

**Ministry of Education
Early Years Division**

Mowat Block, 24th floor
900 Bay St.
Queen's Park Toronto ON
M7A 1L2

**Ministère de l'Éducation
Division de la petite enfance**

Édifice Mowat, 24^e étage
900, rue Bay
Queen's Park Toronto ON
M7A 1L2



MEMORANDUM TO: Children Services Managers, Consolidated Municipal Service Managers and District Social Services Administration Boards

FROM: Jim Grieve
Assistant Deputy Minister

DATE: March 18, 2015

SUBJECT: **2015 Questionnaire for Licensed Child Care Centres and Private-Home Day Care Agencies**

As your child care partner, I am writing to inform you that the Ministry of Education is collecting certain statistical information from all licensed child care centres and private-home day care agencies in Ontario, including municipally-operated child care centres. The questionnaires are being sent to all licensed child care centres and private-home day care agencies in Ontario. I am requesting that the questionnaire be completed and submitted to the ministry by **June 30, 2015**.

In 2012, the ministry gathered similar information and it was essential to our understanding of the child care sector. This year's questionnaire will help us develop an updated, province-wide overview of child care programs and inform policy development. While Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) do collect information from child care centres and private-home day care agencies, this questionnaire will provide provincial-level data that reflects the entire licensed child care system in Ontario.

With this information, the ministry can address current data gaps, and make evidence-based decisions for child care at the provincial and municipal levels - while not adding to CMSM/DSSAB administrative workloads. Once collected, the ministry will share a summary of the data with CMSMs and DSSABs. To help you respond to any questions from licensed child care centres and private-home day care agencies in your jurisdictions, I have included a list of possible questions and answers about this collection of information (Appendix A).

Thank you again for your hard work and dedication in the role you play as service system managers for child care. Together, we are helping Ontario's children get the best possible start in life. I look forward to continuing our strong and ongoing partnership.

Sincerely,

Jim Grieve

A handwritten signature in black ink, appearing to read "Jim Grieve".

Assistant Deputy Minister

Copy: Ministry of Education, Executive Team
Ministry of Education, Child Care Advisors
Ministry of Education, Child Care Licensing and Quality Assurance Program Advisors
Ministry of Education, Early Years Education Officers

APPENDIX A: Frequently Asked Questions for Child Care Operators regarding the Request for Statistical Information from Licensed Child Care Centres and Private-Home Day Care Agencies

Q1: What kind of information is the Ministry of Education collecting from licensed child care centres and private-home day care agencies?

- A1: The Ministry is collecting a range of information, including:
- Information on daily hours of operation, which will provide a provincial overview of the level of child care service available to families and how this varies across the province.
 - Information on parent fees, which is an important indicator of the affordability of child care programs. Province-wide fee information will create a picture of what child care programs cost across Ontario.
 - Information on staff wages. Staff retention is a major issue facing the child care sector. As the level of compensation is a key factor in retaining staff, a provincial overview of wages will help create a better understanding of this issue.

Q2: What is the purpose of collecting this information?

- A2: The Ministry is collecting this information to create a valuable province-wide overview of licensed child care programs and ensure that the Ministry has the correct contact details required to provide you with important and helpful information to support licensed child care in Ontario.

Q3: How will this information be submitted to the Ministry of Education?

- A3: All licensed child care centres and private-home day care agencies will be able to complete the online questionnaire via the unique web link sent to them in their questionnaire invitation email.

Q4: When is the deadline for submitting the questionnaire to the Ministry of Education?

- A4: The completed questionnaire must be submitted to the Ministry by June 30, 2015.

Q5: What assistance is provided to licensed child care centres and private-home day care agencies to help them complete this questionnaire?

- A5: The Ministry is providing dedicated telephone and email support to licensed child care centres and private-home day care agencies. Ministry support staff can be reached Monday to Friday from 8:30am to 4:30pm by email at childcarequestionnaire@ontario.ca or by telephone at 416-212-4983. An after-hours voicemail box is also available for operators to contact the Ministry outside the regular operating hours. It is expected that all voicemails and emails will be responded to within one business day.

Q6: Will the information collected from licensed child care centres and private-home day care agencies be kept confidential?

A6: The results of the questionnaires will be aggregated at the provincial level and will be made publicly available.

The Ministry does not intend to publish the individual questionnaire responses nor publicly identify the responses of individual operators. However, the Ministry is subject to the Freedom of Information and Protection of Privacy Act (FIPPA) and any person can make an access request for any records in the custody or under the control of the Ministry.