

MAR 21ST, 9:43PM

Katrina

H: s.22 Thanks for your message. Can you please give me your email and/or contact information so I can get staff to look into your case and see if it can be fixed soon?

s.22 accepted your request.

s.22

That would be wonderful, thank you. My email is; s.22

s.22

s.22 I'm excited for our families to have fee reduction and I am hopeful that our sectors wages will be addressed shortly. s.22

s.22

Katrina

H: s.22 Thanks so much for your message. I'll forward your information and questions to staff first thing tomorrow morning to look at the email issue. We are also working hard and trying our best to address the fair compensation issue soon. It is definitely my top priority in the coming months. We will release more information about our minor and major capital programs in May. The funding will be expanded, but I will get staff to send you more specific information ASAP. It's so encouraging to hear how providers like you are supporting children with extra needs. It is also an area we'd like to support in the coming years. Many thanks for your hard work and connecting with me! Katrina

MAR 22ND, 10:18AM

Katrina

Hi s.22 do you want to share your contact information here and I'll pass to staff?

s.22

accepted your request.

s.22

Thank you for

taking the time to hear us

Free email accounts | Register today at mail.com

Email how it is supposed to be: ✓ Free, simple and secure ✓ Manage multiple mail accounts in one place, from any device ✓ Sign up today!

mail.com

s.22

s.22 added you on Messenger.

Katrina

Thanks for connecting with me. s.22 I've forwarded your inquiry to staff and someone will respond soon. Please do feel free to connect with me again if you still don't receive a call. Thanks again for sharing your thoughts and concerns.

This s.22 [REDACTED] thanks again for your messages. If you can send me your contact number and email, I'll send your questions to staff and we will connect with you as soon as we can. Many thanks!

s.22

[REDACTED] accepted your request.

s.22

Thank you for addressing my concerns.

Katrina

Thanks for connecting with us!

Messages

MAR 23RD, 9:19PM

s.22

Just an FYI. I've been trying to call MCF for 2 days. Either busy signal, the number you're calling not in service and once received estimated wait time of 5 minutes, please leave you're number and a representative will call you back. I did that yesterday morning 10:30-received no call back. s.22

s.22

You accepted s.22 request.

Katrina

Hi s.22 - thanks for your feedback. I'll let staff know that you haven't been able to reach them. Do you want me to pass your contact information to them?

We have made sure that regardless of the number of days in a month, providers will get the amount stated - eg \$350 for infant/toddler.

The only exception is for parttime care. Eg: a child only attends three days a week - it will be prorated.

s.22

I sent you/your office an email letter on March 15th. I didn't get a reply. s.22

s.22

Katrina

So in our system, we will always adjust the daily rate to ensure that providers get the monthly amount (eg: 350 for 1B) to provide stability even if it's only 18 days per month or less than 20 days.

s.22

The FAQ have been helpful and the recent chart very helpful. Owners are going by what's stated in the agreement and that rate is different.

Ch 18 of 22 Operating Funding Program Changes & Fee Reduction Initiative - FAQs

March 2018

Daily rates for each month in 2018/19 are outlined in the table below. Rates have been rounded to the nearest cent for clarity.

Month (Business days are month for 2018/19)	Group Under 16 months		Group 1 year to Kindergarten		Family Under 16 months		Family 1 year to Kindergarten	
	Monthly Rate	Daily Rate	Monthly Rate	Daily Rate	Monthly Rate	Daily Rate	Monthly Rate	Daily Rate
1 Jan/Dec/July	\$250.00	\$8.33	\$100.00	\$3.33	\$200.00	\$6.67	\$60.00	\$2.00
2 Feb	\$195.00	\$6.45	\$100.00	\$3.33	\$200.00	\$6.67	\$60.00	\$2.00
3 Mar/Apr/May/Nov	\$250.00	\$8.33	\$100.00	\$3.33	\$200.00	\$6.67	\$60.00	\$2.00
4 Jun/Aug/Sept/Oct	\$250.00	\$8.33	\$100.00	\$3.33	\$200.00	\$6.67	\$60.00	\$2.00

*Months with 22 business days are paid out based on the daily rate for a month with 22 days to prevent any underpayment for a child who attends less than a full month.

11. How will the benefit be prorated for part-time spaces?

The benefit for part-time enrollment will be paid based on the daily rates outlined above. If a child's enrollment is reported as four hours of care/day or less, it is paid at half of the daily rate. However, to determine a stable monthly amount for part-time enrollment, the ministry recommends using the Part-Time Enrollment Calculator Tool which will be posted on the program webpage.

12. I am approved for the initiative, what do I need to do to report the children in the "Under 36 months" and/or "1 year to Kindergarten" spaces so that parents can get the fee reduction?

Once approved to participate, providers need to submit the same monthly Enrollment Report that you submit for base funding. The ministry will use the information on the Program Cycle Survey form and the Enrollment Report to calculate the amount of parent fee reduction you will receive on a monthly basis.

13. My facility charges parents a daily rate. How will the benefit work for families with children in my care?

The ministry requires that providers collect fees based on their own policies and the families that fit their individual business needs. The child care fee reduction initiative is structured to provide immediate relief to families through a stable monthly fee reduction, with payments based on a monthly payment.

11

Calculator Sheet 1

A. Monthly or Daily Enrollment

# days (4 hours or less) child is enrolled	# days (Over 4 hours) child is enrolled	Care Type	Age of Child	Monthly Child Care Fee Reduction
	1	Licensed Family	Under 36 Months	\$ 10.00

B. Weekly Enrollment

# days (4 hours or less) child is enrolled	# days (Over 4 hours) child is enrolled	Care Type	Age of Child	Monthly Child Care Fee Reduction
				0

amount for each child's p

1. Choose a calculator base:
Monthly or Daily:
Weekly:
2. Enter the number of days less and/or Over 4 hours:
3. Care Type: Select either
4. Age of Child: Select with Kindergarten
5. Click out of the cell to pr

Note: If your facility charges please include those days.

The calculated Monthly Ch by which you must reduce p

Operating Funding Program
Relevant EC1923 P1315

Document ID Number: 8

SCHEDULE C - Option Parent Fee Reduction

Subject to this Agreement, including the requirements of section 4 (Enrolment in Option Parent Fee Reduction), the Province will pay you a monthly Option Payment consisting of an Administrative Top-up Payment and a Parent Fee Reduction Payment for each child enrolled in the Under 36 months category and each child enrolled in the 3 years to Kindergarten category for each Facility named in this Agreement until the end of the term as specified.

a) Administrative Top-up Payment

Daily Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$0.19	\$0.37
3 years to Kindergarten	\$0.14	\$0.28

b) Parent Fee Reduction Payment

Daily Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$4.76	\$9.52
3 years to Kindergarten	\$1.43	\$2.86

Katrina

Yes I'd love to. Is it sent to our CC Minister @ gov.bc.ca email? It goes to my Victoria office and my main admin staff is away this week. Sorry if we didn't respond fast enough due to number of correspondence we receive.

s.22

I'm sure you've had many-I was just trying to be helpful to avoid the issues happening with owners.

Katrina

Thanks for that feedback. I did check with staff about this and they've confirmed that we will definitely provide stability and adjust the daily rate to match our monthly commitment (eg: 350 or 200). I'll follow up again. But we definitely won't have provider pay for the fee reduction.

Katrina

Thank you! Would you like a call back soon? I'll send it to staff. Some may work during the weekends but they are also processing contracts so I'll see if someone can connect with you soon.

If you give me your number and email, I'll pass it right away.

s.22

Katrina

Great. Thank you!

Have a good spring break!

s.22

Good morning Minister Chen, I would thank the Government for supporting families with the new Child Care Fee Reduction. s.22

s.22

I want to work together with government and I plan on “Opting-In” into the Child Care Fee Reduction Initiative which will support families. That’s why I started this business and why I continue to operate.

Please think about my suggestions on helping all owners across the Province of BC do the same. I know there are other issues-but I think this is one of the bigger ones.

s.22

Katrina

Thanks so much for sharing your story and feedback! We are looking into extending the deadline of March 27th to accommodate providers who need more time to review and have their questions answered. Providers can also join anytime in 2018/19 year. I'll send your questions to staff. One thing we will do is to have the payment out before the 1st of every month so providers can get the fee reduction amount before they take fees. We are also adding staffing support for the operation to make sure there's no delays.

Katrina

Let me send this to staff and have someone respond soon. If you still don't receive an answer soon, please do let me know again. Thank you for your hard work and sharing your story!!!

s.22

Yes everyone realizes they will have fee reductions early from May moving forward -but not for April 1st. And if we don't follow the agreement in reducing fees once approved or as stated in FAQ#31 were not in compliance. It also makes owners look like bad guy if they don't "opt in" in April. I truly think everyone wants the parent fee reductions just not out of their pocket for April.

s.22

Thanks again for your time.

Katrina

Of course. We will definitely try our best to make it work for providers. I really appreciate you taking the time to share your experience and advice with me!

MAR 25TH, 7:48AM

s.22

FYI I also just noticed this now. The March 2 FAQ says 3-5 years old. The contract and March FAQ, says 3-Kindergarten. There's an inconsistency. it makes a difference coz a child can be 6 years old and be in Kindergarten.

...and child care provider tried to cut it, but was not approved to

...reduction initiative is child care fees. In order to... under this initiative... each provider's appropriate current and plan for parents is not uniform... proposes a fee... on each provider... of the enhance...

Early State Category	3 years of age	Kindergarten
Under all current	\$2.00	\$2.00
3 years to Kindergarten	\$2.00	\$2.00

Parent Fee Reduction Payment

Early State Category	3 years of age	Kindergarten
Under all current	\$2.00	\$2.00
3 years to Kindergarten	\$2.00	\$2.00

1. ...
2. ...
3. ...
4. ...
5. ...

Just passing it along.

s.22

And currently on CCOF children 3 to Kindergarten receive funding so do they receive fee reduction?

Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$6.00	\$12.00
3 years to Kindergarten	\$2.74	\$5.48
Grade 1 to 12 years	\$1.40	\$2.80
Preschool	\$1.37	\$1.37

Family Child Care: Family, In-Home Multi-Age or Multi-Age Child Care Licence for eight or fewer children in their principal residence.

Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$1.85	\$3.70
3 years to Kindergarten	\$1.41	\$2.82
Grade 1 to 12 years	\$0.73	\$1.46

Payments

Once you apply for funding, be sure to set up an electronic funds transfer so that payments can be deposited directly into your bank account. Providers who already receive direct deposit payments for Child Subsidy do not need to reapply.



MAR 25TH, 12:54PM

Katrina

Hi **S.22** Thanks for the feedback. Staff is aware of the issue. The fee reduction is for children 0-5 (and there are some 5 years old in Kindergarten). From my understanding, the contract is using the old language/category which should be adjusted. I will let you know if I receive more updates.

Katrina

I've sent your questions to our team so someone should be in touch soon - and please feel free to let me know if you don't hear back soon.

s.22 Just want to thank you for sharing your comment and positive energy. Really appreciate your trust and support. We hope many families will benefit from the fee reduction. Thanks for your important work!

MAR 25TH, 3:05PM

s.22 accepted your request.

s.22

Hi Katrina, Thank you to you and the NDP. **s.22** finally a sitting government is concerned and wanting to help families and caregivers. These children are our future, therefore this is money that is well spent. Thanks again.

MAR 29TH, 7:11PM

s.22

Hi Katrina I am just wondering if you could share with my the long term plan for private operators. I know you said it includes all of us but looking at the quebec model and seeing that in the long term you would like all centres governed by one system, how do you ensure we won't loose are long term investment. I want to opt it, I like the plan..... s.22

s.22

Please let me know! Thank you for your time.

You accepted s.22 request.

Katrina

Thanks for your message. s.22 We know BC families want different options so we do want to work hand in hand with all providers to make it work for families. The \$1 billion investment is only for the first three years of plan: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care/child-care-improvements>

We want to work with professionals to continue to build this plan for the next 4-7 years or 10 years of this plan so we will definitely have to monitor things and see how things go. Private providers like you provide important services to families and will always have a place in the plan. We are definitely happy to work together with all providers to build the long term plan!

If you are worried about any potential fee increases, we are trying our best to provide as much clarity as possible to ensure providers that you are running your business as usual. Please do let me know if you have specific questions and we will be happy to provide information and answers.

Thanks for sharing your story as it is also very important for us to hear from you as we continue to work hard to make things better for all. I really appreciate you connecting with me.

Best wishes,

Katrina

New Child Care Improvements in B.C.

Child care information for parents and providers & partners

www2.gov.bc.ca

s.22

Thank you Katrina

s.22

s.22

MAR 29TH, 9:09PM

Katrina

Thanks again: s.22 Yes I've been trying my best to meet with as many providers, parents and professionals in the sector as possible - and would definitely love to connect with more. My staff is trying to schedule more meetings these days. Do you mind sending me your contact information? I'll pass it to staff and see if we can make it work in the near future. Thanks again for taking the time to share your thoughts and connect with me. Many thanks, Katrina

s.22

Thanks Katrina : s.22

s.22

Katrina

Thank you! Hope to connect again soon!

s.22

Thank you !

APR 3RD, 12:53PM

s.22

Katrina

Hi s.22 I've checked with staff again this morning and they will try to get something scheduled soon so we can connect soon. As for your question: s.22

s.22

s.22

s.22 Hope it will work out for your centre! Thanks again.

s.22

Katrina

Sorry I don't have the details of your centre so it'd be hard for me to comment on the specifics. However, we do want providers to run your business as usual. Staff will be happy to look into each situation and decide

s.22 We know that each provider is different and may have different needs and ways to run their business. That's why we want to give flexibility in the language and decide to look into each application case by case.

s.22

Yes for sure I have been trying for days to get through to anyone from ccof I am not having any luck s.2

s.22

Katrina

Let me pass your information to staff for a call back. Hope you will get a call soon. Thanks!

s.22

thank you s.22

Hi s.22 I'm so sorry that I haven't got a chance to respond to the letter you sent. Perhaps I can give you and s.22 a call some time tomorrow? Thank you!

s.22

That would be great. I will connect with s.22 and let you know ASAP.

s.22

Hi Katrina. We are both free until about 1. Does that work for you?

APR 5TH, 8:29PM

Katrina

Yes thanks so much! I can call at around 10am?

s.22

Sounds good. I will send you the number. Thanks for taking the time.

Katrina

Thank you for your great work and trust!

s.22

Could you please call us at s.22

s.22 .Talk to you tomorrow!

APR 5TH, 11:15PM

Katrina

APR 6TH, 11:35AM

Katrina

Dear s.22 I am so sorry about the call. Something came up last minute. My sincere apologies. Niki just gave me an update. I also joined a meeting with a group of providers who have opted in and experience various situation as well. We will definitely do more to support providers. Thanks for your feedback. My apologies again about the call. Sorry!

s.22

No worries. I know things are very busy. It was great to talk to s.22 as I am sure she will fill you in. I hope you have a nice weekend!

Katrina

Yes she just told me the issues and she is talking to s.22 Thanks so much for your understanding!

APR 19TH, 4:47PM

s.22

Hi Katrina, I am sure you are really busy and probably being bombarded s.22
s.22

APR 19TH, 9:00PM

You accepted s.22 request.

Katrina

Thanks for your message and sharing your thoughts with me. s.22 I am traveling from Victoria to Burnaby this evening. If you can give me your email or phone number, I'll pass it to staff and we will be more than happy to book a time to connect with you to discuss your concerns. Thanks again for connecting with me.

s.22

Okay sounds good! My email is s.22

s.22

APR 3RD, 3:41PM

s.22

Hello Katrina, s.22

s.22

APR 11TH, 3:32PM

You accepted s.22 request.

Katrina

Hi s.22

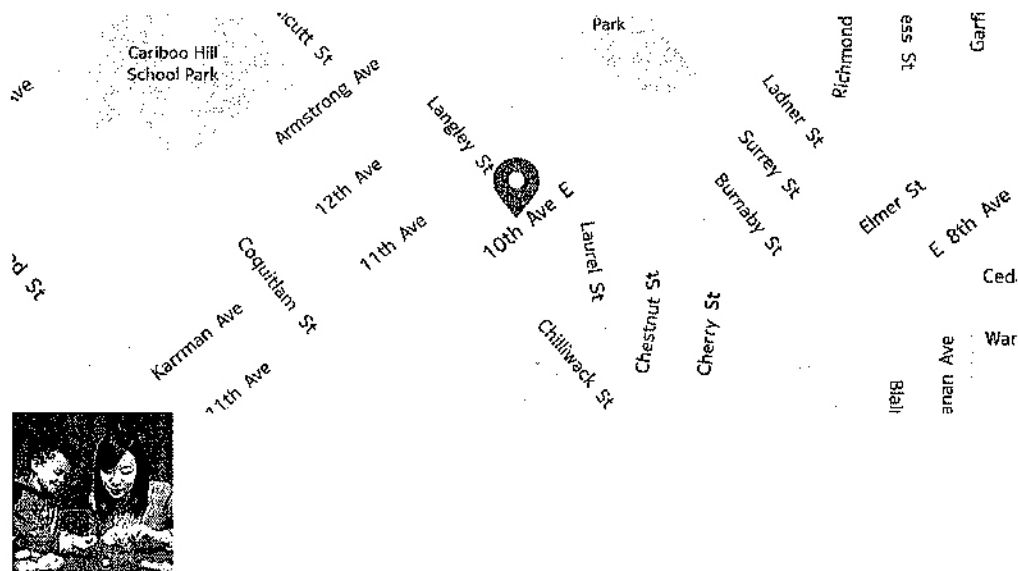
I am very sorry for the late response as your message somehow went to the "message request folder" that I only get to check once in a while. My apologies.

I have posted some information on my MLA page which hopefully would help to address some of your questions: <https://www.facebook.com/katrinachenmila/>. We do want to work with all providers. We are also actively working on a plan to support ECE workers (with funding of \$1.36 million from the budget) - which is our top priority in the coming months. We have not announced our new major capital funding criteria yet as we are currently working on it. There are also many more details and action items from our Child Care BC plan as we are putting together comprehensive strategies to make child care better, more accessible and affordable for BC families - and professionals like you are all important partners in this journey.

I will forward your request to our team and I really thank you for connecting with me and sharing your thoughts and concerns. We will continue to find every opportunity possible to engage with providers and obtain your feedback.

Many thanks,

Katrina



Katrina Chen, MLA Burnaby-Lougheed

APR 15TH, 1:33PM



Thank you for your response Minister Chen. I understand that the government wants to include us all in this new plan, s.22

s.22

s.22 Looking forward to the details being released by this government in the months to come....

APR 16TH, 1:54PM

Katrina

Thanks so much s.22 Please do feel free to connect if you have further questions. We will also keep working hard to engage and collect feedback from all providers. Thank you.

MAY 1ST, 9:31PM



Hello Minister Katrina Chen, s.22

s.22

MAY 2ND, 9:06AM

Katrina

Thanks so much for your message s.22 I really appreciate you taking the time to share your questions and concerns with me. We will keep working hard to make things work for everyone. Thanks again for your passion and trust. Please keep in touch!

10/04/2017 2:18PM

s.22

s.22 is waving at you!

Wave



I Katrina! s.22

s.22

10/08/2017 11:06AM

You accepted s.22 request.

Katrina

If s.22 Thanks for sharing your thoughts. I am sorry to hear what you are going through. Please be assured that we are working hard to find ways to make sure family providers are supported as we develop our universal child care system and make child care more affordable and accessible for families. We definitely need to support local run, small business providers like yours, and have been receiving feedback. I've passed your message to our Ministry so someone will be in touch. As this is my personal Facebook which I no longer

use actively. It will be great if you can send any future correspondence directly to ee.minister@gov.bc.ca. Thank you - and thanks again for connecting with me. Keep in touch! Katrina

MAR 29TH, 7:16PM

Katrina

Thanks for your message, [s.22](#) - and thank you for sharing your stories. My staff have been working to book meetings with providers like you with me these days. I just noticed that I had your message and phone number from our conversation last year so I'll make sure that they know how to contact you. My schedule is a bit packed and we will be back in Victoria again soon so we will try our best to make it work as soon as we can. Thanks again for your understanding. Best regards, Katrina

MAR 30TH, 2:31PM

[s.22](#)

Hi Katrina, [s.22](#)
[s.22](#)

APR 1ST, 10:33AM

Katrina

Hi [s.22](#) - yes unfortunately my schedule is a bit booked for the coming week because I've been spending most of my time in Victoria so my community office has been booking meetings and work for me in Burnaby before I return to Victoria on April 8th. However, our Ministry staff is looking at booking meetings with some providers (including your group) soon. I'll follow up first thing on Tuesday and see how that's going. Sorry for the delay - will try our best! Katrina

APR 4TH, 10:22PM

[s.22](#)

Hey Katrina, I never received any follow up with you or your office. I had thought that you were in Victoria, but I noticed that you attended a 99th birthday in Burnaby today, so just wondering when you are able to come and meet with me? Thanks, [s.22](#)

Katrina

I'm in town but my community office has already booked a lot of events/meetings. I did talk to staff yesterday and the day before and heard that they are working on a time to gather some providers for a conference call for questions. There are several groups that have asked for meetings so we are trying to schedule them ASAP. Let me follow up again. Sorry scheduling is always a bit difficult. Thanks for your patience.

Katrina

them - including your group. We will try to make it work soon. Thanks again.

WED 2:02PM

[s.22](#)

s.22

WED 4:22PM

Katrina

Hi s.22 Thanks for your message. Sorry to hear about your experience. We definitely want all providers to run their business as usual and have control. I enjoyed our conversation and really learned from you and s.22 experience. Thank you for welcoming us to your centre and share with us your honest opinions. I do wish to stay in contact for sure! Many thanks!