



MÉTIS NATION OF ONTARIO

EARLY LEARNING AND CHILD CARE



2024-25 Guide for Métis Nation of Ontario Child Care Subsidy Pilot Program

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Program Description

The Métis Nation of Ontario Child Care Subsidy Program assists Métis families with accessing safe, high-quality child care. The MNO Child Care Subsidy Program is for Métis families who have child care costs for their children attending a licensed child care. This program supports the mandatory cost associated with child care and, at this time, does not include specialized, additional costs such as programming, application costs, and food. The unique program considers a family's income and expenses to calculate a subsidy.

Families can also access other child care fee programs, such as the child care fee subsidy, and benefit from Canada-wide Early Learning and Child Care rate reductions.

Private child care may be approved on a case-by-case basis, with additional documentation required. Information is provided in the Private Child Care Limits Supplemental Guide

Eligibility

To qualify for the MNO Child Care Subsidy Program:

- One parent or guardian must be an MNO Citizen eligible for direct support
- Applicants must have a child aged 0-12 accessing formal child care
- Attending child care or having a guaranteed spot (i.e. not on a waitlist)
- Applicants must reside in Ontario

All Métis families who meet the qualifications are encouraged to apply. A waitlist may be implemented from time to time.

Application Process

Families are required to apply online. The online application will require families to have the following information

- Child Care forms (available for download on the application)
- Proof of child's age
- Citizenship information
- Guardianship information (if applicable)
- Parenting agreement information (if applicable)
- Household income information- such as the most recent Notice of Assessment for all adults or two recent pay stubs
- Budget information.

If a family has trouble accessing the information required, they can email elccsupport@metisnation.org

When the application is received, it will be reviewed by a Family Supports Administrator and the ELCC leadership team. The team will contact you if more information is required.



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Families will be informed if they meet eligibility requirements. If they are placed on the waitlist when the family is formally accepted into the subsidy program, a Family Supports Administrator will reach out and send a formal approval letter.

Parenting Agreements

In the case of joint custody of child(ren), each parent will be required to submit a separate subsidy application, providing the parent or child is a MNO citizen. A parent cannot use the citizenship of a former spouse to access the program.

A copy of the parenting agreement is required. Each parent is only eligible for child care subsidy during parenting time unless the parenting agreement specifies an alternate arrangement. Families without a formal agreement will be required to provide an affidavit for parenting time and child care expenses.

If families are unable to resolve their disputes, they will be required to access legal or mediation advice from a professional. The family support team will not mediate disputes or refer to specific legal or mediation services.

The team will not discuss the child care subsidy arrangement for the other parent unless consents are on file. This consent may be withdrawn at any time.

Child Cares Eligible for the Program

Licensed child care centres and licensed home child care are eligible for the subsidy program. These child cares are licensed by the Government of Ontario and are found on the [Government of Ontario's website](#).

Private child care or in-home child care is the best option for many families. The program has additional requirements, which can be found in the Métis Nation of Ontario Child Care Subsidy Pilot Program—*Private and In-Home Child Care*.

Families can also access child care fee subsidy for the service system manager and MNO subsidy. You must inform your Family Supports Administrator if you are also accessing child care fee subsidy.

In addition, families are eligible for fee reductions through the Canada-Wide Early Learning and Child Care Program.

Subsidy Amounts and Income Threshold

The MNO subsidy is based on the family's total household income and expenses. Families may be subsidized between 40 and 100% of their child care costs.

If a household income is greater than \$200,000 annually, the family will be required to pay 75% of their child care costs, with MNO subsidizing a maximum of \$30/day.



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MNO Subsidy Policies

Absent Days

MNO will support families when their children are absent from child care, providing the family provides notice in advance to the child care. MNO may terminate the subsidy if there are more than three unexcused absences. The team will reach out to the child care provider periodically to ensure attendance,

Adding New Children

If you are a current subsidy family and need to add an additional child to your subsidy application, please contact your Family Supports Administrator. They will guide you through the process. Additional children will not be placed on the waitlist.

If you are on the waitlist, you cannot add an additional child until your application is approved in full.

Annual Reviews

When approved, you must provide updated financial information and consent at least annually. Your Family Support Administrator will contact you directly with instructions when it is time for your review.

If, after the review, your subsidy decreases (i.e., you pay a higher percentage of child care fees), you will be provided with two calendar months' notice. If your subsidy increases (i.e., you pay a lower percentage of child care fees), you will be provided with one calendar month's notice.

Changes to Child Care

If you are a current subsidy family changing child care, please contact your Family Supports Administrator, who will guide you through the process. It can take up to three weeks for approval to change child care. If your child changes child care before the change is approved, you may not be eligible for a subsidy for child care fees paid before approval.

If you are on the waitlist, you cannot change your child care until your application is approved in full.

Changes to Family Status

If your family composition changes (marriage, separation, common law, etc.), you must immediately inform your Family Supports Administrator. Failure to provide accurate family status information could terminate your subsidy.

If you are on the waitlist, please inform your Family Supports Administrator when you receive your approval letter.

Changes to Income

If you have experienced a significant loss of income due to job loss, etc., your income can be reassessed. Reach out to your Family Supports Administrator for information. Changes to expenses are only reviewed annually.

If you are on the waitlist, please inform your Family Supports Administrator when you receive your approval letter.



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Collection of Overpayments

MNO may collect overpayments by reducing the subsidy available. An overpayment occurs when the Family Supports team receives information that shows that an applicant knowingly provided false or inaccurate information. After a full review, the subsidy may be terminated without notice, with approval from the Director of Education.

Eligible Fees

Only child care fees are eligible for the program. Fees that are not eligible include diapers, sunscreen, annual registration fees, and arts and crafts fees.

Payment of Child Care Fees

Families are responsible for paying their portion of child care costs directly to the child care. If MNO becomes aware the family is in arrears at the child care, a full review will take place. After a full review, the subsidy may be terminated without notice, with approval from the Director of Education.

Transferring from the Child Care Stipend Program

Families can transfer between the child care stipend and subsidy programs. The family should contact the Family Supports Administrator. Families transferring between programs will bypass the waitlist.

Child Care Subsidy Waitlist

When necessary, a waitlist will be maintained for child care fee subsidy. Families will apply to the program, and eligibility will be determined. If the family is eligible, they will be notified they have been placed on the waitlist.

Families will be informed via email when they are approved.

Frequently Asked Questions

Appeals and Complaints

- Every application is reviewed based on the parameters of the program based on individual circumstances and information provided in the program.
- You can request a review of the application by emailing Emma Langdon, Family Programs Supervisor, at emmal@metisnation.org or 807-627-7349. Please include your full name and the application number. The application will be reviewed by the ELCC manager, and it may take up to ten business days.
- The review is sent to the Director of Education and Training for the final decision.
- The Director of Education and Training reviews all appeal decisions, which are final, with no exceptions.
- The MNO ELCC team follows the MNO's Policies on Prevention of Workplace Harassment (POLICY NO. 3.030) and Violence and Respectful Workplace (POLICY NO. 3.020).
<https://www.metisnation.org/wp-content/uploads/2010/10/policies-and-procedures-manual-may-1-2020.pdf>



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- While we understand your frustrations, yelling, harassing, or sending hurtful emails or phone calls to ELCC staff is never ok. This includes:
 - Not respecting response time guidelines and sending frequent phone calls or emails to ELCC staff with the expectation that they respond to you quicker.
 - Multiple calls and emails will not increase our response time and may create additional delays.
 - Calling ELCC staff derogatory words via phone call or email.
 - Make "threats" to go to your Community Council President, PCMNO Regional Councillor, or President of the Métis Nation of Ontario if you disagree with a decision made by the ELCC team.
 - Using frequent passive-aggressive language via phone or email.
 - Swearing or using racial slurs.
 - Threats of violence to ELCC staff or their families.
- Failure to comply with these policies will result in an incident report sent to the Director of Education and Training. It MAY result in your ELCC file being closed.
- Please be mindful that ELCC staff are people, too. There is a person behind that phone call or email. Negative treatment of any ELCC staff member will not be tolerated. Many are also MNO citizens who love supporting other citizens and take great pride in their work. They have families and a life outside of their work hours. We kindly ask all families accessing this program to treat all ELCC staff with dignity, respect, and kindness.
- ELCC staff strives to provide the best support possible to our citizens with kindness, respect, and dignity.
- If an ELCC staff member breaks the above policies, please email Emma Langdon, Supervisor of ELCC Family Supports (emmal@metisnation.org). Please provide the name of the staff person involved, the date, time, and a description of the incident. Emma will follow up within ten business days and may request additional information. Severe occurrences will be brought to the Director of Education and Training.

General Program Questions

What are the changes to the Child Care Subsidy Program?

- ELCC reviews programs on an annual basis to ensure it meets the needs of families.
- The subsidy rates have changed to reflect the increased cost of living
- Program parameters are formalized

Program Eligibility

How do I qualify for the Fee Subsidy Pilot Program?

- A parent, guardian, or child must be an MNO Citizen.
- The MNO Citizen is eligible for Direct Benefit Programs and Services Policy: [MNO Policy#2021-001: Eligibility for Direct Benefit Programs and Services](#)
- The child must be between 0 and 12 years old.



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- Applicants must reside in Ontario.

I am an MNO citizen and have kinship with my grandchildren/family. Can we access this program?

- Yes, you can apply for this program for your grandchildren if you have kinship and are an MNO citizen.
- We may require supporting documentation to confirm kinship.

I'm expecting a child. Can I apply before the baby comes and submit an application?

- You can only apply for the program when accepted into child care.
- Expectant parents are encouraged to apply for the ELCC Baby Bundle Program:
[https://metisnation.smapply.io/prog/mno_elcc_baby_bundle_kit /](https://metisnation.smapply.io/prog/mno_elcc_baby_bundle_kit/)

My child attends a private school. Can they access this program?

- This program only supports families who access child care programs and does not support the cost of private school.
- For children who are eligible for entry into grade one or above, only full-day child care costs for school holidays/PD days are eligible.

Application Process

When will I find out if my application was approved?

- Families will be informed of the outcome of their application in a timely manner.

I am having trouble accessing the portal. What can I do?

- The application portal is accessible 24 hours a day, seven days a week.
- If you are having trouble accessing the site, you can try another browser, clear your cache, try another device, ensure you have a stable internet connection, etc.
- If you have forgotten your password, you can reset it on the portal or contact the SMAApply help desk from the portal site.
- Please contact your Family Supports Administrator or ELCCsupport@metisnation.org if your problem is unresolved.

I have barriers to completing the application. Can you help?

- Please get in touch with your Family Supports Administrator or ELCCsupport@metisnation.org for support.
- If the internet is a total barrier, please contact our Team Lead, Tamara Robbins, at 905-414-3133 for support.

How long does it take for an application to be approved?

- If your family is currently involved in an ELCC program, your application may be reviewed in three to four weeks.



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- If you are a new family, the review process can take four to five weeks as we connect with the MNO Registry team to confirm MNO citizenship.
- Once approved, your Family Supports Administrator will email you what was approved.
- During certain times, such as professional development, MNO holiday shutdown, etc., it will take longer to review applications.

Staff

What are your staff's working hours?

- Most MNO staff work Monday to Friday from 8:30 am-4:30 pm, based on their time zone.
- Some of our staff flex their day outside of these hours. We will respond to you within ten business days, and this does not include weekends, holidays, etc.
- Any communication sent outside MNO operational hours will not be responded to until business hours resume. This includes holidays and weekends. We will respond to you within two business days. We encourage a work-life balance for our coordinators.
- During high-volume times, ELCC Family Supports Administrators will set up an automatic reply informing families that our response time may be delayed.
- If you do not get a response back from your ELCC Family Supports Administrator within ten business days, please get in touch with Emma Langdon, ELCC Supervisor of Family Supports, at emmal@metisnation.org

I have questions for my coordinator and see them publicly or at an event. Can I ask them about my applications?

- Staff will only answer programming questions during regular working hours and or when they have the capacity to during special events.
 - Staff working during events and camps may be unable to access your file during the event. Please email them your questions; they will follow up after the event.
- If you meet with a staff member outside of working hours, they are not obligated to answer your questions regarding our programs.
- Many staff are also citizens and may attend an event as citizens—not as staff. They are not expected to answer questions when they are not working.
- The MNO supports the **Disconnecting from Work Policy. POLICY NO. 7.110: DISCONNECTING FROM WORK:**
 - Disconnecting from work is defined as not engaging in work-related communications, including emails, telephone calls, video calls, or the sending or reviewing of other messages, to be free from the performance of work.
 - Employees are not expected to engage in work-related communications, including those from clients, colleagues, People Leaders, community communications, outside of the employee's regular working hours.
 - Employees are encouraged to stop performing their job duties and work-related tasks when their regularly scheduled hours end. Working hours are set in an employee's letter



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of offer upon hire, or communicated upon changes to their role. Flexible hours are considered a part of established working hours. This includes working approved alternative hours outside of standard established hours to ensure specific work duties are met.

- As staff within the organization work to different schedules, all employees may disconnect from work in the context of their own particular work pattern.
- This Policy applies to all employees (including People Leaders), volunteers, interns, regardless of position, tenure and work location.

I am on an MNO Community Council/PCMNO/ MNO Auxiliary Council. Can I still access this program?

- You can access the program if you have children between 0-12 years old.
- If you are concerned about privacy, please get in touch with Emma Langdon, Supervisor of Family Supports, at emmal@metisnation.org or 807-627-7349.

I am an MNO staff member and an MNO citizen. Can I access this program for my children? If yes, what steps do I have to take?

- You can access the program if you have children between 0-12 years old.
- You complete the online application, and the Family Supports Administrator will contact you after your application is reviewed.
- If you are concerned about privacy, please get in touch with Emma Langdon, Supervisor of Family Supports, at emmal@metisnation.org or 807-627-7349.

I am an MNO staff member working in another program supporting a client for application. What can I do to help?

- Contact elccsupport@metisnation.org, and we will work with you directly on a referral.
- We strongly recommend that staff outside ELCC connect with the ELCC team to support your client's needs.

Other Questions

Can I share photos of my child participating in child care?

- We love to see photos of children participating in child care. Please send them to your Family Supports Administrator or elccsupport@metisnation.org.
- Photos may be shared within the ELCC team; in some cases, **MNO will require a photo consent form** to ask you to sign a release for broader sharing.
- Please ensure the photos you share are allowed to be shared and only your children are in the photograph.

Can I share a testimonial of the program?

- We love hearing about the impact of programs for our families. Please send them to your Family Supports Administrator or elccsupport@metisnation.org



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- Testimonies may be shared within the ELCC team; in some cases, we may ask you to sign a release for broader sharing.

We are moving to another MNO region in Ontario. Do we have to let you know?

- Please contact your Family Supports Administrator before moving so they can make the appropriate internal changes.

I am moving outside of the province. Are there still supports through the MNO I can access?

- The program can only be accessed by MNO citizens who live in Ontario.
- Please contact your Provincial Métis Government to inquire about Early Learning and Child Care supports. Each Provincial Métis government has different programs and supports to meet their community's needs.

CONTACT

If you need help with your application or would like to learn more about the programs available to you, please get in touch with the Early Learning and Child Care team at elccsupport@metisnation.org

When you email us, please include the MNO region or the municipality you live in to help us support you promptly.