

Child care and early learning updates e-newsletter

June 26, 2025

Welcome to The Regional Municipality of Durham's child care and early learning updates e-newsletter. These e-newsletters provide licensed child care operators in Durham Region with updated information related to child care.

This edition includes the following topics:

- Enhanced staffing funding
- 2025 Canada-wide Early Learning and Child Care (CWELCC) eligible expenses
- Reminder on Fee Subsidy child care withdrawal and absence payment policy
- Updates to the Child Care Operator Portal
- Emergency Funding
- Child Care Operator Portal Fee Subsidy Placement: Comment section update
- Resource Library availability

Enhanced staffing funding

Completed enhanced staffing funding reports for the January to June funding period are due by the 15 of the month following the month in which enhanced staffing funding was utilized (i.e., the June report is due July 15). Once the data for a reporting month has been entered, upload the Operator Tracking Tool to the budget and funding folder in the Child Care Operator Portal.

Payments will be issued only after the monthly report has been submitted, reviewed, and reconciled by the Children's Services Division (CSD). Reports not received within two months of the month in which funding was used may result in the forfeiture of funding for that period. Late submissions delay the reconciliation process, potentially affecting overall funding levels and the availability of funds for future requests.

July and August: The online application period for enhanced staffing funding requests for school-aged children is now closed.

Additional staffing to support inclusion is considered an eligible expense under CWELCC cost-based funding. If operators hire additional staff specifically to support the inclusion of CWELCC-eligible children, these costs should be reported under staffing expenses during the CWELCC reconciliation process. All expenses claimed through CWELCC cost-based funding must be appropriate, attributable, and reasonable.

Details regarding the application period from September to December 2025 will be shared in the future.

2025 CWELCC eligible expenses

As a reminder, the 2025 CWELCC cost-based funding guideline outlines eligible expenses under the CWELCC system under [Part 3: Accountability Framework](#).

Reminder on Fee Subsidy child care withdrawal and absence payment policy

Start of notice period: The notice period begins the day after the service provider is informed of the withdrawal.

Notice of withdrawal: Families must give notice to both the service provider and caseworker. “Withdrawal without notice” applies when no advance notice is provided.

Pre-withdrawal absences: If a child is sick or absent before withdrawal, up to three absent days may be paid following the last attended day. If the absence extends beyond that, it is considered a “withdrawal without notice”.

Payment during withdrawal notice: Up to five days may be paid based on:

- The day the provider was notified.
- The last day attended.
- Approved care days.
- The enrolled rate (up to full-day, non-extended care rate).

Unexplained absences: After three unexplained absences, the provider must notify the caseworker. Up to eight absent days may be covered from the last day attended. Any time beyond that may be billed at full fee if the child does not return.

Discharge or suspension: If a service provider suspends or discharges a child, payment is only made for days attended. Families are not responsible for additional fees.

Notice from service provider: If a provider gives notice and the family opts out of attendance, payment ends on the last day the child attended.

More information on withdrawals and allowable payments can be found in the [Funding Policies and Procedures for Fee Subsidy and Canada-Wide Early Learning Manual](#).

Updates to the Child Care Operator Portal

The Child Care Operator Portal has recently undergone some updates to streamline tab names and broadcast section enhancements. These updates are designed to make the user experience more intuitive and efficient.

- **Tab name update:** The “News, Events, Communications & Resource” page has been renamed to “Communications & Resources.” This simplified title better reflects the purpose of the page and is now visible across all individual Child Care Operator Portals.
- **Broadcast section rebranding:** To further enhance clarity, updates have been made to the names of the Broadcast sections within the Communications and Resources page. These sections are used by CSD staff to share important updates, documents requiring attention, and general information relevant to the child care community.

Previous broadcast group titles:

- POS Head Offices
- POS Sites
- POS Sites and Head Offices
- Non-POS Head Offices

New broadcast group titles:

- CWELCC Head Offices
- Fee Subsidy Change Reports
- Non-CWELCC Head Offices

The new broadcast groups are designed to make it easier for service providers to quickly identify the type of information being shared and respond accordingly. Service providers will only receive email alerts for the groups they are assigned to.

Emergency Funding

A limited amount of Emergency Funding is available to support licensed child care centres and home child care agencies enrolled in CWELCC, to meet requirements of the Ministry of Education (licensing) and the Durham Region Health Department. This support is designed to help providers come into or maintain compliance, and help cover essential, one time, unexpected costs that go beyond regular program allocations.

To promote fairness and transparency, an application process has been established to assess eligibility for Emergency Funding. As part of the application, service providers must clearly outline how the program is at risk of non-compliance, and provide relevant documentation that supports their statement. This information is critical in demonstrating the necessity of funding to maintain a safe, compliant operation that does not fit into the centre’s CWELCC allocation. All applications for Emergency Funding are to be completed online through the [Emergency Funding Application](#).

Child Care Operator Portal Fee Subsidy placement: Comment section update

Recent survey feedback highlighted inconsistencies in how comments are used in the Child Care Operator Portal for Fee Subsidy placements. In response to this, updates are being made to clarify their purpose and application:

Purpose: The comment section is only for information that cannot be flagged elsewhere in the alert.

When comments will be used: Comments will only be used for exceptions (e.g., one-day approvals) that cannot be captured in the existing columns.

What will be excluded: Comments will not repeat information already flagged in columns (e.g., parent rate increases).

PA day and holiday approvals: All school-aged children are approved for PA days and holidays, by default. If a child is not approved, it will be noted in the comments.

Gradual rollout: This change will be implemented file by file. Older comments may remain until reviewed.

If you have any questions about a placement approval, please contact your caseworker. Further updates to the Child Care Operator Portal will be communicated as they take place.

Resource Library availability

The Resource Library will be open every Wednesday for pick-ups, drop-offs and in-person visits throughout the summer. An appointment can be scheduled between 9 a.m. and 7 p.m., with a minimum of one business day's notice. Contact Jodie Matsushita at Jodie.Matsushita@durham.ca to book an appointment. The Training Specialist team is currently working to develop a Microsoft Form for educators to fill out when making an appointment. Further information on this process will be announced on Durham.ca in the coming weeks.