



Guide to the City of Ottawa's **Child Care Registry and Waitlist**





Quick Links

Table of Contents

Child Care Registry and Waitlist

Where can I register my child for child care?

When can I register my child for child care?

How do I register on the Child Care Registry and Waitlist?

Child Care Programs

How many programs can I select on the Child Care Registry and Waitlist?

How will I know when a child care space is available?

What are the types of child care?

What resources are available for my child with special needs?

How can I access child care services for the Francophone community?

Indigenous-led Child Care

Are there culturally relevant programs for my child?

How is the information about my child's ancestry used?

Information and Resources on Child Care

Where can I get additional information and resources on child care options?

Where can I get support?

Quick Links

Table of Contents



Child Care Placements

What if my child is offered a space in a program but I am not ready to start care?

What if I have concerns about starting my child into full time care?

Can I change my child's start date?

How can I transfer my child to another program?

As my child ages, do I need to apply to our Child Care Provider's other programs?

Help with Child Care Costs

How do I apply for Child Care Fee Subsidy?

When can I apply for Child Care Fee Subsidy?

Will I qualify for Child Care Fee Subsidy?

How long does it take to get a Child Care Fee Subsidy?

Applying for Child Care Fee Subsidy

Where can I get information on applying for child care fee subsidy?

What documents do I need to submit with my Fee Subsidy application?

Where can I get support with my application?

Registering on the Child Care Registry and Waitlist

Where can I register my child for child care?

You can register online on the [Child Care Registry and Waitlist](#)

All parents on the Registry and Waitlist **must** log into their account every 60 days to update their information. This will ensure that child care service providers have the most current information to contact parents quickly when they have a child care space to fill.

When can I register for child care?

Some child care programs may not have openings available at the time you need care so the earlier you register on the Child Care Registry and Waitlist the better. You can create your account and make your child care program selections as soon as you know when you would like your child to start care.

Please note that if you are requesting a Child Care Fee Subsidy, you can apply on the Child Care Registry and Waitlist at any time and you must complete your application within three months of your preferred start date. For details on fee subsidy application requirements, please visit [Ottawa.ca](#).



How do I register on the **Child Care Registry and Waitlist?**

To register, you must create an account, enter your contact information, add your child's name, date of birth and their preferred start date. Then you can apply to the programs that meet your needs. Detailed instructions are available on [Ottawa.ca](https://ottawa.ca).



How many child care programs can I select on the Child Care Registry and Waitlist?

You can choose up to 9 centre-based programs and 5 home child care options per child.

How will I know when a child care space is available?

A child care provider will contact you directly when they have a space available and when you are next on their waitlist. If you are approaching your preferred start date, you could reach out to the child care providers you have selected.

What are the types of **child care?**

Through the Child Care Registry and Waitlist, you can apply to licensed programs such as centre-based child care, home child care, nursery schools, as well as before and after school programs. For school-aged children, you can check with your school board for the next steps to complete their registration process.

For more information on the types of child care options available to parents in Ottawa. [Information for Parents](#) as well as the Ministry of Education's [Learn About Types of Child Care Available in Ontario](#)

What resources are available for my child with special needs?

If your child has special needs and would benefit from support services for inclusion in a licensed child care program, contact the [Children's Inclusion Support Services \(CISS\)](#).

How can I access child care services for the Francophone community?

French-designated child care services are available in various locations across the city. Approved programs are identified on the [Child Care Registry and Waitlist](#) and a Designation Certificate is issued to the Provider to post in each approved site.



Indigenous-led **Child Care**

Are there culturally relevant programs for my child?

Indigenous (First Nations, Métis, and Inuit) child care organizations are working with young children and families to provide holistic services for Indigenous families living in Ottawa. These organizations connect with the wider First Nations, Métis, and Inuit communities to support and strengthen the child's identity and the relationships with Indigenous families.

Learn about the different Indigenous-led types of care that offer culturally relevant programs and services for Indigenous families in Ottawa.

[Find culturally relevant child care programs](#)



How is the information about my child's ancestry used?

Declaration is voluntary and information is used for the purpose of planning for indigenous family services in our community and to assist with admissions for child care centres that provide indigenous child care services.

Child Care Placements

Can I change my child's start date?

You can log into your account in the [Child Care Registry and Waitlist](#) and change your preferred start date to accurately reflect the date you wish to start your child in care.

***Note** that changing your start date will also change your priority on the Provider's waitlist.

How can I transfer my child to another program?

To request a transfer your child to another Child Care Service Provider, log into your account in the [Child Care Registry and Waitlist](#) and select Apply to Programs in the Home Tab section.

As my child ages, do I need to apply to our Child Care Provider's other programs?

Your child is automatically age-promoted to their current Provider's other programs as they get older. You do not need to apply online for all the infant, toddler and preschool programs, for example.

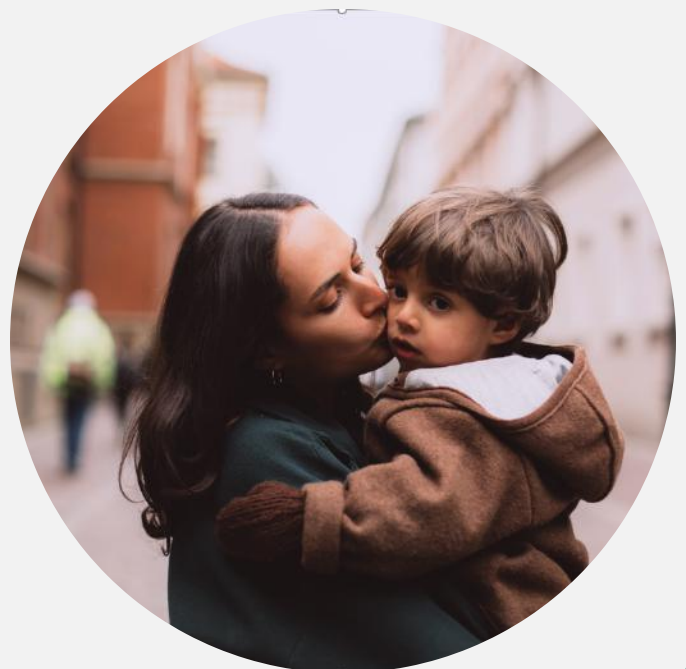
What if my child is offered a space in a program but I am not ready to start care?

You could reach out to the child care programs you have chosen in the [Child Care Registry and Waitlist](#) and ask about postponing your start date.

What if I have concerns about starting my child in full time care?

Transition plans are negotiated with the child care provider and can include a gradual transition from part-time care to full time.

You could make an alternative preferred child care choice such as part time care, or nursery school programs. You could access an [EarlyOn](#) program for a playgroup and parent resources.



Information and Resources on **Child Care**

Where can I get additional information and resources on child care options?

- You can access [Ottawa.ca](https://ottawa.ca) [Information for Parents](#) for resources and information to explore types of child care and to find the right child care for your family.
- You could reach out to the child care programs you have chosen in the [Child Care Registry and Waitlist](#) for specific information on their child care programs or view their “profile” in the Registry.
- You could browse the Ministry of Education [Learn About Types of Child Care Available in Ontario](#) to learn about child care options. *(Note that unlicensed home child care and recreation programs are not available through the Child Care Registry and Waitlist)*
- Other resources: [EarlyOn](#) programs offer play groups and family resources.

Where can I get support with my application?

You can access a video guide on the steps to complete your application to the Child Care Registry and Waitlist [help tab](#).

Technical support for completing your child care registration and fee subsidy application in the Child Care Registry and Waitlist is available by email at: Support@OneHSN.com or by phone 1-888-722-1540.

Where can I learn about the Canada-wide Early Learning Child Care Agreement?

Visit [Ottawa.ca](https://ottawa.ca) for the most up to date information on this new agreement.



Help with Child Care Costs

How do I apply for child care fee subsidy?

Register your children in the [Child Care Registry and Waitlist](#) and select the option “I need help to pay for my child care fees (subsidy)”. A complete application must include your required supporting documents and Rights and Responsibilities form. Here are step by step instructions to help you complete your fee subsidy application.

When can I apply for child care fee subsidy?

You can register on the [Child Care Registry and Waitlist](#) at any time, but to ensure that your subsidy application is processed quickly, you must upload your required [supporting documents](#) and [Rights and Responsibilities Consent form](#) within three months of your preferred start date.

Will I qualify for a child care fee subsidy?

The subsidy office determines eligibility of a complete application. However, you may explore general eligibility information on reasons for child care and access a fee subsidy calculator on the Ottawa.ca [Get Help With Child Care Costs](#)

Caution: the information on this page does not encompass all unique scenarios. If you think you may be eligible, then submit your application and the subsidy office will determine your eligibility.

How long does it take to get a fee subsidy?

Wait times for a fee subsidy will vary, as child care spaces and funding permit. Individuals that are most in need are prioritized. To avoid delays, please upload all your application documents through your account in the [Child Care Registry and Waitlist](#) as soon as possible.

Applying for Child Care Fee Subsidy

Where can I get information on applying for child care fee subsidy?

Information is available at: [Help With Child Care Costs](#). It may be helpful to review this information prior to applying for a fee subsidy.

What documents do I need to submit with my fee subsidy application?

A signed [Rights and Responsibilities Consent Form](#) and [supporting documents](#) are required. Each family's situation is unique so you can reach out to the subsidy office if you have questions on which documents are required for your family.

Where can I get support with my application?

Support with determining fee subsidy eligibility and completing the application is available by contacting the City of Ottawa Child Care Subsidy

Office

→ By [email](#)

By phone at an Employment and Social Services Centre at 613-580-2424 extension:

West Office 34767

South Office 25556

Central Office 24566

East Office 12721

Technical support for completing your fee subsidy application in the Child Care Registry and Waitlist is available by [email](#) or by phone 1-888-722-1540.

