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# *Little Lambs Home Daycare*

## **Billing Practices**

Created - March 9, 2019

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Purpose: Little Lambs Home Daycare Agency and our affiliated Home Child Care Providers are committed to supporting financial growth in our communities through affordable child care practices.

Goal: By combining parental fees with Government Funding we optimize wages while reducing the financial burden placed on parents/guardians. These ethical billing practices enable our providers to earn a respectable income for the professional service they provide.

### **Review/Adjustments:**

Annually upon Little Lambs Home Daycare Licensing Anniversary (July) Fee guides and billing practices will be reviewed. This review will include:

A demographic comparison not less than 10 unique licensed child care businesses and must include at least 3 Home Child Care Agencies. The review must consist of the following policies: current year fee guides, holiday/cancelled days, full time/part time schedules, late fees, reimbursements and other relevant billing practices.

Little Lambs will publish this review as a blog post at [www.littlelambshdc.com](http://www.littlelambshdc.com), emailed to current clients through HiMama app and shared as a social media post on Facebook . Parental and Provider feedback will be encouraged. From the information garnered in this review Little Lambs will amend if necessary billing practices and fee guides accordingly. These revisions will be submitted to the County of Hastings for Review. Once approved they will be made effective not less than 30 days after notice is provided to our clients/providers.

### **Private Child Care Providers:**

Privately placed children whom pay their provider directly for services will not exceed Little Lambs current year fee guide. Private Providers have the right to set their own scheduling and billing practices. However these practices must be submitted and approved by Little Lambs Home Daycare and align with our ethical billing practices. (see: Private fee application form)

## 2019 Fee Guide

Age of Child	Type Care Provided	Weekday Fee	Weekend Fee
<b>Infant less than 6 months</b>	Follows infant-preschool fee guide adding \$10/day to each category. Care is accepted on a case-by-care basis only and must be approved in consultation with the Agency, Provider and family.	Follows infant-preschool fee guide +\$10	Follows infant-preschool fee guide +\$10
<b>Infant-Preschool (6 months-4 years)</b>	Full day Maximum 9.5 hours	\$40	\$50
<b>Infant-Preschool (6 months-4 years)</b>	Part day with meal Maximum 5 hours *part days are scheduled/accepted only if approved by the provider and agency in consultation with the family*	\$30	\$35
<b>Infant-Preschool (6 months-4 years)</b>	Premium day: Care provided before 7am or after 5:30pm -care exceeding 9.5 hours but no more than 13 hours	\$50	\$65
<b>Infant-Preschool (6 months-4 years)</b>	Overnight care up to 12 hours	\$50	\$60
<b>School age</b>	Before and after school not exceeding 4 hours	\$20	-
<b>School age</b>	Premium before and after school Care provided before 7am of after 5:30pm OR exceeding 4 hours but not more than 6 hours.	\$30	-
<b>School age</b>	Full day (School closures, PA days, Holidays, Snow days) Maximum 9.5 hours	\$40	\$50
<b>School age</b>	Part day with meal Maximum 5 hours *part days are scheduled/accepted only if approved by the provider and agency in consultation with the family*	\$30	\$35
<b>School age</b>	Premium day: Care provided before 7am or after 5:30pm -care exceeding 9.5 hours but no more than 13 hours	\$50	\$65

Age of Child	Type Care Provided	Weekday Fee	Weekend Fee
School age	Overnight care up to 12 hours	\$40	\$50
<b>Note:</b>		*All premium day, weekend, overnight schedule request must be approved by the Home Child care provider *	

### Late fees

Late fees are at the full discretion of the Home Child Care Provider. Parents/ Guardians are required to inform providers of any change to schedule which may result in a late pickup. It is requested due to common courtesy and respect for our home child care providers that parents are mindful of Provider’s closing hours. Providers have their own families to spend time with, errands to run, lives to live. Picking up late from care or after the scheduled “pick up time” is inconsiderate. Providers have the right to charge a late fee of **\$5 per 4 minutes late or a portion thereof, over and above the providers operating hours (according to the provider’s clock)**. Late fees are paid directly to the provider from the parent/guardian. The provider must retain records of late fees billed and provide an accurate receipt for tax purposes to the parent/guardian.

### Schedules

**Child Care Schedule Request** forms are available at <https://www.littlelambshdc.com/child-care-request-form.html>. Parent’s/guardians are requested to visit this page monthly to submit their child’s schedule. Schedule requests are then sent to child care providers so they can plan meal plans, curriculum activities and ensure ratios are met. For parents/guardians who work schedules vary, two-week schedule requested are accepted. Fees are invoiced directly from the information provided on the schedule request form. Parents/guardians are responsible for FULL PAYMENT of the schedule they submit and any approved extra days they may require.

### Schedule changes

Parent/guardians are responsible for the schedule they submit. Two weeks advance written notice is required for a permanent change to a child’s schedule. Requests for changes to schedules (adding or cancelling days) must be submitted by visiting <https://www.littlelambshdc.com/child-care-request-form.html> (change of schedule request form found under “schedule request form”). Any additional care requested with less than 2 weeks notice is not guaranteed and must be approved to ensure space is available. Little Lambs adheres to strict

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provider-to-child ratios at all times. Any cancellation changes requested less than two weeks will be billed following the fee guide.

**NEVER arrive unannounced without prior approval-the provider may not be able to accommodate an extra child.** Little Lambs will make every attempt to accommodate requests for changes to schedules.

### Billing Cycles

Invoices are billed based on schedules submitted through Little Lambs schedule request forms. Invoices will also reflect any additional charges for extra care not previously billed. It is the parent’s responsibility to check their invoice ensuring approval and inform Little lambs within 72 hours of receipt if amendments are requested. Fees billed are due no later than the posted due date on the invoice. If an extension or alternate billing cycle is needed it is the parents responsibility to contact the office and request this approval. Little Lambs retains full authority to grant or decline alternate billing arrangements.

### How invoices are calculated

Invoices are sent bi-monthly on the 1st and the 15th. <i>*if the either of these dates fall on a weekend or STAT Holiday the invoice will be sent on the next business day.*</i>	<ul style="list-style-type: none"><li>• The amount billed on the 1st of the month will pay for care scheduled from the 2nd to the 15th</li><li>• The amount billed on the 15th of the month will pay for care schedules the 16th to the 1st of the following month.</li></ul>
Sporadic/ minimal care	Only one invoice will be sent if entire months care total is less than \$300 *Little Lambs will discuss with parents/ guardians to set the 1st or 15th as the invoice date*
Parental Contribution (Clients receiving subsidy)	Monthly parental contribution will be divided and billed on the 1st and 15th of the month. <b>Unless</b> total parental contribution is less than \$300. (see sporadic/ minimal care)

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## Vacation & Free Off Time

Requests for vacation/free off time must be submitted to the office on the Change to Schedule form (available at the agency office of website under parent/guardian tab) two weeks before the change occurs.

### For children enrolled in SK and younger (at January 1)

Each child will be allowed up to three weeks “free” off time each year. (January 1-December 31).The number of entitled “free” off days is based on the average number of days the child attends the program. If the child normally attends:

- 5 days/week, the child may be absent 15 day for which no charges apply
- 4 days/week, the child may be absent 12 days for which no charges apply
- 3 days/week, the child may be absent 9 days for which no charges apply
- 2 days/week, the child may be absent 6 days for which no charges apply

### For children enrolled in grade 1 or older (at January 1)

Care requests for school age children will be accommodated when possible.

- If a day is booked and the child is absent without notice, the full fee applies
- Two week’s notice must be given to cancel a scheduled day. When sufficient notice is given no fee is charged.

## Billing and Waitlists

At no time can a fee be charged for a child/family to be placed on a Waitlist. This also includes Private home child care providers Licensed by Little Lambs.

With exception: if a provider has a space become available before the waitlisted clients requested start date the family can choose to pay a “holding fee” equal to 1 day a week. This fee can only be charged if the provider agrees to hold the available space for the family. Holding fees should not exceed 4 weeks. After 4 weeks the family must commit to filling the space or release it to the next family on the Waitlist. See “waitlist policy” for further information.

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## STAT Holidays and Provider Holidays

Little Lambs recognizes the following Statutory Holidays:

- New Years Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

All Providers licensed by Little Lambs have the right to close and not offer care on all Statutory Holidays. Fees will be billed for Stat holidays if the child normally attends that day. Example: Sam attends daycare Monday-Friday. The STAT holiday is on a Monday. Full daily fees will be charged. If a child is scheduled less than 50% of the time or never for that day then no fees will be billed. Eg; Lilly attends daycare Tuesday and Thursday and every third Monday. Lilly would not be billed for a Stat that falls on a Monday.

Providers may choose to remain open for a Stat Holidays. Any parents sending their child on a Stat holiday will be billed their normal scheduled fee. Fees are not increased for Stat holidays if a provider has chosen to remain open.

\*"Free Off days" cannot be used for Stat Holidays.

Provider's personal holidays:

As self contracted service providers, Home Child Care Providers retain the right to take personal holidays as they chose. Little Lambs requires providers to make known their holidays as soon as possible. If taking a block of holidays (1 week or more) providers are encouraged to submit and inform families at least 1 month in advance. This notice allows families to make alternate care arrangements.

Fee for provider's personal holidays: Little Lambs does not charge parents/guardians for provider closures. (sick days, and or planned holidays)

Private providers may make alternate billing agreements with their clients whom pay them directly. Parent's/guardians must be agreeable and accept their private providers alternate billing arrangements. Documentation clearly showing billing policies including but not limited to holidays must be signed and dated by all parties involved.

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## Exception to Cancelled Day Billing

Where a parent/guardian does not provide two weeks notice for a change of schedule (cancelled day, sick day, unplanned holiday etc) **BUT** the provider is able to fill the space with another child, the parent will not be billed for this day.

**Exception:** If there is a daily fee difference between the cancelled day and the child who filled the space, the difference will be billed to the parent/guardian who cancelled.

Eg; Ethan's scheduled day was 7am-7pm (extended day fee). Sam's family happy took the available to space but only needed care from 7:30-3pm (normal daily fee). There is a \$10/day difference. Ethan's family will be invoiced the \$10 difference for cancelling the day.

Documentation for attendance and billing purposes.

The Provider shall note the child's canceled day using HiMama or paper attendance sheet if HiMama App is unavailable. Select "other" and then document scheduled drop off and pick up time. If space has been filled by another child add "filled by [child's initials]" to the note. This information is crucial to properly invoice.

Credit schedule for Parent/guardian is cancelled day was filled:

A credit with of the qualifying amount will be applied to the next billing cycle.

NOTE: It is not likely that a cancelled day without proper notice will be filled. Little Lambs reserves the right to bill for cancelled care.

## Extreme Weather/Unexpected Child Care Closures

- "Act's of God" which cause child care to be cancelled are out of Little Lambs control and will be billed as per child's schedule.
  - Definition: An act of God is a natural hazard outside of human control (flash flooding, storm causing loss of power for an extended period of time, extreme snow storms, violent winds, sewage backup resulting from city sewer overflow etc)
- Unforeseen/unplanned closures resulting from the Child Care Provider's choice (personal or family illness, personal emergency, home premises issue requiring closure etc) will not be billed to parents/guardians.
  - Home premiss issue requiring closure of care include but not limited to: Furnace malfunction (a min temperature of 20 degrees Celsius must be maintained), hot water heater malfunction (warm water is required to wash hands re: sanitary policy), renovation error resulting in loss of power for more

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than a few hours, renovation error resulting in loss of water (warm water required to wash hands re: sanitary policy)