centres that have a service contract with Toronto Children's Services in order to address and support the successful inclusion of a child with extra support needs. This can include developmental delay, social, emotional, behavioural, and physical challenges.

Child Care Support Funds are available to child care programs that require short-term staff support to provide additional support to the program so the regular staff can implement the recommended strategies to include children with extra support needs in the program. These funds are one of many supports that are available in a continuum of service for children. All requests must be facilitated by a Special Needs Resource Staff (SNR) who provides support to the child in the child care program. The SNR Staff and the child care program are responsible for the implementation of the strategies and monitoring of the funds.

These funds are limited, time specific, and are approved on a case by case basis. CCSF support the development of targeted goals, the implementation of specific strategies for the child and are available for a specified time frame. A committee will review and sign off on all approved requests for funds. Requests will be accepted on a "first come, first serve" basis.

**Criteria for requesting child care support funds**

Child Care Support Funds are available to any child between the ages of birth to twelve years of age attending a licensed child care centre which holds a service contract with Toronto Children's Services, and who is receiving support from a Special Needs Resource Staff.

Each request for funds must be supported by a SNR Staff who will be responsible for submitting the CCSF documentation on behalf of the licensed child care program.

Child Care Support funds may be available to support staff in a licensed child care centre to address one of the following needs:

- A child whose placement in a licensed child care centre is in jeopardy due to their extra support needs.
- A child with extra support needs who is starting a new child care placement

- A child with extra support needs who is transitioning from one age grouping to the next age grouping (e.g.: toddler to preschool room).
- A child who requires individual support to meet specific goals that will assist the child and help him/her be successful in their placement.
- A child who needs limited interim support in order to maintain his/her placement until a position becomes available in an alternate program (eg: day treatment class)

Note: Child Care Support Funds may be used to support a child with special needs in licensed child care during holiday breaks (including March Break, Summer Break, Christmas and for P.A. Days) but not solely for the purpose of trips.

### **Process for accessing child care support funds:**

1. Prior to offering CCSF to a child care program or parent/guardian the SNR staff will review the application with their Supervisor/Manager and contact their Children's Services, Resource Supervisor to confirm that the program is eligible to receive funding and that adequate funds are available.
2. The SNR Staff will meet with the program and/or parent/guardian to discuss proposed goals and strategies. If the family agrees to the support, they will complete the required forms (Child Care Support Referral Form and signed parental consent form.)
3. The parent must agree to the specific goals and strategies outlined in the CCSF Referral, and to the additional staffing provided in the program. All forms must be completed prior to the presentation at the Child Care Support Review Committee. (Copies of the forms will be provided by the Children's Services Resource Supervisor)
4. The SNR staff will ensure that the child care program is aware that this funding is intended to provide an additional staff in the program so that the regular staff is able to provide a higher level of support to a particular child.
5. The SNR staff will forward the completed application and consent form to the Resource Supervisor, who will place the application on the agenda for the next Child Care Support Review Committee meeting. It is the responsibility of the SNR staff requesting the funds to ensure that the forms are completed and signed by the centre and the family prior to the meeting.
6. The SNR staff is not required to attend the committee meeting, however it is understood that the responsibility for monitoring the implementation of the agreement is that of the SNR staff.

### **Approval of support hours**

Requests for the Child Care Support Funds will vary in the number of hours needed depending on the needs of the child and child care program; however initial applications may not exceed 40 hours.

SNR staff are encouraged to request the minimum number of hours needed in an effort to preserve the funds for future use. If required, a one-time extension of up to 20 hours (60 hours total) may be approved by contacting your Toronto Children's Services, Resource Supervisor.

A written request must also be sent to your Resource Supervisor so that it can be attached to the child's file. An email detailing the reason for request is sufficient. All requests are considered and approved dependent on the availability of funds.

### **Application process for emergency request of child care support funds**

In situations where the SNR staff feels that a child's behaviour poses immediate health and safety concerns for the child, staff or children attending the program and/or the placement may be in immediate jeopardy, an emergency request for CCSF may be made (up to 20 hours).

The SNR staff will contact their Toronto Children's Services, Resource Supervisor and discuss the request. This emergency request is to be used as an interim measure only and can start when the forms are signed by all parties. The application must be fully presented at the next Child Care Support Review Committee meeting.

### **Payment of support funds**

Hiring of contract/supply staff for the CCSF Agreement is the sole responsibility of the child care program. The rate of pay offered must be equivalent to the existing pay structure for that position within the program requesting the funds, and is not to exceed the City of Toronto Child Care Employee's salary as per City Bylaw 106-80. Staff are to be paid by the program according to their regular pay schedule.

All hours are recorded on the time sheet provided by the City of Toronto, and verified by the child care centre Supervisor. The Time Sheet must be signed, and the original is sent to the Toronto Children's Services, Resource Supervisor at the completion of the contract for payment processing.

The first time a child care program accesses the CCSF their Service Contract with the City of Toronto must be amended to include Schedules G & H (Special Needs Resourcing Funds). Prior to payment, the child care program will receive an amended contract, which they must sign and return. Once an Amended Contract is on file, reimbursements can be processed promptly.

For further information regarding the Child Care Support Funds forms or process, please contact your Special Needs Resource Staff, or the Children's Services Resource Supervisor in your area.

### **Enhanced child care support funds guidelines**

Enhanced Child Care Support Funds (ECCSF) are available to licensed child care centres that have a service contract with Toronto Children's Services in order to address and support the continued successful inclusion of a child with extra support needs including developmental delay, social, emotional, behavioural, and physical challenges.

### **Criteria for requesting enhanced child care support funds**

Up to 60 hours of ECCSF are available for children who have exhausted the original 60 hours of child care support funds approved by the community Child Care Support Review Committee.

The family must reside in Toronto; the child must be 0-12 years of age and attend a licensed child care program which holds a service contract with Toronto Children's Services.

Each request for ECCSF must be supported by a Special Needs Resource staff that will be responsible for submitting the Enhanced Child Care Support Request forms and compiling the support documentation on behalf of the licensed child care program.

ECCSF funds may be available to support staff in a licensed child care centre to address one of the following extreme needs:

- Children registered in a day-treatment/special education program attending a full-day child care program during school holidays and whose support needs exceed what was provided during the school year.
- Children whose placement in a licensed child care centre continues to be in jeopardy due to their extra support needs and no other program is available.

Approval of the appeal will be based on the following considerations:

- Availability of funds
- Supporting documentation
- Availability of the Special Needs Resource staff to support the program.
- Availability of more suitable placements.

**Process for applying for enhanced child care support funds:**

- The Special Needs Resource staff will review a request for ECCSF with the child care program and parent.
- With parent/guardian consent, the child care program will complete the Enhanced Child Care Support Request form, collect required support documentation and forward to the Special Needs Resource staff. (ECCSF requests require additional documentation of the child's ongoing need and a plan of how the additional funds will be used).
- The Special Needs Resource staff will review the request, complete the Special Needs Request form and forward both documents to the Resource Supervisor for that district.
- The Resource Supervisor will complete the Special Needs Appeal Approval form and forward all documentation to the Special Services Unit Program Manager for review at the next District Director Team Meeting. It is the responsibility of the Special Needs Resource staff to ensure that all required documentation is provided. Requests without proper documentation will not be considered.
- The Resource Supervisor will advise the child care centre in writing once a decision on the request has been made. Copies of the letter will be forwarded to the District Consultant and Special Needs Resource staff.
- On rare occasions it may be determined that more than 60 hours of ECCSF are needed in order to continue to address ongoing needs. The centre and SNR staff will submit a revised written plan of action detailing the specifics of how the additional ECCSF will be used. The SNR staff will arrange a team meeting and the Resource Supervisor will attend prior to submitting the forms to the appeal committee.

## SECTION B: INTENSIVE RESOURCE SUPPORT GUIDELINES

The focus of Intensive Resource Support is to build the capacity of all child care staff and home child care providers in licensed programs to support the inclusion of children with complex developmental, social, emotional or behavioral needs through **direct teaching, modeling and coaching**. This service supports children who require a more intensive level of support to learn skills, adapt to the environment and/or maintain enrollment. It is one of many supports that are available in a continuum of service for children.

Staff for IRS are provided by Developmental Services and Children's Mental Health Agencies. All requests must be facilitated by a Special Needs Resource staff (SNR) who provides support to the child in the child care/home child care program. The IRS staff and the child care program are responsible for the implementation of the service, after the request is approved.

### Components of Intensive Resource Support Service:

Each block of service consists of **up to** 18 sessions.

The length of service will be reduced depending on the need and/or successful implementation of goals. This would be agreed upon by the team as service progresses

Each session is **up to** 2-1/2 hours.

IRS staff will make themselves available during the most optimal time to best support the child's and centre's needs and staff availability.

Sessions should be completed within a three (3) month period.

IRS staff provide service to the child/program approximately two times per week. A schedule of visits will be negotiated as part of the initial service meeting and modified as needed.

### Criteria for Requesting IRS:

Intensive Resource Support is available to any child between the ages of birth to twelve years of age, attending a licensed child care program in the City of Toronto, and receiving support from a Special Needs Resource staff.

Children can be referred for Intensive Resource Support, with parental consent, by the SNR staff after they have assessed the child as requiring a higher/more intensive level of support to develop skills, adapt to the environment and/or maintain enrollment.

Each request for service needs to be supported by a SNR staff who will be responsible for submitting the documentation and presenting to the Committee, on behalf of the licensed child care program. The SNR staff will continue consultation service during this intensive period of service.

### Process for Accessing IRS:

Referrals for IRS are initiated by the SNR staff. Prior to offering the service to a child care program or family, referrals may be discussed by the SNR staff and their Supervisor/Manager

The SNR staff will meet with the program staff and/or family to discuss the referral which includes the proposed goals and strategies. Once the family and program staff agree to the support, the **completed** forms will be signed by all parties (i.e. Child Care Support Referral Form, Permission to Present Form and signed Parental Consent Form).

At least one week prior to the Child Care Support review committee meeting, the SNR staff will forward the completed request and consent form to the Resource Supervisor, who will place the item on the agenda.

The SNR staff attends the committee meeting to present the request.

The request for IRS can include a request for Child Care Support Funds.

The Child Care Support Review Committee will consider all applications and discuss priority if applicable. The agency providing IRS service will prioritize service based on a number of factors (referral date, child/program needs, staff availability, etc.). The IRS agency will contact the SNR staff when service is ready to begin.

Waiting lists will be reviewed at each Child Care Support Review committee meeting.

**Service Delivery:**

The agency providing the IRS service is responsible for the management and delivery of the service. Planning for the start of service will be coordinated between the IRS and SNR staff (or designate). Service delivery, including goal setting, monitoring and visit scheduling will be conducted by a service planning team that consists of the IRS staff, SNR staff, child care supervisor & staff or providers, parents and other service providers. Information to be shared between the IRS staff and SNR staff (e.g. results of screening tools, etc.) will be determined at the service planning meeting with parental consent.

The Service Team will meet at the beginning (to plan), middle (to monitor), and at the end (to evaluate) IRS service. There may be extenuating circumstances in which the parent/s are unable to attend, in which case they can give consent for the meeting to proceed.

The SNR staff will set up the initial meeting and will record a summary of the meeting (i.e. plan/minutes), that will be distributed to the team.

Service Review Meetings can be called at any point by any member of the Service Team or by IRS staff at mid-point of service if no other meetings are called.

Documentation from subsequent planning meetings will be provided by the IRS staff.

*Note: In exceptional circumstances, a request for an extension of service may be made by the IRS staff, child care program, parents and SNR staff. The IRS staff will bring the request for an extension to their agency supervisor/manager. The decision to extend service will be considered based on the child's needs, wait list times for other children and any other mitigating factors.*

**Implementation of IRS Service:**

IRS staff will work directly with child care staff/provider to build their capacity to include children with complex developmental, social, emotional or behavioral needs by:

- working in partnership with the Special Needs Resource staff, child care staff/provider and parents to develop and implement the support plan
- communicating with staff, parents and SNR staff to discuss different aspects of the child's progress. Each member's participation and commitment is essential to the child's success in the program. It is important that everyone engages in supportive communication to ensure the child receives the best possible service
- working in the context of the daily program. IRS staff are not additional program staff. They provide enhanced support (not 1:1; nor will they take the child out of the class to work independently)
- engaging in direct teaching techniques/strategies with the child for implementation by program staff
- modeling techniques and coaching child care staff/provider to develop their skills; program staff are given the opportunity to implement strategies while the IRS staff observes for guidance and feedback
- supporting the implementation of individual program plans, including adaptations and teaching strategies. IRS staff will assist with the adaptations and strategies within the parameters of the child care program's policies and routines. The IRS staff should be informed of these parameters prior to the start of service

- providing documentation of child's progress and support given. During service, the IRS staff will document the progress made and techniques being used to implement goals. This will be given to parents, the program staff and SNR staff involved.

If issues arise regarding the delivery of the IRS service, it is essential for the team to address concerns immediately, and openly try to resolve them. The IRS staff's supervisor/manager is available to help problem solve and assist the team in making the service as successful as possible.

**Reporting suspected cases of child abuse:**

Ontario's Child and Family Services Act (CFSA) recognizes that each of us has a responsibility for the welfare of children. The Act states clearly that members of the public, including professionals who work with children, have an obligation to report promptly to a Child Protection Agency if they suspect that a child is or may be in need of protection. It includes physical, sexual and emotional abuse, neglect and risk of harm. People working with children are responsible for reporting suspicions of child abuse, **not** to determine whether or not child abuse has occurred. It is the responsibility of the Child Protection Agency to investigate with police where necessary, and decide on the best plan for the child.

## **SECTION C: ENHANCED HOME CHILD CARE PROVIDER RATES**

Enhanced provider rates are available to licensed home child care providers associated with a Home Child Care agency that has a service contract with Toronto Children's Services. Enhanced provider rates can support the successful inclusion of a child with extra support needs.

Enhanced provider rates are time specific and approved on a case by case basis. Requests are generated by a Home Child Care Agency and must be supported by a Special Needs Resource Staff.

Enhanced provider rate requests are forwarded for approval after discussion with both the Children's Services Consultant and the Special Needs Resource Staff. Enhanced provider rates are discussed and approved by the Children's Services District Directors at their regularly scheduled meetings.

### **Criteria for Requesting Enhanced Provider Rates**

Enhanced provider rates may be available to providers caring for children with special needs, whether diagnosed or undiagnosed, and for children with extraordinary needs. The family must reside in Toronto, the child must be between 0-12 years of age and attend a licensed home child care program associated with a Home Child Care agency which holds a service contract with Toronto Children's Services. The family must be receiving subsidy from the City of Toronto.

### **Special Needs Rate**

May be available to support children in licensed home child care programs to address one or more of the following needs:

Child's extra support needs require additional time commitment, effort and/or skill by the provider to ensure successful inclusion. The provider:

- offers program/environment adaptations (using visuals/sign language to communicate to child, facilitates interactions between the child with special needs and other children, etc.)
- offers physical assistance for daily living skills due to developmental delay must provide direct support to child in order for him/her to actively participate in program and build skills offers enhanced supervision due to severe behaviours occurring regularly and consistently utilizes preventative strategies works on specific goals determined by provider, SNR staff, home visitor and parent.

Child's extra support needs limit the provider's ability to care for other children or reduces her potential revenue. For example: Child is in a wheelchair thereby limiting the provider's ability to accept infants or the child's extra support needs restricts the provider's ability to care for 5 children.

Child's extra support needs require the provider to attend specific training and/or instruction to ensure successful inclusion or delivery of a treatment plan. For example: Provider needs instruction on G-tube feeding or attends training on caring for children with Fetal Alcohol Syndrome.

### **Extraordinary Needs Rate**

May be available to support children with extraordinary needs in licensed home child care programs to address the following needs:

Child's extraordinary need(s) require one to one support from a provider. As a result the provider is not able to care for any other children.

Note: From time to time, additional reasons to request enhanced provider rates may be considered. Home Child Care Agencies may forward such requests detailing the special circumstance.

**Process for Applying for Enhanced Provider Rates:**

- The Home Visitor will contact the Special Needs Resource staff to review a request for enhanced provider rates.
- The Special Needs Resource Staff and the Home Visitor will meet with the provider and/or family to discuss the request and assess any additional services/strategies that may support the placement.
- With parent/guardian consent, the Home Visitor will complete the Enhanced Rate for Home Child Care Provider Request form, collect required support documentation and forward to the Special Needs Resource staff. (Parent/guardian signature is required).
- The Special Needs Resource staff will review the request, complete the Special Needs Request form and forward both forms and documents to the District Consultant responsible for that Home Child Care agency.
- The District Consultant will review the request, complete the Special Needs Request Approval form and forward all documentation to their District Director for review at the next District Director Team Meeting. It is the responsibility of the Home Child Care agency to ensure that all required documentation is provided. Requests without proper documentation will not be considered.
- The District Consultant will inform the Home Child Care Agency in writing once a decision on the request has been made. Copies of the letter will be forwarded to the Special Needs Resource Staff, the Caseworker and the Payment Clerk.
- Enhanced provider rates are approved for a specific period of time. If required, it is the responsibility of the Home Child Care Agency to initiate a request to renew the enhanced provider rate request at least two months prior to the termination date. Enhanced provider rates will be in effect from the date of approval to the date of termination unless a renewal request is approved prior to that date. Enhanced provider rates will not be back-dated.

**For more information on any of these supports, contact:**

Toronto North (North York)	(416) 392-4349
Toronto West (Etobicoke/York)	(416) 392-6176
Toronto East (Scarborough)	(416) 338-7560
Toronto South (Toronto/East York)	(416) 392-5865