

Emergency Child Care FAQ

Please note: The demand for Emergency Child Care is extremely high and we currently have a waitlist. To ensure that critical health care services can remain available, we will be prioritizing frontline health care workers and long-term care home staff at this time. Eligible families will be contacted if spaces become available.

1. Who is eligible for Emergency Child Care?

- At least one parent/guardian must be on the Province of Ontario's [list of eligible workers](#). **To ensure that critical health care services can remain available, we will be prioritizing frontline health care workers and long-term care home staff at this time.** Verification of employment is required prior to starting care.
- All parents/guardians in the household must work outside of the home to be eligible.
- This program is for parents/guardians with children who are school age (4 to 12 years of age).
- The family must live and/or work in Waterloo Region.
- To qualify, the family must have exhausted all other options for care.
- There is a [decision tree below](#) to help you determine if you are eligible.
- Please note: due to high demand, we are currently prioritizing available spaces to front line health care workers and long term care home at this time.

2. How do I apply for Emergency Child Care?

- Choose “Waterloo Region Licensed Child Care” (yellow button)
- Click “Login” and enter email and password
- Click Apply to Programs
- May have to choose Waterloo Region Licensed Child Care again
- Then it will ask you “what type of care are you looking for?”
- Click on the box beside Emergency Child care - to “Check the box”, this will surface the Programs offering Emergency Child Care.
- Then choose “Apply” to view the programs your child is eligible for
- Click “apply” to the program that comes up – Emergency Child Care

3. What Child Care Centres are Offering Emergency Child Care?

- There are various Emergency Child Care locations throughout Cambridge, Kitchener, Waterloo, Ayr, and Baden.

4. Who do I contact if I have questions about my application?

- For Technical Assistance with OneList site, contact OneHSN Technical Support at:
 - Phone: (888) 722-1540
 - Email: For assistance or information please e-mail: support@OneHSN.COM
 - Hours of Operation: Monday to Friday – 8:00 am to 5:00 pm (EST)
- There is an email address and phone number dedicated to Emergency Child Care. The Region of Waterloo is committed to responding within one business day.
 - Email: ECC@regionofwaterloo.ca
 - Phone: 519-514-1474

5. What is the cost for the Emergency Child Care?

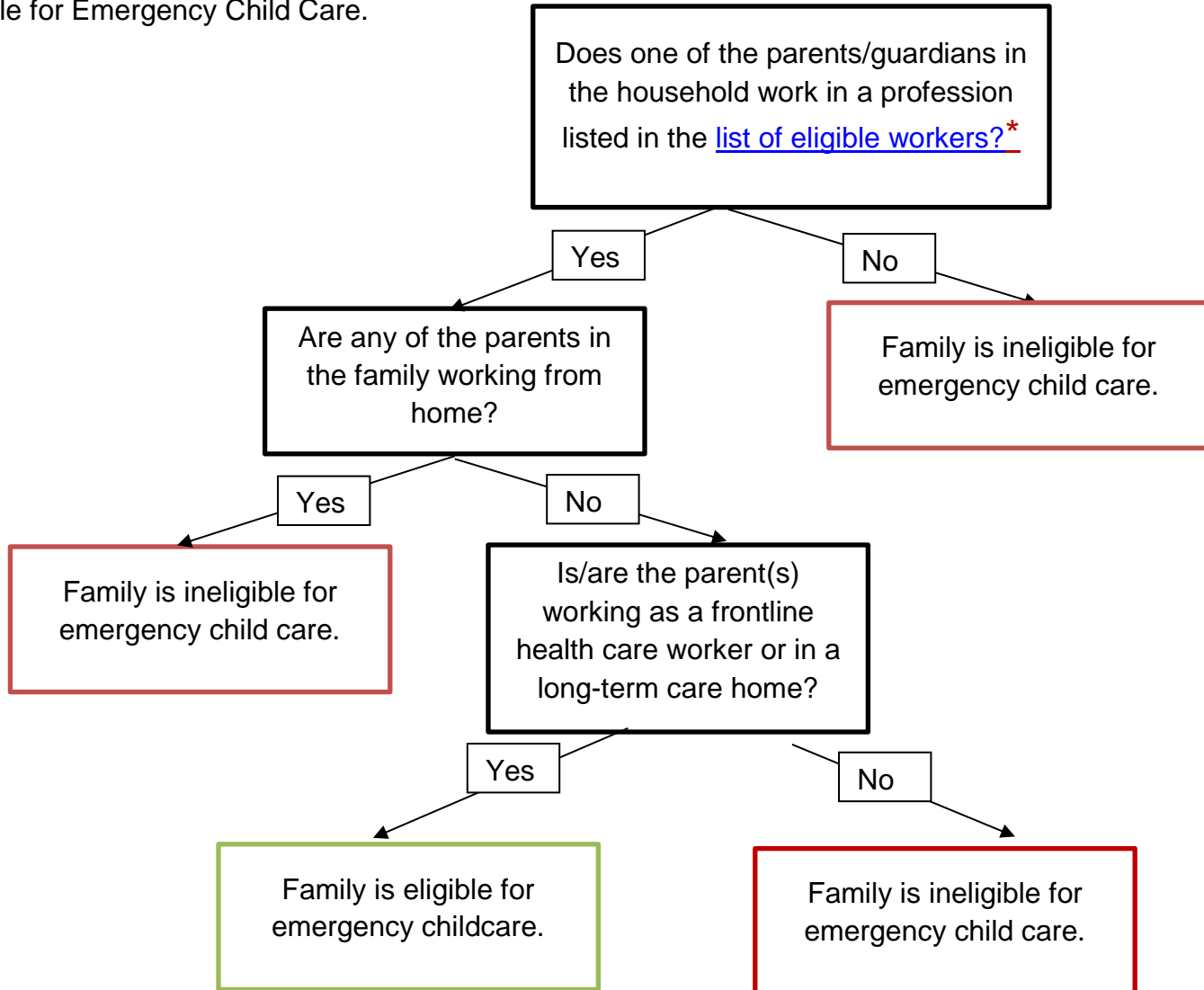
- Eligible families will not pay for Emergency Child Care. Fees will be paid directly to child care providers. Fees are covered by the Ministry of Education.

6. How long is Emergency Child care available?

- Emergency Child Care is temporary and will only be available while elementary schools are closed to in-person learning. After schools re-open, your child will return to their regular program.

Emergency Child Care Eligibility Decision Tree

In support of health care and other frontline workers whose children are in school, the Ministry of Education is implementing a targeted Emergency Child Care (ECC) program for school-age children. Please use the below decision tree to help determine if you are eligible for Emergency Child Care.



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