

# OneList Waterloo Region – Families’ Frequently Asked Questions

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## **General OneList Questions**

### **What is OneList?**

OneList Waterloo Region is the website where all applications for licensed child care in Waterloo Region are submitted.

Find and apply for licensed centre-based programs as well as home-based programs operated by licensed Home Child Care agencies, by completing one application.

OneList Waterloo Region is also where you will register for before and after school programs operated by the Waterloo Region District School Board (WRDSB), the Waterloo Catholic District School Board (WCDSB) and licensed child care programs.

You can also find information about financial help to pay for child care, as well as information about special needs support services, if you have concerns about your child's development.

### **What is the difference between “Applying” and “Registering”?**

#### **Apply / Application**

When you submit an application for child care through OneList, your application will be automatically sent to the child care program of your choice. At that time, you will be on a wait list and not guaranteed a space. Once a space becomes available, you will be contacted by the child care program for registration.

#### **Register / Registration**

When you submit your registration on OneList Waterloo Region, to Extended Day (before and after school) programs operated by the school board, the registration will be automatically sent to the school board. These programs do not have a wait list. Your child will be able to start in the program as of the start date you select (with the required 2 week's notice or as otherwise determined by the School Boards).

Link to the Waterloo Region District School Board Extended Day Program website:

<https://www.wrdsb.ca/beforeafter/#.WfN2jdgzW70>

Link to the Waterloo Catholic District School Board Extended Day Program website:

<https://www.wcdsb.ca/our-schools/register-for-school/extended-day-program/>

Many licenced child care programs also operate before and after school programs. You can apply to these programs through OneList Waterloo Region, through the Waterloo Region Licensed Child Care option on the OneList Welcome / Login screen.

You may be on a wait list and are not guaranteed a space. When a space becomes available, the child care program will contact you for registration.

## Who can I call if I need help with OneList?

Please call the technology provider OneHSN at 1-888-722-1540 or e-mail [support@OneHSN.com](mailto:support@OneHSN.com). Hours of operation: Monday to Friday from 8 am to 5 pm.

Please note that the OneList application is best used with Google Chrome or Mozilla Firefox. OneList does not support older versions of Microsoft Internet Explorer.

## Am I responsible to update my OneList account?

Yes. You are responsible for updating the information on your account any time there is a change to your personal situation (e.g. change of address etc.). You must log in every **60** days to ensure your account stays active. You will receive automatic notifications prompting you to log in. Failure to log into the system after 90 days will result in your account being de-activated. Be sure that emails from OneHSN (OneList Waterloo Region) are not being sent to a junk mail folder.

## I forgot my passphrase (password). How can I reset it?

- Click on the **Forgot your Passphrase?** link
- Enter your email address
- Click **submit**.
- A link will be sent to your email to reset your passphrase.

Alternatively, you can call the technology provider OneHSN at 1-888-722-1540 or e-mail [support@OneHSN.com](mailto:support@OneHSN.com) for technical support. Hours of operation: Monday to Friday from 8 am to 5 pm.

## How do I change my email address for OneList?

- Log into your OneList account
- Select **Manage Account**
- Enter your passphrase and the new email address
- Select **Change Email Address**

## **Completing a Child Care Application on OneList**

### **How many child care programs can I apply to?**

You can apply to **7** child care programs for each of your children.

### **How long will I have to wait for a space?**

Wait lists are managed by individual programs. Your place on a program's wait list is based on many factors. You can contact programs directly to ask if you might get a spot by your preferred start date. Remember to log in every **60** days to ensure your profile stays active and up-to-date. You will receive automatic notifications prompting you to log in.

### **How soon can I start applying for child care through OneList?**

Waitlists can be quite long at most child care centres, especially for infant care. It is a good idea to apply early. It is recommended that you apply for centre-based care, as soon as you have a due date for your child.

Waitlists are typically not as long for home-based care.

- You do not need to apply as early for home-based care
- If you are applying within 3 months of your preferred start date, someone from the agency will be in touch with you to discuss your care requirements
- Otherwise, you will be contacted approximately 3 months prior to your preferred start date

There are several mandatory fields that you are required to fill in. However, if you are filling out an application for an unborn child, you may not know the information needed to fill in the **Child's Name** and **Gender**. You can enter any name (ie: first name "baby") and choose either gender.

Remember to update your child's name, date of birth and gender, once the child is born.

### **Do I apply for more than one age group at the same program?**

No, there is no need to apply to the same program for more than one age group per child. The OneList system will automatically move your child's application up to the next age group if you do not get a space in the original age group that you applied to.

### **How do I apply to a program?**

Visit the OneList Waterloo Region website: [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

The link below will take you to the Region of Waterloo's website where you will find information about finding quality child care, what quality child care looks like and child care options.

<https://www.regionofwaterloo.ca/en/living-here/find-quality-child-care-and-early-learning.aspx>

### **How do I find child care programs that have opted-in to the Canada Wide Early Learning and Child Care Program (CWELCC)?**

When you are searching for programs to apply for on OneList, there will be a checkmark indicating that they are participating in the CWELCC Program

For more information, visit the OneList Waterloo Region website:

[www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

### **Learn more about your child care options in our Parent Guide to Licensed Child Care:**

[www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

### **What is Location Prioritization?**

During the application process on OneList, you can prioritize the programs for which you have applied. You can prioritize the order of the programs that you are most interested in. Child Care Operators cannot see your priority rankings

- Use the add (+) or remove (x) buttons, to add / remove programs on your prioritization list
- Use the up and down arrows, to move programs up / down on your prioritization list

The system requires that at least 3 programs are given a priority ranking, before it will allow you to continue.

### **How do I know if the program received my application?**

You will receive a summary of your applications in an automatic notification email from OneHSN, confirming that the programs received your applications.

You will also receive an automatic notification email (within 24-48 hours of applying) from every program that you applied to, acknowledging that they have received your application along with more information and next steps.

### **Do I have to add each of my children separately?**

Yes, you must add your children separately, within your account.

You can add a child at any time by selecting **Add Child**.

**Can I change my child's Preferred Start Date?**

Yes. Once you have logged into your account, click **Review Registrations** and an option will appear to change the date, without changing the application date.

**Where can I learn more about each individual child care program?**

It is recommended that you visit the program's website to learn more about the program, to get a general idea if the program is a good fit for your family.

You can also contact the child care program directly for more information or to arrange a tour of the program.

**How do I know where the Home Child Care Providers are located?**

For privacy reasons, the locations of the home child care providers (licensed with the Region of Waterloo or Wee Watch), cannot be shared on OneList Waterloo Region. When you apply to either of the home child care agencies, the agency will contact you to provide more details related to availability and location of the provider.

**Can I apply for child care in Waterloo Region if I live in another city/town?**

Yes. You may apply for child care in Waterloo Region if you live in another city or town. However, you will not be eligible for child care subsidy through the Region of Waterloo.

**Am I able to see where my child is on programs' waitlists on OneList?**

No. Each waitlist is managed by individual operators. Your position on each waitlist is based on many factors and can change. You can contact programs directly to ask when they think they might have a space for you, in relation to your Preferred Start Date. Remember to log in every **60** days to ensure your account stays active. You will receive automatic notifications prompting you to log in.

**Can I remove an application from my list on OneList?**

Yes. You can remove an application by completing the following steps:

- Log into your account
- Choose My Child Care Application
- Find the application you wish to remove, click the trash can beside it to remove it
- Click Remove

You can also contact the program directly and ask them to remove your child from their active applications list.

## **Child Care Fee Subsidy**

### **How do I apply for assistance with child care fees?**

At this time, you are not able to apply for child care subsidy through OneList.

You need to apply for child care subsidy directly through the Region of Waterloo, either in person, over the phone, or online:

<https://www.regionofwaterloo.ca/en/living-here/help-paying-for-child-care.aspx>

To be assessed for eligibility to receive child care subsidy, you must complete the online application and agree to the Child Care Rights and Responsibilities Consent form. After completing the online application, you must submit the required documents to the Region of Waterloo.

\*Your application will not be processed without the online agreement to the consent form and the required documents being submitted to the subsidy office.

### **How do I know if I qualify for subsidy?**

Applicants must be working, attending school, have a medical need or a developmental concern for their child in order to be eligible for child care subsidy.

To learn more about eligibility requirements, please visit the Region of Waterloo Child Care Subsidy website:

<https://www.regionofwaterloo.ca/en/living-here/help-paying-for-child-care.aspx>

For more information about child care subsidy call 519-575-4400 and ask to speak with the Child Care Subsidy program.

## **Special Needs Supports**

Here is a link to special needs supports: <https://snrcwaterlooregion.ca/>

More information can be found on the OneList website:

[https://regionofwaterloo.onehlsn.com/ux\\_2\\_0/Content/Page?alias=SpecialNeeds&categoryAlias=Parent%20Site](https://regionofwaterloo.onehlsn.com/ux_2_0/Content/Page?alias=SpecialNeeds&categoryAlias=Parent%20Site)

### **My Child has Special Needs. What Supports are Available?**

If you have developmental concerns about your child, call the Special Needs Access Point (SNAP) at 519-514-SNAP or email: [snap@kwhab.ca](mailto:snap@kwhab.ca)

No concern is too minor.



Special Needs Resourcing Services help children, from birth to age four, fully participate in licensed child care in Waterloo Region. Services are also available for children 4 -12 enrolled in after school program.

SNAP is a single point of access for referrals to services and supports for children 0-12 years old, attending or planning to attend, any licensed child care program (excluding before and after school programs directly operated by a school board) within Waterloo Region. The SNAP Resource Coordinator will contact you to discuss your concerns and explain what supports are available.

There are other resources available in our community if you have a concern about your child.

Visit [Family Compass Waterloo Region](#) for a guide to services for children and youth.

## **Before and After School Programs**

- Many licenced child care programs operate Before and After School Programs.
- The Waterloo Region District School Board (WRDSB) and the Waterloo Catholic District School Board (WCDSB) both operate Before and After School Programs as well.

To find out who operates the program at your child's school, click on the link under "Looking for Before and After School Programs?" on the OneList Home Screen:

<https://regionofwaterloo.onehsn.com/>

### **How do I apply for Before and After School care offered by a licenced child care operator?**

You can apply to these programs through OneList Waterloo Region, through the Waterloo Region Licensed Child Care option on the OneList login screen.

You will be placed on their wait list and you are not guaranteed a space. When a space becomes available, the child care program will contact you for registration.

To apply for before / after school programs, operated by a Child Care Operator, follow these steps:

1. Select **Region of Waterloo Licensed Child Care** from the [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca) homepage
2. Log into your account
3. Beside your child's name, select **Apply to Programs**
4. Click **Waterloo Region Licensed Child Care**

5. Enter your Preferred Start Date and all other preferences (i.e. provider type, days of week, program times)
6. Select the program associated with your child's school and click **Apply**

Applications are managed by individual child care programs. You will receive an automatic notification email (within 24-48 hours of applying) from the child care program that you applied to, acknowledging that they have received your application along with more information and next steps.

### **How do I register for School Board operated Extended Day / Before and After School Programs?**

Most schools operate Extended Day, Before and After School Programs.

You can register for School Board operated Extended Day, Before and After School Programs on the OneList Waterloo Region website:

- OneList website: <https://regionofwaterloo.onehsn.com/>
- From the OneList Welcome / Login screen, select the appropriate **school board** button to register

Your registration will automatically be sent to the School Board.

These programs do not have a wait list and they do not have a limit. Your child will be registered for the program as of the start date you select (with the required 2 week's notice or as otherwise determined by the School Boards).

You can also visit your school board's website or call your school board directly for more information about their Extended Day Program.

Link to the Waterloo Region District School Board Extended Day Program website:  
<https://www.wrdsb.ca/beforeafter/#.WfN2jdgzW70>

Link to the Waterloo Catholic District School Board Extended Day Program website:  
<https://www.wcdsb.ca/our-schools/register-for-school/extended-day-program/>

### **How do I change my child's schedule?**

If your child attends a program operated by a Licenced Child Care operator, you cannot make changes through OneList. You will need to call the program to talk to the Supervisor, about changes you'd like to make to your schedule, including withdrawing.

For School Board operated programs, changes can be made on OneList, with minimum **two weeks** advanced notice. Invoices are based on the days of care scheduled in OneList.

**\*Note:** The instructions below are only for programs operated by the Public School Board however, the process is similar for making changes for programs operated by the Catholic School board.

To **change your child's schedule**, requires a minimum of **two weeks'** notice (or as otherwise determined by the School Boards).

Follow these steps:

- Log into your account from [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)
- Choose the appropriate school board button
- Beside your child's name, click **Update Your Child's Schedule**
- On the calendar page, click **Change Schedule**
  
- Select the week you wish to make changes effective for
  - On the OneList website for the **Waterloo Region District School Board**, there is a date range option, (to change the schedule for a set period).
  - Click or unclick the days that you wish to change during that time period
  - Click **Save**
  - Change Schedule Tip Sheet for the WRDSB:  
[http://www.wrdsb.ca/beforeafter/wp-content/uploads/sites/13/schedule\\_change\\_instructions.pdf](http://www.wrdsb.ca/beforeafter/wp-content/uploads/sites/13/schedule_change_instructions.pdf)
  
- On the OneList website for the **Waterloo Catholic District School Board**, there is not an option to select a date range
  - Select the week that you want the change to start on
  - Click the days that you wish to change, click **Save**
  - Your changes will be reflected until the end of the school year
  - You may need to select another week, to make further changes if needed
  
- Revisit the calendar to ensure that changes are accurate.
  
- To change your child's schedule, **outside** of the two week notice period, contact your Extended Day Supervisor:

**Waterloo Region District School Board:**

Phone: 519-570-0003 ext. 4704

Email: [care@wrdsb.ca](mailto:care@wrdsb.ca)

Link to Waterloo Region District School Board Extended Day Information and Parent Handbook:

<https://www.wrdsb.ca/beforeafter/>

**Waterloo Region Catholic School Board:**

Phone: 519-578-3660 ext. 2484 or 2290

Email: [extended.day@wcdsb.ca](mailto:extended.day@wcdsb.ca)

Link to Waterloo Region Catholic School Board Extended Day Information and Parent Handbook: <https://www.wcdsb.ca/our-schools/register-for-school/extended-day-program/>

If you encounter a problem using OneList you can request IT Support.

Call the technology provider OneHSN at 1-888-722-1540

or e-mail [support@OneHSN.com](mailto:support@OneHSN.com).

Hours of operation: Monday to Friday from 8 am to 5 pm.