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## Applicable to: EarlyON Child and Family Centres

### Title: Change in Business Requirements of EarlyON Providers

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#### Purpose

To outline Peel Region’s requirements of an EarlyON provider if changes are proposed to the business operations of an EarlyON Centre(s).

#### Background

EarlyON providers that have signed a service agreement with Peel Region (Peel) to operate EarlyON Child and Family Centres (EarlyON Centres) in Peel were selected with a local community needs lens, ensuring program and service design and delivery that will meet both the needs of the Peel community and the overall provincial goals and objectives.

A change to an EarlyON provider’s business operations will impact the programs and services delivered, families accessing services and the overall outcomes EarlyON providers are intended to achieve across the system.

As such:

- EarlyON providers must notify Peel when it is anticipated the EarlyON program will be cancelled for 2 consecutive days.
- EarlyON providers must submit a request to Peel for any anticipated changes to program hours or days of operation. Peel must approve these changes prior to proceeding.
- EarlyON providers must work with Peel on any significant changes to business (e.g., site relocation or new site opening). Peel must approve these changes as stipulated in the Service Agreement.
- Changes required by Peel will be discussed with the EarlyON provider and will be communicated in writing when a decision is made.

## Definition

**Change of business** - A change of business includes the following:

Change of business that requires notification:

- An EarlyON program cancellation of 2 consecutive days.
- This includes cancellation of an online program(s) due to technical issues with the video conferencing platform or other reasons.

Change of business (program hours/days) that requires a request to, and approval from Peel:

- Any changes in program hours and/or days of operation of the programs/services.

Significant change of business that requires collaboration with and approval by Peel:

- Temporary or Permanent relocation of a centre(s).
- Temporary closure of a centre(s).
- Discontinuing service delivery.
- Change in capacity.
- Adding/Opening a centre.
- Negotiating or entering into any lease or agreement in relation to ownership of land and/or building(s).
- Other changes as identified by an EarlyON provider or Peel.

**Review area** - A review area is a collection of Service Delivery Areas that reflect communities of interest for the purposes of planning and prioritizing EarlyON programs.

## Notified changes

EarlyON providers must notify Peel when program(s) have been cancelled for 2 consecutive days. This includes:

- Online program(s) has been cancelled due to technical issues with the video conferencing platform or other reasons.
- Program(s) are cancelled as a result of staff shortages.
- Program(s) are closed to allow staff to participate in professional learning (except EarlyON staff day and Sector-wide Professional Learning and Development).

- Any additional closures beyond the statutory and other holidays that are named in the EarlyON Centres Services Agreement.
- Program(s) located in schools are cancelled as a result of strike action and/or school closures.

EarlyON providers must submit notification of the above cancellations by completing and submitting Section 2 of the **Request/Notification of Change to EarlyON Centre's Business** form.

Any program cancellations beyond 3 days constitutes a significant change to business. In these cases, the EarlyON provider will be required to adhere to the process outlined in the "significant change to business" section.

## Requested changes to program hours/days

Changes to program hours/days of operation must be reviewed and accepted by Peel before implementation.

Proposals for a change to hours/days of operation are to be submitted to Peel on a **Request/Notification of Change to EarlyON Centre's Business** form as soon as possible in advance of intended date of change and must receive approval before making the change.

An EarlyON provider that has submitted a proposed change to days/hours to Peel must only act on a proposed change after Peel approves the proposed change.

## Significant changes to business

EarlyON providers must consult directly with Peel on any significant changes to business, including the opening of new sites, relocation of sites or permanent site closures. Peel will collaborate with EarlyON providers when deciding about a change based on local community needs, the overall system needs and funding framework.

Providers shall contact Peel Region staff by emailing [earlyon@peelregion.ca](mailto:earlyon@peelregion.ca), to initiate conversation about the proposed change. Peel Region staff and EarlyON providers will meet to discuss the circumstances including the EarlyON provider's plan and identify next steps.

Next steps may include consideration of the review area and consultation with families. Peel Region staff will provide communication outlining the next steps, as agreed to with the provider.

## EarlyON provider's notification of change

### Notification

The EarlyON provider will notify Peel of any program cancellation of 2 consecutive days. Notification must be submitted using Section 2 of the **Request/Notification of Change to**

**EarlyON Centre's Business** form and include the following:

- Date of program cancellation
- Reason for cancelled program
- Confirmation that families were notified of the cancellation, including how they were notified

If the EarlyON provider knows of the anticipated program cancellation ahead of time, notification must be submitted to Peel prior to program closure.

### **Notification sign-off**

Peel will review the EarlyON provider's notification and provide sign-off. Peel approval is not required prior to proceeding.

### **Request outcome**

Peel will return the completed form to the EarlyON provider for their records.

## **EarlyON provider's request: change to program hours/days**

### **Request submission**

An EarlyON provider's written request for a proposed change to program hours/days must be submitted using Section 3 of Peel's **Request/Notification of Change to EarlyON Centre's Business** form and include the following:

- Indication of the change being requested (e.g., change to hours or days of operations of programs/services).
- New hours or new days proposed.

### **Request review**

Peel will review the EarlyON provider's request and provide sign-off. Peel may request additional information from the EarlyON provider if necessary.

### **Request outcome**

Peel will return the completed form to the EarlyON provider. If no additional information is required, the EarlyON provider may proceed with the notified change.

## **EarlyON provider's request: significant change to business**

### **Request submission**

The EarlyON provider will notify Peel of any proposed significant change via email,

[earlyon@peelregion.ca](mailto:earlyon@peelregion.ca).

### **Request review**

Peel and the EarlyON provider will meet to discuss the proposed change and identify next steps prior to proceeding. This may include a requirement to consult with EarlyON families and consideration of the review area.

Peel may request additional information from the EarlyON provider, if necessary, to accurately assess impacts of the request on the review area, families, funding and the overall EarlyON service system.

### **Request outcome**

Peel and the EarlyON provider will agree on next steps associated with the proposed change. Peel will provide approval of the change, including a record of next steps, in writing. The provider may not proceed with the change until approval has been given by Peel.

## **Change is required - Prescribed by Peel**

Should changes to a centre be required by Peel based on the local needs assessment by Review Area and/or changes to provincial or regional funding, Peel will:

- Communicate to the EarlyON provider in writing:
  - The reason for the change
  - Intended date of the change
  - Whether alternative options have been considered
  
- Work with the EarlyON provider to create:
  - A transition plan to meet the needs of families and other stakeholders.
  - A communication plan for notifying families and staff of the change(s).
  - An amendment to the Service Agreement, as applicable.

## **Exceptions**

EarlyON providers do not need to notify or receive approval from Peel regarding changes to the types of programming to deliver the mandatory core services (i.e., age-specific or all ages, drop-in or registered, type of program).

## **Communications**

The EarlyON provider must adhere to instructions Peel provides regarding communications with current clients or the public related to the Centre or the Program - as further detailed in the *EarlyON Child and Family Centres Business Practices and Funding Guideline* (Regional Guideline) or otherwise communicated by Peel.

## Failure to comply

Failure to:

- Report a change to business as defined in this policy to Peel, or
- Follow through on a change prescribed by Peel, or
- Comply with Peel's decision to not approve a requested change (i.e., EarlyON provider makes the change after receiving the decision)

will result in withholding of funds (in whole or in part), the repayment of funds to Peel, and/or termination of the Service Agreement.

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