

Applying for Child Care Subsidy in Ottawa

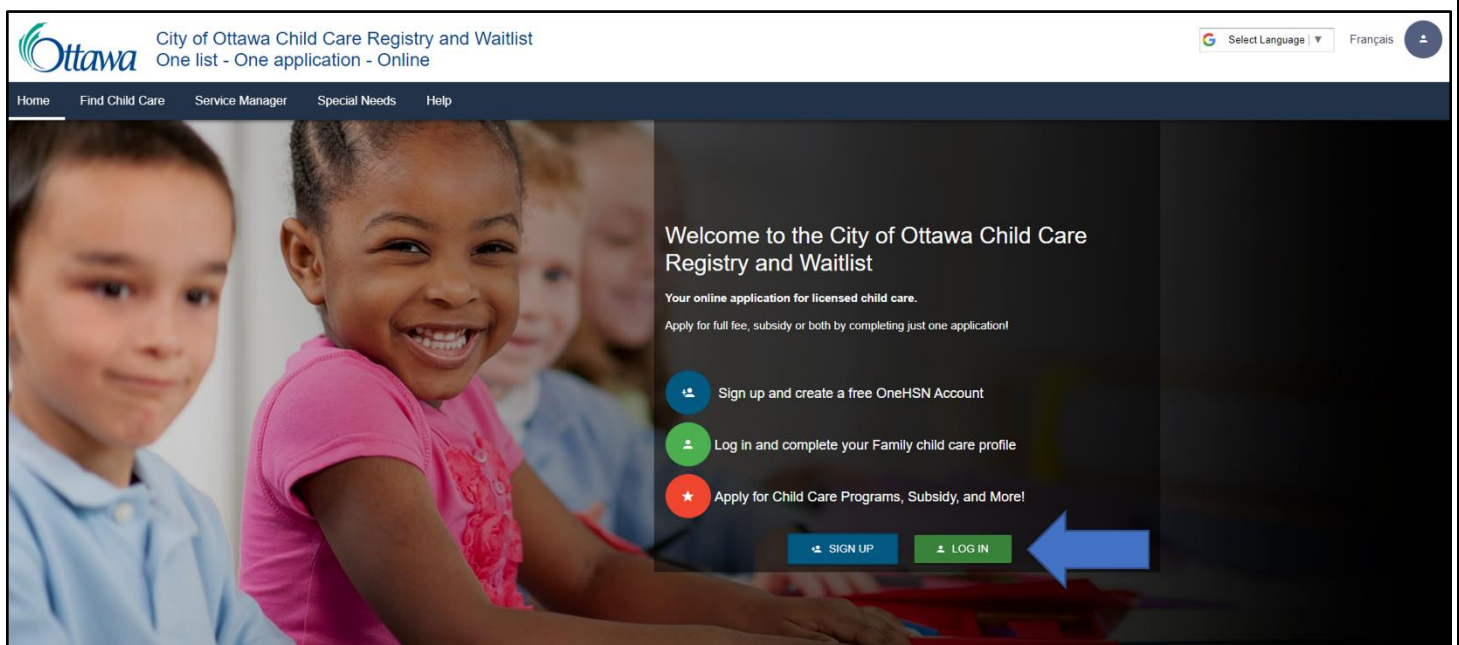
Follow these steps:

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

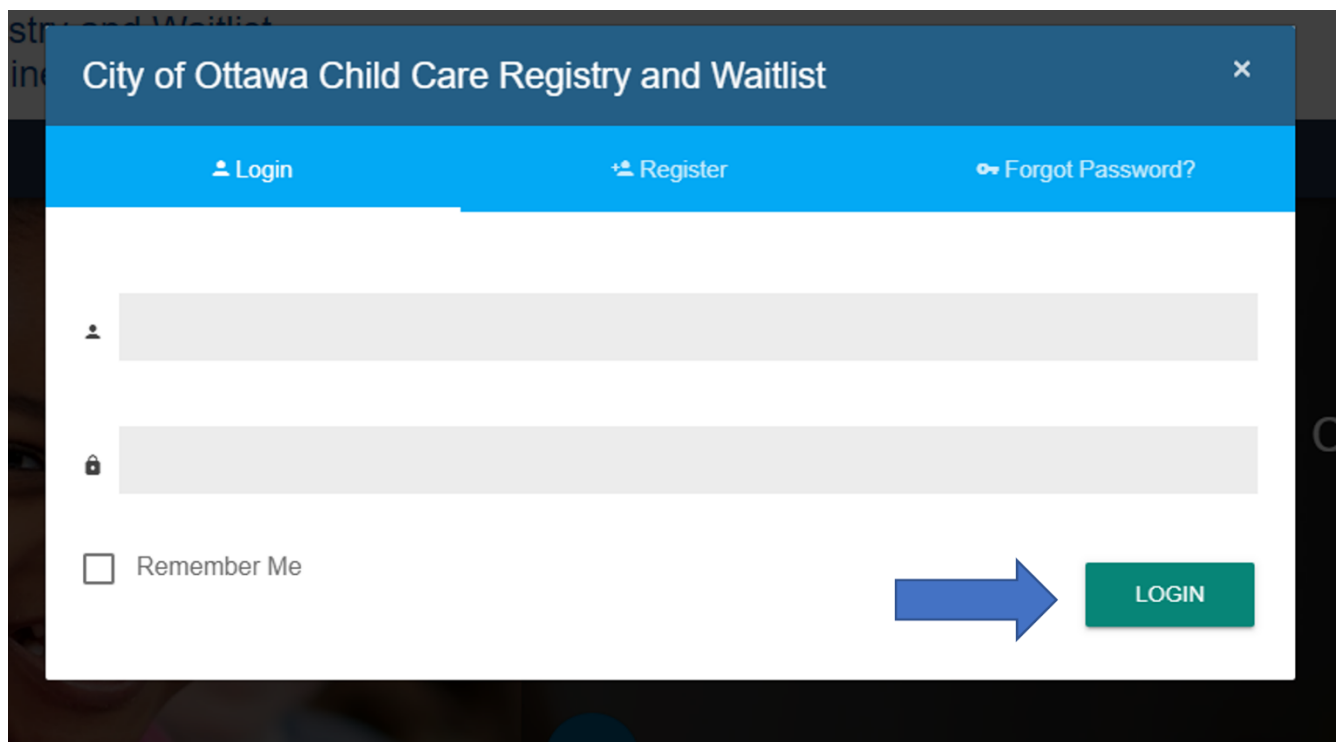
Steps and Description

1. Go to <https://onehsn.com/Ottawa> 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.

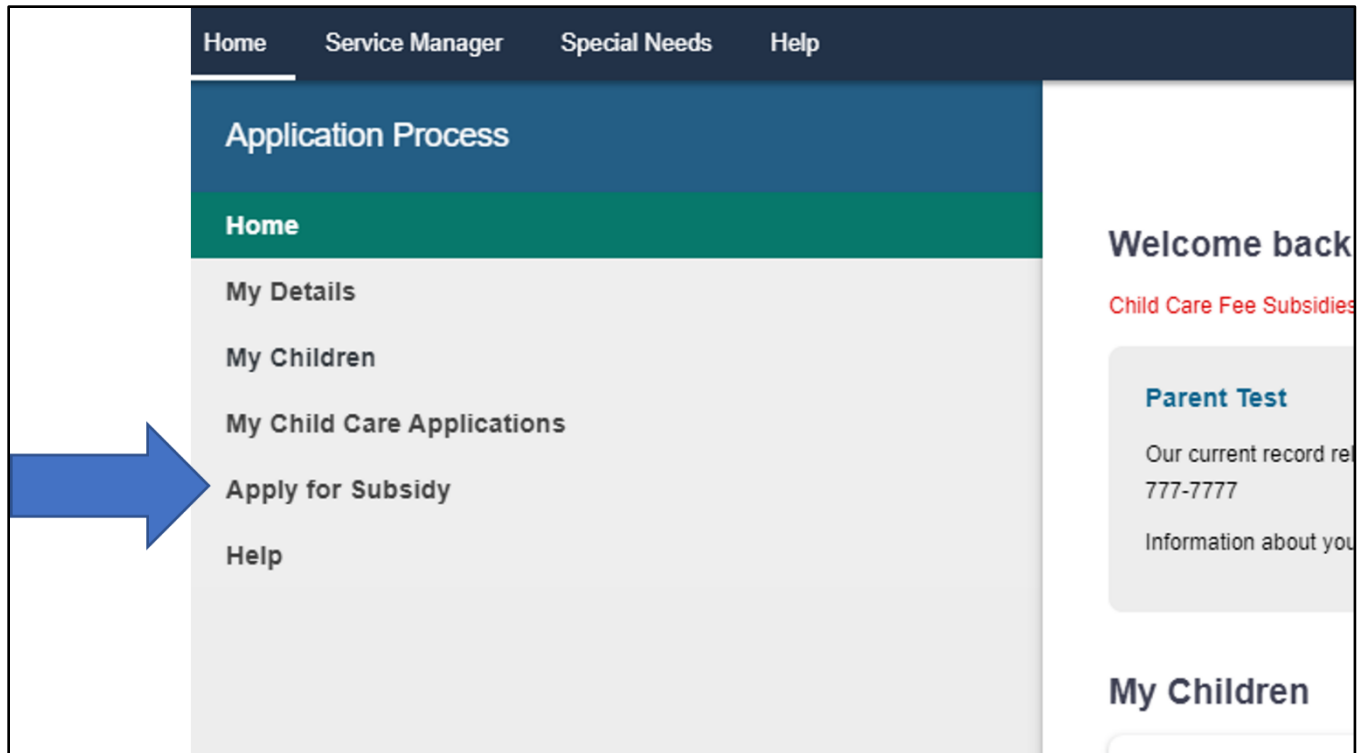


Type in your email address and password and click **LOG IN**.



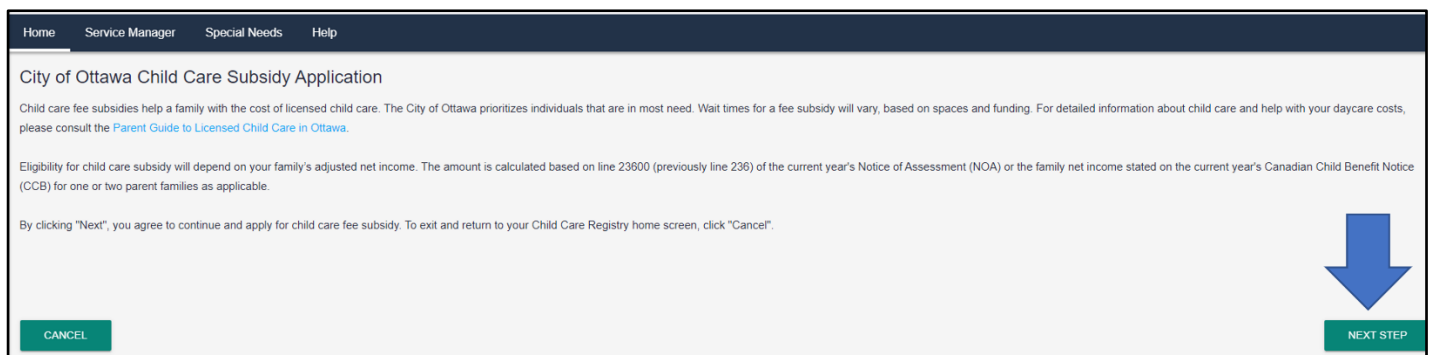
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- On the Home screen, select **Apply for Subsidy** from the menu on the left-hand side of the screen. This will bring you to the Subsidy Application steps.



Note: If you do not see the Apply for Subsidy option, please ensure you have applied for child care.

- In order to proceed to the Subsidy Application, please read and agree to the disclaimer by clicking on **NEXT STEP**.




If you do not agree and click on **CANCEL**, you will be re-directed to your home page.

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- 4. 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.

Home → Apply to Subsidy → Applicant



Applicant Questions

Parent is a social assistance recipient who is exiting Ontario Works or Ontario Disability Support Program for employment.

Yes No

Parent is a social assistance recipient who is exiting Ontario Works or Ontario Disability Support Program for post-secondary education.

Yes No

Our family received a former child care subsidy and is now returning from parental leave.

Yes No

Parent is completing high school.

Yes No

Parent is completing equivalency for foreign credentials.

Yes No

Parent is completing second language training.


Yes No

Parent is completing college / apprenticeship.

Yes No

Parent is completing undergraduate work.

- 5. Step 2: Personal Information** – This is information pertaining to the Applicant/OneHSN Account holder. Information already added on the **My Details** step will be auto populated on this step. Complete the remaining questions on this page and click on **NEXT STEP**.



Personal Information

Parent Test

Have you received Child Care Fee Assistance within the City of Ottawa previously?

Yes No

Gender:

Female Male

Date of Birth: *

06/01/1979

Previous Surname:

Marital Status: *

MARRIED

Preferred Language: *

ENGLISH

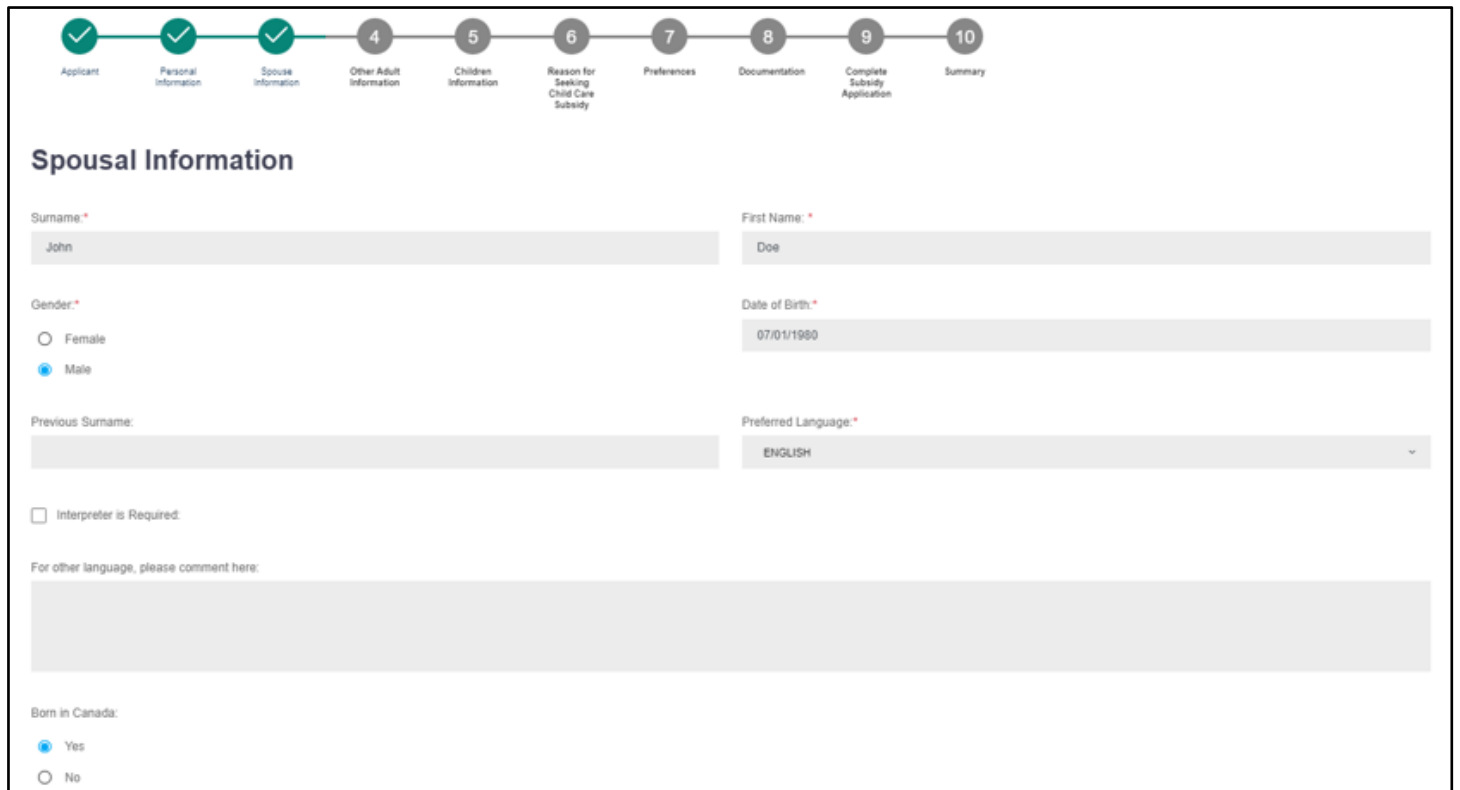
Interpreter is Required.

For other language, please comment here:

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- 6. Step 3: Spouse Information** – If you indicated you are Married or Common Law on the Applicant step, you will be required to complete the Spouse Information step with the information pertaining to your spouse and click on **NEXT STEP**.

If the marital status is Single, Divorced, Separated or Widowed, this step will be blank, and you can continue by clicking **NEXT STEP**.



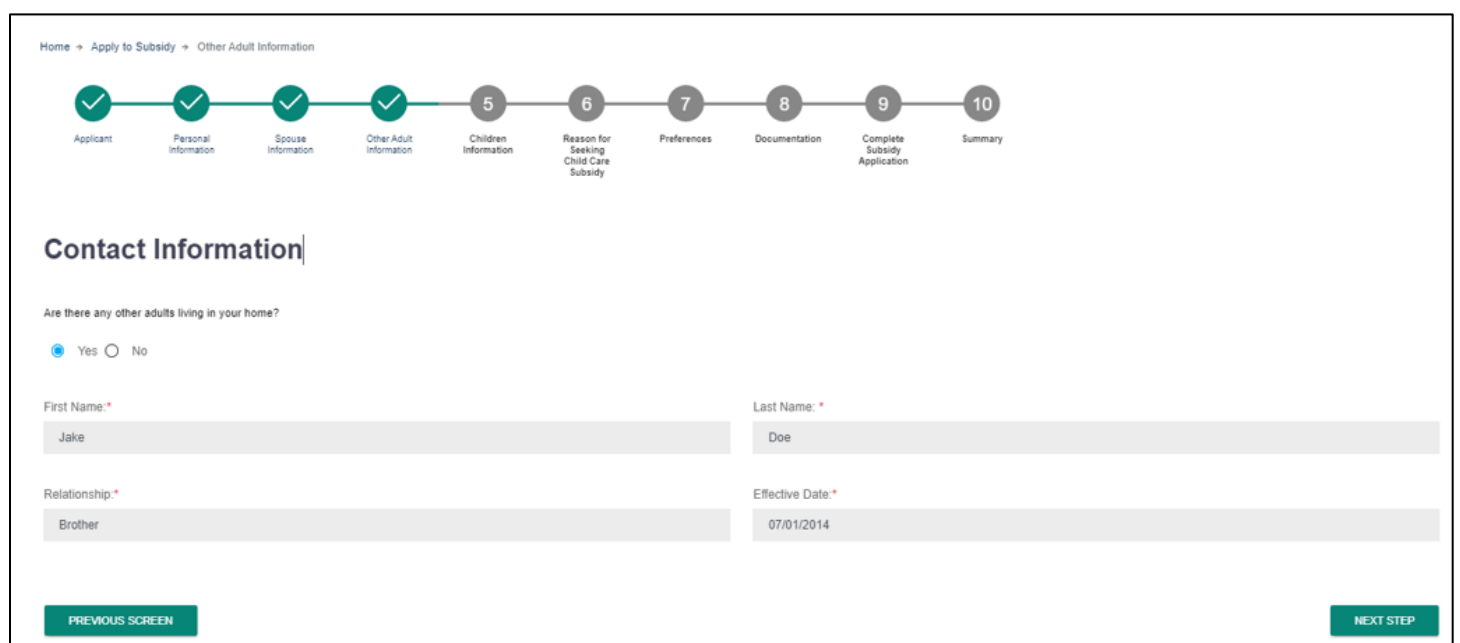
The screenshot shows a progress bar at the top with 10 steps. Steps 1-3 are completed (green checkmarks), step 4 is the current step (grey circle with number 4), and steps 5-10 are not yet started (grey circles with numbers). Below the progress bar is the title "Spousal Information".

Fields include:

- Surname: * (Text input: John)
- First Name: * (Text input: Doe)
- Gender: * (Radio buttons: Female, Male - Male is selected)
- Date of Birth: * (Text input: 07/01/1990)
- Previous Surname: (Text input: empty)
- Preferred Language: * (Dropdown menu: ENGLISH)
- Interpreter is Required: (Checkbox: unchecked)
- For other language, please comment here: (Text area: empty)
- Born in Canada: (Radio buttons: Yes - Yes is selected, No)

- 7. Step 4: Other Adult Information** – On this step, identify if there are any other adults living in your home (other than your spouse) that are over 18 years old.

If there are, select **Yes** and enter their information. If there aren't any other adults in your household, select **No**. Once you have completed this step, click **NEXT STEP** to continue.



The screenshot shows a progress bar at the top with 10 steps. Steps 1-4 are completed (green checkmarks), step 5 is the current step (grey circle with number 5), and steps 6-10 are not yet started (grey circles with numbers). Below the progress bar is the title "Contact Information".

Fields include:

- Are there any other adults living in your home? (Radio buttons: Yes - Yes is selected, No)
- First Name: * (Text input: Jake)
- Last Name: * (Text input: Doe)
- Relationship: * (Text input: Brother)
- Effective Date: * (Text input: 07/01/2014)

Buttons: PREVIOUS SCREEN (left), NEXT STEP (right)

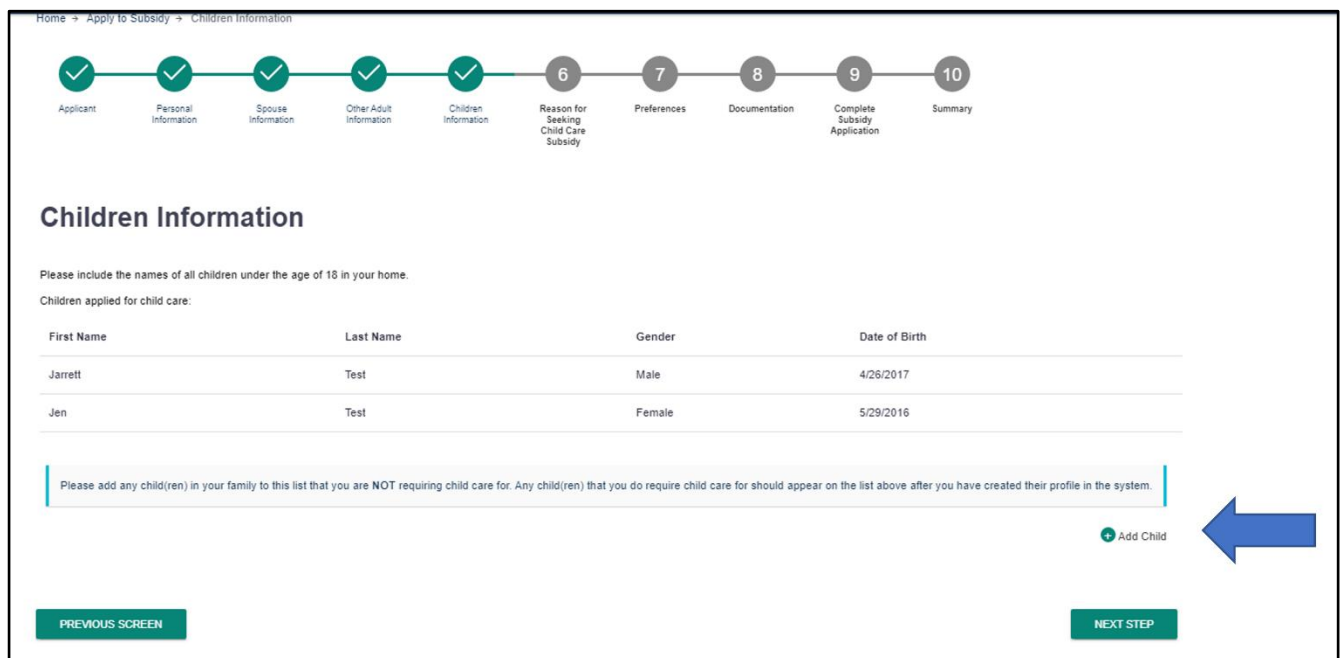
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8. Step 5: Children Information – Any children you have added on your account, will appear on this step.

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 → Children Information

Progress: 1 Applicant, 2 Personal Information, 3 Spouse Information, 4 Other Adult Information, 5 Children Information, 6 Reason for Seeking Child Care Subsidy, 7 Preferences, 8 Documentation, 9 Complete Subsidy Application, 10 Summary

Children Information

Please include the names of all children under the age of 18 in your home.

Children applied for child care:

First Name	Last Name	Gender	Date of Birth
Jarrett	Test	Male	4/26/2017
Jen	Test	Female	5/29/2016

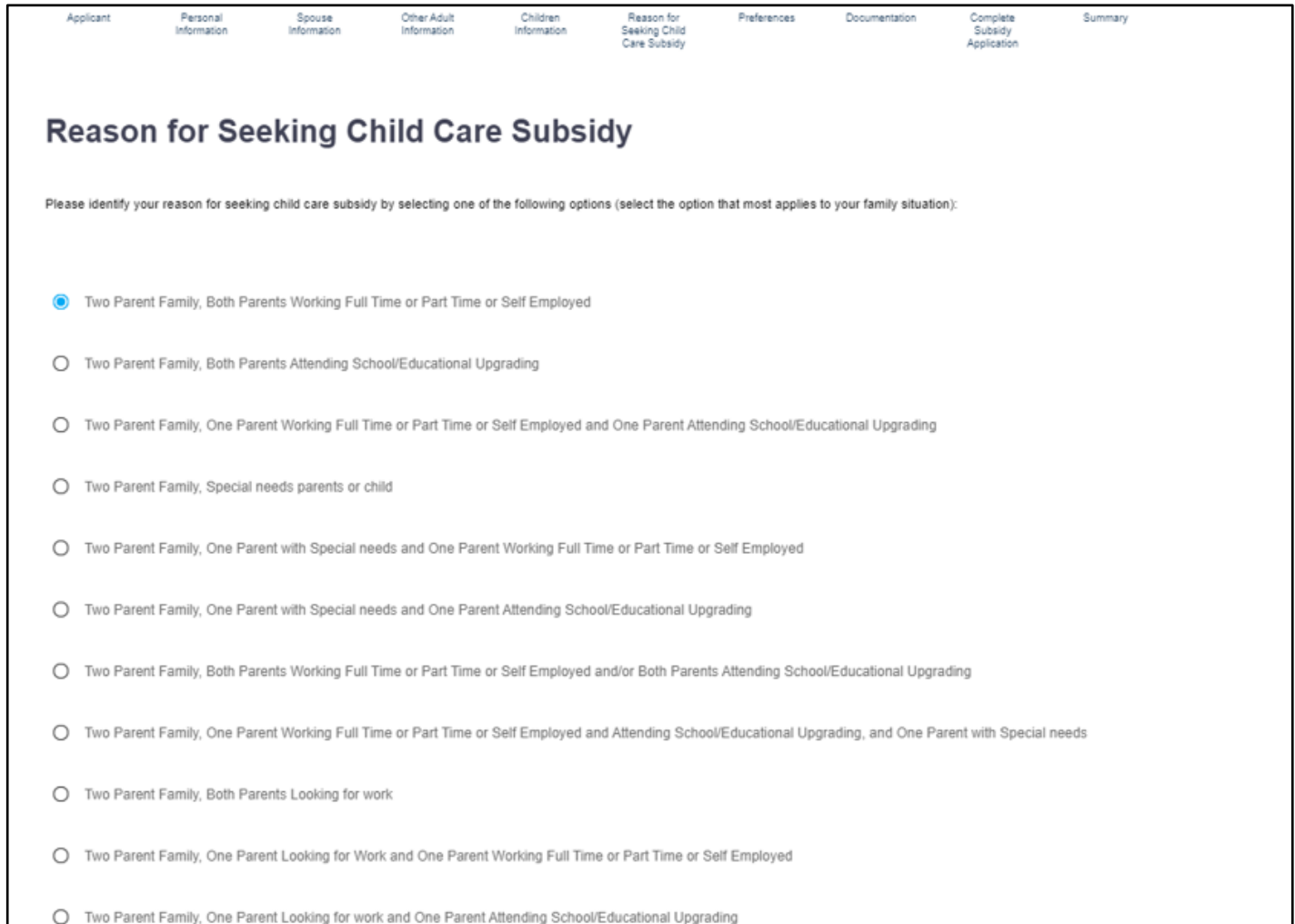
Please add any child(ren) in your family to this list that you are NOT requiring child care for. Any child(ren) that you do require child care for should appear on the list above after you have created their profile in the system.

[+ Add Child](#)

[PREVIOUS SCREEN](#) [NEXT STEP](#)

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9. Step 6: Reason for Seeking Child Care Subsidy – On this step, select the option that best describes your situation. Once you have selected the best option, click on **NEXT STEP** to continue.

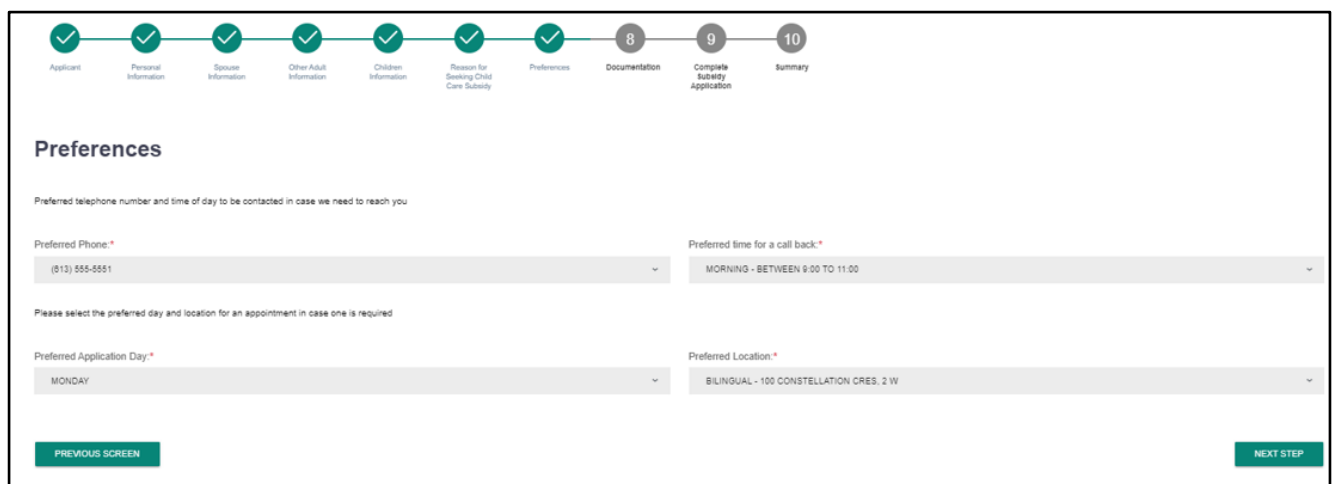


The screenshot shows a progress bar at the top with steps: Applicant, Personal Information, Spouse Information, Other Adult Information, Children Information, Reason for Seeking Child Care Subsidy (current step), Preferences, Documentation, Complete Subsidy Application, and Summary. The main heading is "Reason for Seeking Child Care Subsidy". Below it, a prompt asks to identify the reason for seeking child care subsidy by selecting one of the following options. There are 12 radio button options listed, with the first one, "Two Parent Family, Both Parents Working Full Time or Part Time or Self Employed", selected.

10. Step 7: Preferences – On this step, select your preferred phone number to be contacted at. The list of phone numbers is what you have entered on the **My Details** step.

Select the preferred time you would like someone from the subsidy office to potentially contact you and the preferred day of the week. Also, choose your preferred subsidy location.

Once you have completed this information, click on **NEXT STEP** to continue.



The screenshot shows a progress bar at the top with steps: Applicant, Personal Information, Spouse Information, Other Adult Information, Children Information, Reason for Seeking Child Care Subsidy, Preferences (current step), Documentation, Complete Subsidy Application, and Summary. The main heading is "Preferences". Below it, there are four dropdown menus: "Preferred Phone" (with value (813) 555-5551), "Preferred time for a call back" (with value MORNING - BETWEEN 9:00 TO 11:00), "Preferred Application Day" (with value MONDAY), and "Preferred Location" (with value BILINGUAL - 100 CONSTELLATION CRES. 2 W). At the bottom, there are two buttons: "PREVIOUS SCREEN" and "NEXT STEP".

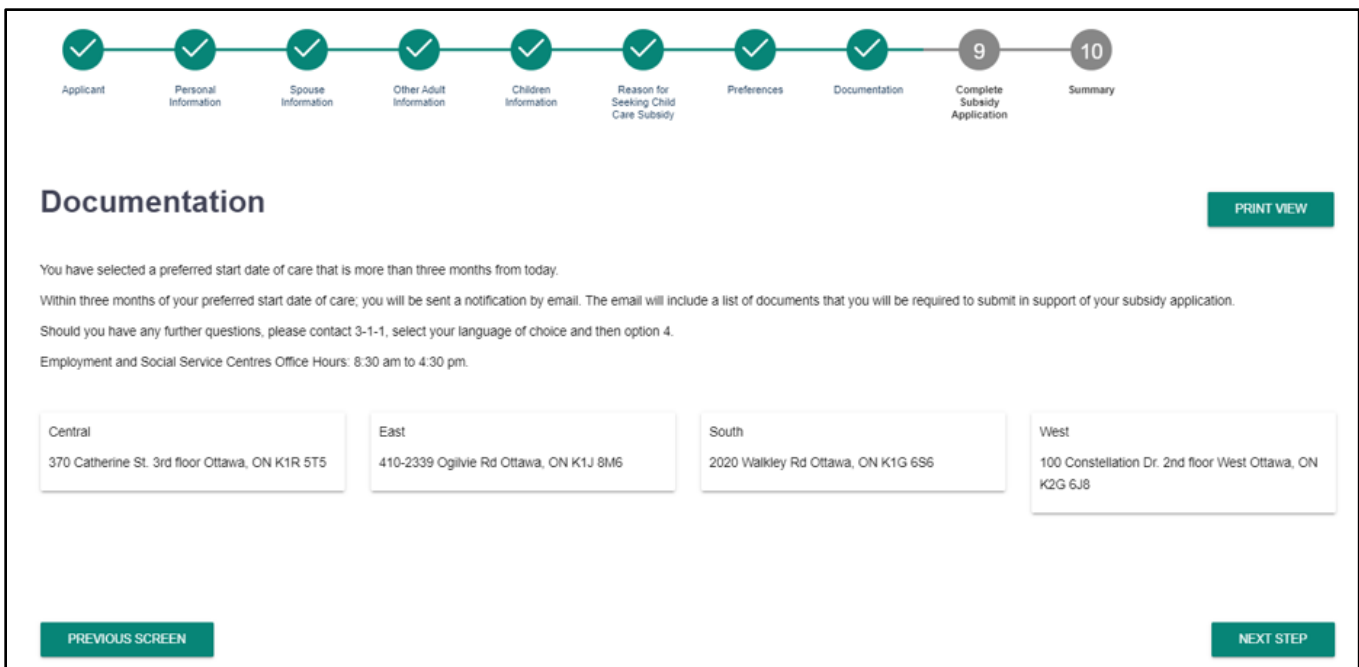
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11. Step 8: Documentation –

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.



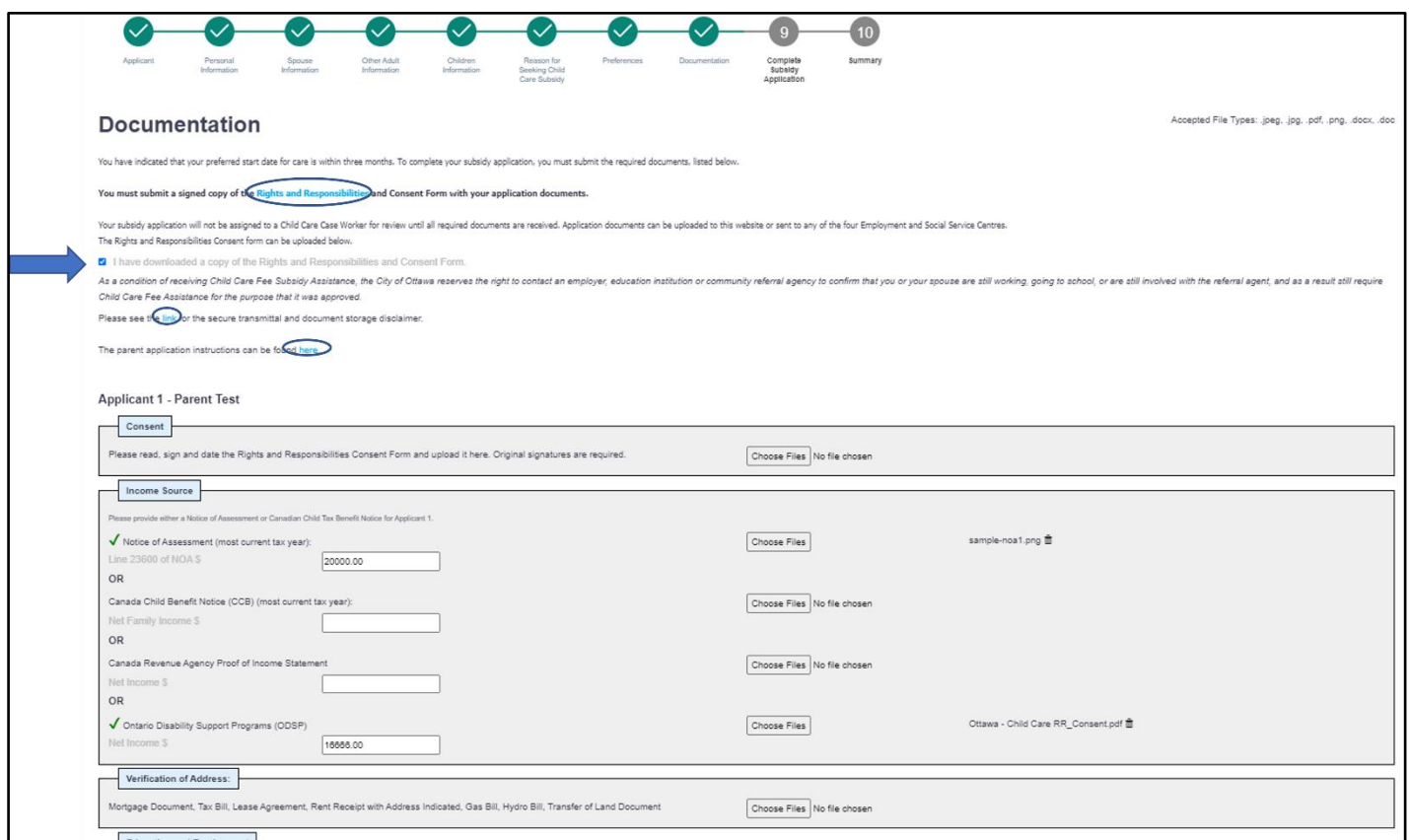
- Click **NEXT STEP** to continue and submit your subsidy application. **Failure to complete your application on the next step, will result in your application not being submitted to the subsidy office.**
2. If your child care preferred start date is **within three months**, you will be prompted to upload 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:
 - 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

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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.



Documentation

Accepted File Types: .jpeg, .jpg, .pdf, .png, .docx, .doc

You have indicated that your preferred start date for care is within three months. To complete your subsidy application, you must submit the required documents, listed below.

You must submit a signed copy of the [Rights and Responsibilities](#) and Consent Form with your application documents.

Your subsidy application will not be assigned to a Child Care Case Worker for review until all required documents are received. Application documents can be uploaded to this website or sent to any of the four Employment and Social Service Centres. The Rights and Responsibilities Consent form can be uploaded below.

I have downloaded a copy of the Rights and Responsibilities and Consent Form.

As a condition of receiving Child Care Fee Subsidy Assistance, the City of Ottawa reserves the right to contact an employer, education institution or community referral agency to confirm that you or your spouse are still working, going to school, or are still involved with the referral agent, and as a result still require Child Care Fee Assistance for the purpose that it was approved.

Please see the [link](#) for the secure transmittal and document storage disclaimer.

The parent application instructions can be found [here](#).

Applicant 1 - Parent Test

Consent

Please read, sign and date the Rights and Responsibilities Consent Form and upload it here. Original signatures are required. No file chosen

Income Source

Please provide either a Notice of Assessment or Canadian Child Tax Benefit Notice for Applicant 1.

Notice of Assessment (most current tax year): sample-noa1.png

Line 23600 of NOA \$

OR

Canada Child Benefit Notice (CCB) (most current tax year): No file chosen

Net Family Income \$

OR

Canada Revenue Agency Proof of Income Statement

Net Income \$ No file chosen

OR

Ontario Disability Support Programs (ODSP)

Net Income \$ Ottawa - Child Care RR_Consent.pdf

Verification of Address:

Mortgage Document, Tax Bill, Lease Agreement, Rent Receipt with Address Indicated, Gas Bill, Hydro Bill, Transfer of Land Document No file chosen

Education and Employment

- 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.

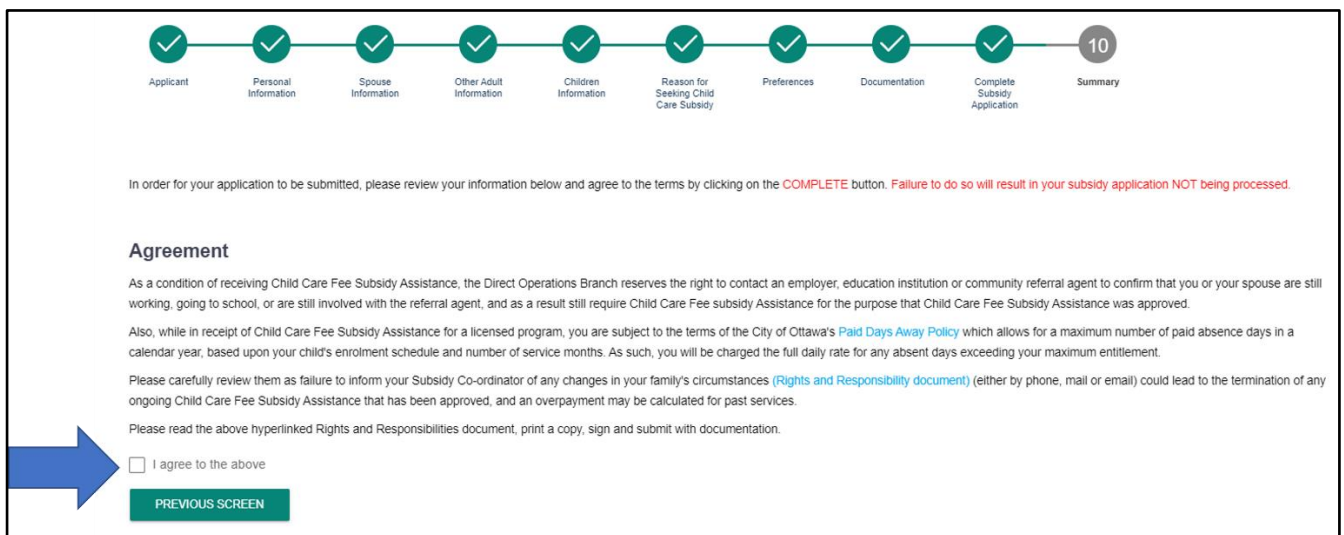
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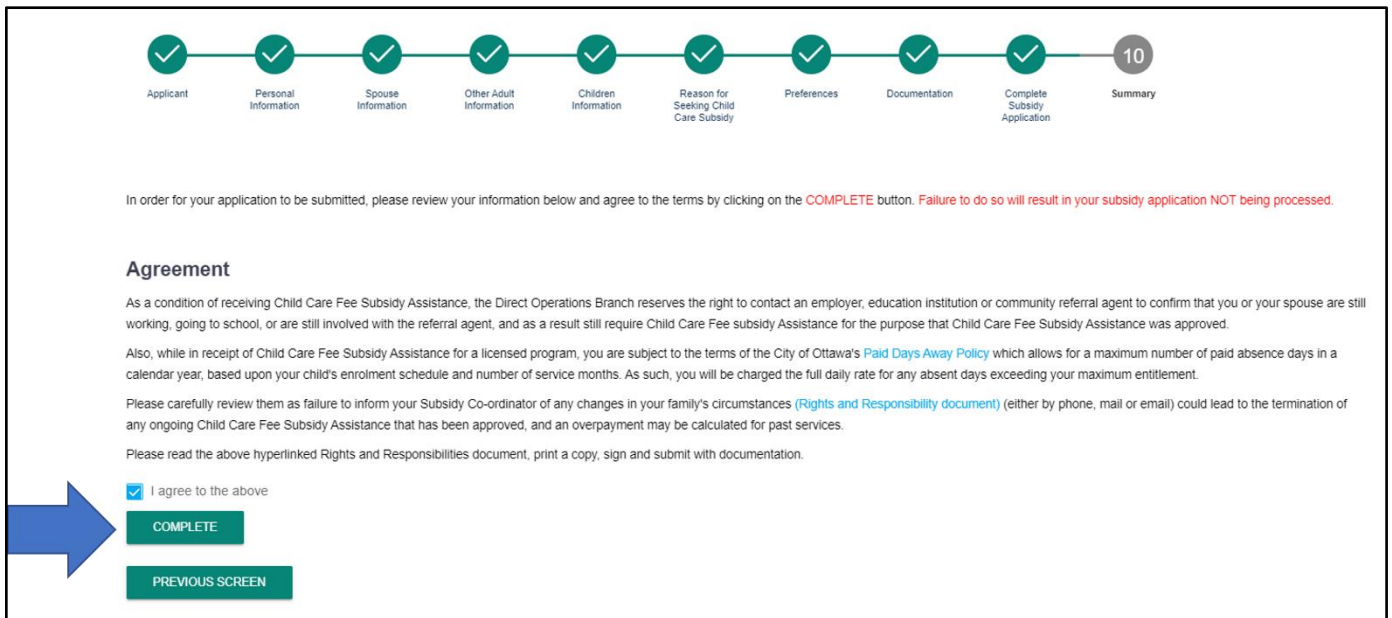
12. Step 9: Complete Subsidy Application – This step is important in the submitting your subsidy application. Failing to Complete your application on this step will result in your application not being submitted to the subsidy office.

Read the text on this step, download the hyperlinked documents, and click on **“I agree to the above”**. Once you agree, click on the **COMPLETE** button to submit your application to the subsidy office.

You will be directed to the next step automatically.



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In order for your application to be submitted, please review your information below and agree to the terms by clicking on the **COMPLETE** button. Failure to do so will result in your subsidy application NOT being processed.

Agreement

As a condition of receiving Child Care Fee Subsidy Assistance, the Direct Operations Branch reserves the right to contact an employer, education institution or community referral agent to confirm that you or your spouse are still working, going to school, or are still involved with the referral agent, and as a result still require Child Care Fee Subsidy Assistance for the purpose that Child Care Fee Subsidy Assistance was approved.

Also, while in receipt of Child Care Fee Subsidy Assistance for a licensed program, you are subject to the terms of the City of Ottawa's [Paid Days Away Policy](#) which allows for a maximum number of paid absence days in a calendar year, based upon your child's enrolment schedule and number of service months. As such, you will be charged the full daily rate for any absent days exceeding your maximum entitlement.

Please carefully review them as failure to inform your Subsidy Co-ordinator of any changes in your family's circumstances ([Rights and Responsibility document](#)) (either by phone, mail or email) could lead to the termination of any ongoing Child Care Fee Subsidy Assistance that has been approved, and an overpayment may be calculated for past services.

Please read the above hyperlinked Rights and Responsibilities document, print a copy, sign and submit with documentation.

I agree to the above

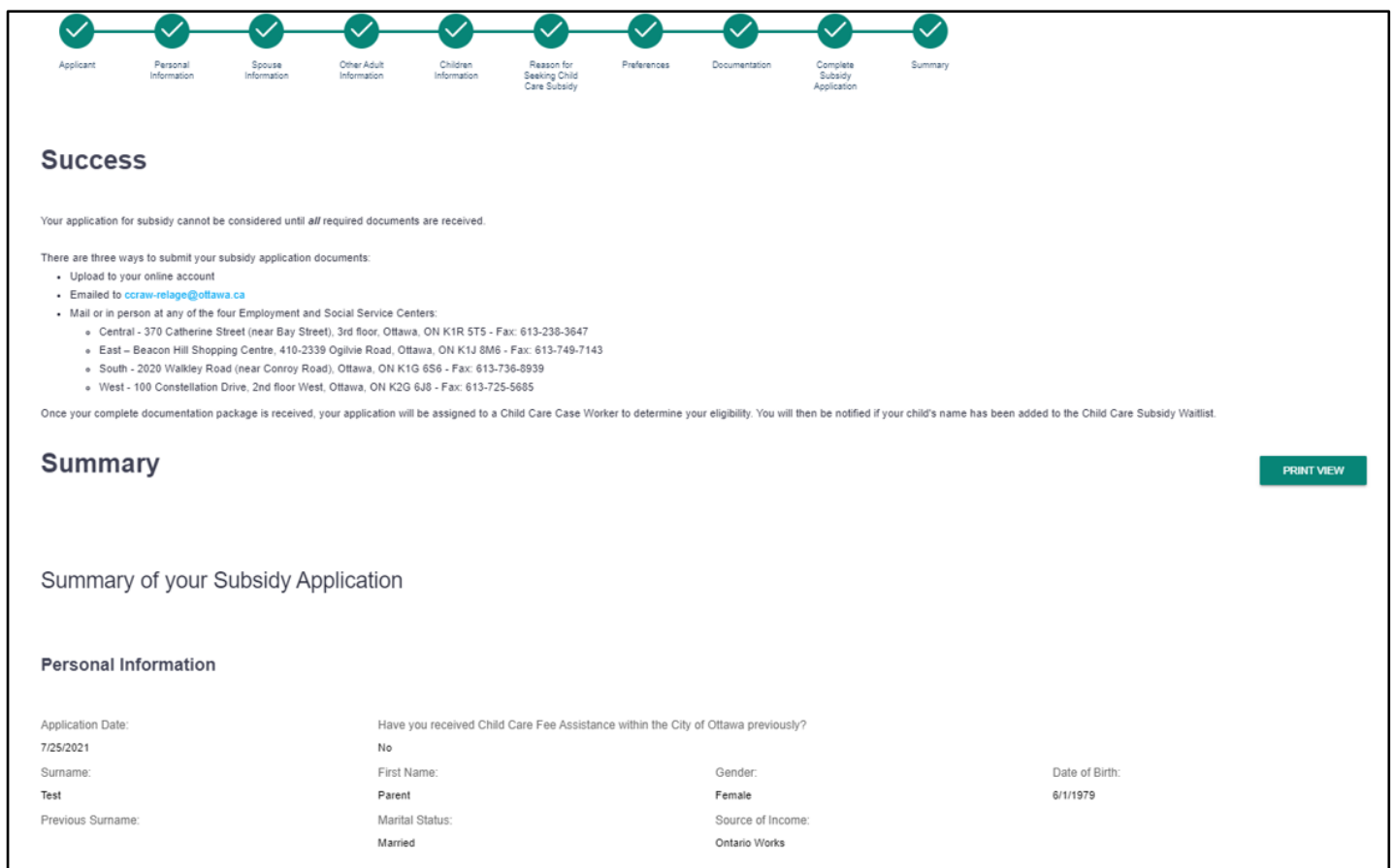
COMPLETE

PREVIOUS SCREEN

13. Step 10: Summary – You have now completed your subsidy application.

Please check your email for an email confirmation that your application has been successfully submitted and next steps. If your application failed to submit, you will also receive a notification advising you of the reasons why.

You can print the summary page for your reference.



Success

Your application for subsidy cannot be considered until *all* required documents are received.

There are three ways to submit your subsidy application documents:

- Upload to your online account
- Emailed to ccraw-relage@ottawa.ca
- Mail 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 - Fax: 613-238-3647
 - East – Beacon Hill Shopping Centre, 410-2339 Ogilvie Road, Ottawa, ON K1J 8M6 - Fax: 613-749-7143
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Summary **PRINT VIEW**

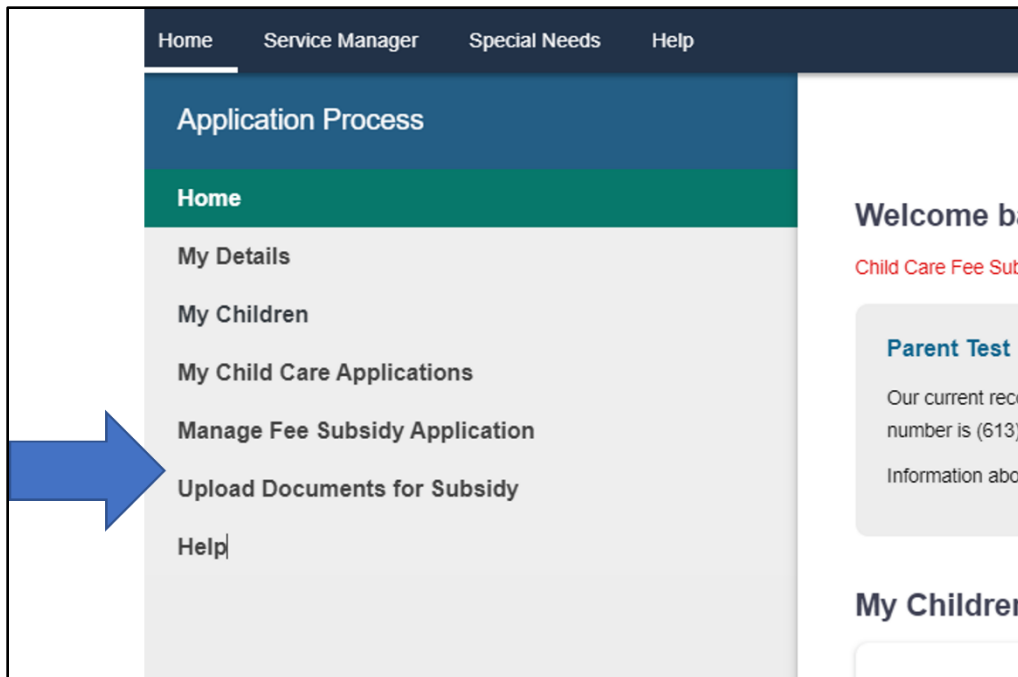
Summary of your Subsidy Application

Personal Information

Application Date: 7/25/2021	Have you received Child Care Fee Assistance within the City of Ottawa previously? No
Surname: Test	First Name: Parent
Previous Surname:	Gender: Female
	Date of Birth: 6/1/1979
	Marital Status: Married
	Source of Income: Ontario Works

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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.



Support with your Application

For assistance with the OneHSN Site, contact OneHSN Support:

Email: support@onehsn.com

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