

#### Follow these steps:

- To Complete a Child Care Subsidy Application
- To Upload Supporting Subsidy Documents

#### **Steps and Description**

1. Go to <a href="https://onehsn.com/Ottawa">https://onehsn.com/Ottawa</a> and click the LOG IN button.

If you do not have an account, you can **select the SIGN UP button and follow the steps to set up your account.** You will be required to complete your account set up and apply for child care, prior to being able to apply for child care subsidy.



Type in your email address and password and click LOG IN.

≜ Login	+≜ Register	← Forgot Password?
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Remember Me		LOGIN



2. On the Home screen, select *Apply for Subsidy* from the menu on the left-hand side of the screen. This will bring you to the Subsidy Application steps.

	Home Service M	lanager S	Special Needs	Help			
	Application Pr	ocess					
	Home						Welcome back
	My Details						Child Care Fee Subsidie
	My Children						Parent Test
	My Child Care A	pplications					Our current record re
	Apply for Subsid	dy					777-7777
	Help						Information about you
							My Children
							My Children
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 Step 1: Applicant Questions – This step of the application is a list of questions pertaining to you and your family. Select Yes or No next to each question based on what is applicable to you. Click on NEXT STEP to continue.

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Applicant	Personal Information	Spouse Information	Other Adult Information	Children Information	Reason for Seeking Child Care Subsidy	Preferences	Documentation	Complete Subsidy Application	Summary	
Applic	ant Que	stions								
Parent is a socia	il assistance recipien	t who is exiting On	tario Works or Ontario	o Disability Support	t Program for emplo	yment.				
🔿 Yes 🙁	No									
Parent is a socia	I assistance recipien	t who is exiting Ont	tario Works or Ontario	o Disability Support	t Program for post-s	econdary educatio	in.			
🖲 Yes 🔾	No									
Our family receiv	ved a former child ca	re subsidy and is n	ow returning from par	rental leave.						
🔿 Yes 💿	No									
Parent is comple	ting high school.									
🔿 Yes 🖲	No									
Parent is comple	ting equivalency for	foreign credentials.								
🔿 Yes 🖲	No									
Parent is comple	ting second languag	e training.								
🔿 Yes 💿	No									
Decent is comple	ting college / appren	ticeship.								
O Yes 🙂										
O Yes  Parent is comple	No ting undergraduate v		on – This is	s informa	tion perta	aining to	the Applic	ant/Onel	HSN Accou	nt hol
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# Applying for Child Care Subsidy in Ottawa

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Applcant	Personal	Spuse	Other Adult Information	Children	Reason for Seeking	Preferences	B	-9 Complete Subsidy			
					Child Care Subsidy			Application			
pousa	l Informa	ition									
ame:" ohn							First Name: * Doe				
der.*							Date of Birth:*				
Female Male							07/01/1980				
Male							Preferred Langua	0e.*			
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Interpreter is I	Required:										
other language	e, please comment h	vere:									
in Canada:											
Yes											
n in Canada: Yes No											
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**8.** Step 5: Children Information – Any children you have added on your account, will appear on this step.

If you have other children requiring child care that aren't listed, you can add them after you have completed your subsidy application, from the Home screen.

If you have children in your household that are under the age of 18 that do not require child care, they can be added to this screen by clicking on the ADD CHILD link.

Once you have verified the children on the account or added new children that do not require child care, click the **NEXT STEP** button to continue.

Home → Apply to	Subsidy → Childre	n Information									
<u></u>	<b>_</b>		<b>_</b>	-0-	6	-7-		_9	10		
Applicant	Personal Information	Spouse Information	Other Adult Information	Children Information	Reason for Seeking Child Care Subsidy	Preferences	Documentation	Complete Subsidy Application	Summary		
Childre	n Inforn	nation									
Please include the Children applied fo	names of all childre or child care:	en under the age of	18 in your home.								
First Name			Last Name			Gender		Date of B	irth		
Jarrett			Test			Male		4/26/2017			
Jen			Test			Female		5/29/2016			
Please add an	y child(ren) in your	family to this list tha	it you are NOT requ	iring child care for.	Any child(ren) that	l you do require child	d care for should app	ear on the list above	after you have created their profile in	• the system.	
PREVIOUS SC	REEN									NEXT STEP	



	Personal Information	Spouse Information	Other Adult Information	Children Information	Reason for Preferen Seeking Child Care Subsidy	ces Documentati	on Complete Subsidy Application	Summary	
	on for Se				<b>dy</b> ons (select the option that most a	pplies to your family t	ituation):		
Two Pa	rent Family, Both Pa	arents Working Full	Time or Part Time	or Self Employed					
O Two Pa	rent Family, Both Pa	arents Attending Sci	hool/Educational U	Ipgrading					
O Two Pa	rent Family, One Pa	rent Working Full T	ime or Part Time o	r Self Employed a	nd One Parent Attending Scho	ol/Educational Upgr	ding		
O Two Pa	rent Family, Special	needs parents or c	hild						
O Two Pa	rent Family, One Pa	rent with Special ne	eds and One Par	ent Working Full Ti	me or Part Time or Self Emplo	yed			
O Two Pa	rent Family, One Pa	rent with Special ne	eds and One Par	ent Attending Scho	ol/Educational Upgrading				
O Two Pa	rent Family, Both Pa	arents Working Full	Time or Part Time	or Self Employed	and/or Both Parents Attending	School/Educational	Upgrading		
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	rent Family, Both Pa	-		n	and a second				
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#### 11. Step 8: Documentation –

1. If your child care preferred start date is **greater than three months**, then you are not required to submit documents at this time. You will be notified by email when to submit your documents.

Please **do not** submit your documents until you are notified, this will result in them being rejected.

• Once your child care preferred start date is within three months, you will receive a notification with the options on how to submit documents. At that time, you can follow the steps in part 2 below to submit your documents.

<b>~</b> -	<b></b>	<b>-</b>	<b>_</b>	<b>_</b>	<b>_</b>	<b>_</b>	<b>_</b>		10	
Applicant	Personal Information	Spouse Information	Other Adult Information	Children Information	Reason for Seeking Child Care Subsidy	Preferences	Documentation	Complete Subsidy Application	Summary	
Docum	entation									PRINT VIEW
You have selected	d a preferred start date	e of care that is m	nore than three mont	hs from today.						
Within three mont	ths of your preferred s	tart date of care;	you will be sent a no	tification by email.	The email will includ	le a list of documen	nts that you will be req	uired to submit in	support of your subsidy	application.
Should you have a	any further questions,	please contact 3	-1-1, select your lang	guage of choice an	d then option 4.					
Employment and	Social Service Centre	s Office Hours: 8	:30 am to 4:30 pm.							
Central			East			South			West	
370 Catherine S	t. 3rd floor Ottawa, Of	N K1R 5T5	410-2339 Ogilvie	Rd Ottawa, ON K1	J 8M6	2020 Walkley Rd	Ottawa, ON K1G 6S	5		2nd floor West Ottawa, ON
									K2G 6J8	
PREVIOUS S	CREEN									NEXT STEP

- Click **NEXT STEP** to continue and submit your subsidy application. *Failure to complete your application on the next step, will result in your application not being submitted to the subsidy office.*
- 2. If your child care preferred start date is **within three months**, you will be prompted to upload your documents directly through the site as per the screen below.
  - You can upload some, all or none of your documents through the portal at the time that you are completing your subsidy application.
  - You can come back at any time and upload the missing documents as part of your application, by clicking on Manage Fee Subsidy Application on the left Menu and choosing Step 8.
  - You can email, fax or drop off your documents directly to the City of Ottawa subsidy office as per below:
    - o Email: ccraw-relage@ottawa.ca
    - Mail, in person or Fax to any of the four Employment and Social Service Centres:
      - Central 370 Catherine Street (near Bay Street), 3rd floor, Ottawa, ON K1R 5T5 Fax: 613-238-3647
      - East Beacon Hill Shopping Centre, 410-2339 Ogilvie Road, Ottawa, ON K1J 8M6 Fax: 613-749-7143
      - South 2020 Walkley Road (near Conroy Road), Ottawa, ON K1G 6S6 Fax: 613-736-8939
      - West 100 Constellation Drive, 2nd floor West, Ottawa, ON K2G 6J8 Fax: 613-725-5685



Once your complete documentation package is received, your application will be assigned to a Child Care Case Worker to determine your eligibility. You will then be notified if your child's name has been added to the Child Care Subsidy Waitlist.

#### **Uploading Documents:**

• Even if you are not uploading your documents at the time you are completing your subsidy application, you will still be required to click on the hyperlinks at the top of the page, download and sign the Rights and Responsibilities document, check the box next to arrow below indicating you have downloaded the Rights and Responsibilities document, in order to proceed with completing your application.

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<form></form>		Applicant	Personal Information	Spouse Information	Other Adult Information		Reason for Seeking Child Care Subsidy	Preferences	Documentation	Subaldy	Summary	
How revealed the provide of the							,					
<form></form>	1	Docume	entation	l.								Accepted File Types: .jpg, .jpg, .pdf, .png, .c
	1	You have indicated that	at your preferred start	date for care is within	three months. To con	nplete your subsidy a	pplication, you must su	ibmit the required do	cuments, listed below.			
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	,	Your subsidy application	on will not be assigned	to a Child Care Case	Worker for review unt	i all required docume	ents are received. Appli	cation documents car	n be uploaded to this we	osite or sent to any of	the four Employment and	d Social Service Centres.
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- Once you have completed this step, you can click on **Next Step** to continue and Complete your application. *Failure to complete your application on the next step, will result in your application not getting submitted to the subsidy office.*
- If you haven't uploaded all required documents, a dialogue box appears with a reminder that you have 30 days to submit missing documents. Click OK to continue to the Complete Subsidy Application step and to submit your application.



Birth Your app	plication for subsidy cannot be considered until all required documents are received.
Cana	re three ways to submit your subsidy application documents:
	pload to your online account
	mailed to ccraw-relage@ottawa.ca
• M	all or in person at any of the four Employment and Social Service Centers:
-	Central - 370 Catherine Street (near Bay Street), 3rd floor, Ottawa, ON K1R 5T5     East – Beacon Hill Shopping Centre, 410-2339 Ogilvie Road, Ottawa, ON K1J 8M6
Cour	<ul> <li>South - 2020 Walkley Road (near Conroy Road), Ottawa, ON K1G 6S6</li> </ul>
	West - 100 Constellation Drive, 2nd floor Wes, Ottawa, ON K2G 6J8
	our complete documentation package is received, your application will be assigned to a Child Care Case Worker to determine your eligibility. You will then be notified if your child
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- After you have completed your subsidy application, you can view your application or update/upload your documents at any time by clicking on Manage Fee Subsidy Application or Upload Documents for Subsidy from the left menu.
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#### **Support with your Application**

For assistance with the OneHSN Site, contact OneHSN Support:

Email: <a href="mailto:support@onehsn.com">support@onehsn.com</a>

Phone: 1-888-722-1540

For questions related to the status of your application or which documents to submit, please contact the City of Ottawa:

Phone: 3-1-1, select your language of choice and choose Option 4

Email: ccraw-relage@ottawa.ca