

POLICY AND PROCEDURE: *Child Care Fee Subsidy - Internal Review*
Program Policy
Community & Social Services Division
Children's Services Department

LEGISLATIVE AUTHORITY: **DAY NURSERIES ACT O.REG.262, SECTION 1,**
DEFINITION OF "PERSON IN NEED" (C)
ONTARIO WORKS ACT O. REG.298/01
SECTIONS 24, 27 (2) (3), 67 (1) (2), 69, 70 AND 71

INTENT:

To have a clear and consistent policy as it relates to the process of Internal Review for the clients of the Child Care Fee Subsidy Program. To develop a policy that is free of bias and a process that is open and objective for the benefit of the families that apply for Child Care Fee Subsidy.

PROCEDURE:

1. All decisions of ineligibility for Child Care Fee Subsidy must be documented in a letter to the client, stating the reasons for ineligibility, their right to an internal review, the procedure to request an Internal Review and the deadline for the request.
2. All decisions made by the Department of Children's Services that may negatively affect a client of the Child Care Fee Subsidy Program, must be communicated by the Child Care Fieldworker in written format and must advise of the client's right to Internal Review. Appealable issues may include, but is not limited to; ineligibility, overpayments, increases in parental contribution.
3. All letters will refer the client to the Child Care Fieldworker for clarification of the decision rendered. All letters must include "Attachment A" which advises the client of their right to an Internal Review and the procedure that is to be followed to exercise this right.

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4. All requests for Internal Review must be made within ten (10) days of the client receiving the letter.
5. All requests for Internal Review must be made in writing. Exceptions will only be made in the case of illness or literacy challenges.
6. No staff who has participated in the decision of ineligibility/ or the calculation of fee subsidy, may be involved in the process of Internal Review.
7. All formal requests for Internal Review of Child Care Fee Subsidy will be directed to the Program Review/Quality Assurance (PRQA) Department.
8. PRQA will be responsible to review appropriate legislation and directives in regards to the Child Care Fee Subsidy Internal Review prior to making a decision.
9. An Internal Review may be completed with the client in person or by telephone.
10. PRQA will be responsible for finalizing the decision of the Internal Review in written format to the client, with a copy to the Child Care Fieldworker and the Manager of Children's Services.
11. The PRQA Department will have a ten (10) day period to review and render a final decision, from the date of receipt of the "request for Internal Review".
12. If the original decision is reversed by PRQA, as a result of the Internal Review, the Department of Children's Services must act upon this decision within 10 days of the decision being made.
13. All decisions rendered by the PRQA Department will be considered final, with no further options of appeal/review available.

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Reviewed and Approved By:

**Deborah Gill
Department Head
Program Review/Quality Assurance**

Date

**Dorothy Theobald
Director of Community & Social Services**

Date

May 22, 2003

Attachment A

The following is an “add-on” that shall be attached to all currently utilized letters that address issues of eligibility and ineligibility within the Child Care Fee Subsidy Program.

- 1) If you disagree with this decision, please contact Ruth Drache, Child Care Field Worker immediately to discuss your concerns.

- 2) If you have made contact with the Child Care Field Worker and you still disagree with the decision, you may request an Internal Review. The request for Internal Review must be in writing and submitted *within ten (10) days* following the receipt of this letter. The Request for Internal Review is to be forwarded to:

**Program Review and Quality Assurance Department
Community and Social Services Division
United Counties of Leeds and Grenville
458 Laurier Blvd.. Suite 200
Brockville, Ontario
K6V 7A5
or
Fax to: 613-342-8908**

May 22, 2003



**UNITED COUNTIES OF LEEDS & GRENVILLE
COMMUNITY AND SOCIAL SERVICES DIVISION**

200 - 458 Laurier Boulevard
Brockville, Ontario
K6V 7K5
D.E. Theobald, Director

Telephone: 1-800-267-8146
(613) 345-4101
Fax: (613) 342-8908

Attachment B

[Date]

[Client's Name and Address]

Dear [Enter Client's Name]:

**RE: INTERNAL REVIEW DECISION -Children's Services
APPEALABLE DECISION**

On [Enter date of original decision], the decision was made under the Day Nurseries and Ontario Works Act and Regulations to [Enter Action Taken (Deny, Terminate)] your decrease in Subsidy.

Your request for an Internal Review of this decision was received on [Enter date of Request for Appeal was received] . We have completed an Internal Review in accordance with our internal policy for Child Care Fee Subsidy-Internal Review. We are [Enter action taken)Confirming, Varying, Reversing)] the original decision.

This decision was made under [Enter Relevant Regulation] of the Day Nurseries and Ontario Works Act and Regulation. This means that [Enter implications of decision].

If you have any questions as it relates to this decision, please contact Deborah Gill, Department Head of the Policy Review and Quality Assurance Department at the following:

**United Counties of Leeds and Grenville - Community and Social Services
200-458 Laurier Blvd.
Brockville, Ontario K6V 7K5
Phone: (613) 345-4101 Ext. 12328**

Sincerely,

Deborah Gill, Manager - Program Review and Quality Assurance Department

**Children's Services ▼ Community Housing ▼ Finance and Special Services
Ontario Works ▼ Program Review/Quality Assurance**

May 22, 2003