Emergency Child Care FAQ

1. Who is eligible for Emergency Child Care?
   Those who work in health care or other critical frontline services, as outlined by the Province, are eligible to apply for Emergency Child Care. See the list of eligible workers on the following page.
   
   Please note: There is a distinction between the list of essential workplaces permitted by the Province to stay open and the list of workers eligible for the Emergency Child Care program. The emergency child care program is for health care and other frontline workers (you must be employed by one of the organizations/groups on the following page); it does not include all employees in all essential workplaces.
   
   This program is for parents/guardians with children up to 12 years of age. You must live and/or work in Waterloo Region.
   
   To qualify, you must also have exhausted all other options for care.

2. How do I apply for Emergency Child Care?
   Families can apply for Emergency Child Care online at: https://surveys.regionofwaterloo.ca/COVID19EmergencyChildCare.

3. Who do I contact if I have a question about my application?
   There is an email 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

4. I have submitted my application. What happens next?
   The Region of Waterloo will respond to you within one business day to verify your eligibility. Once spaces are available, you will be provided with information on child care options for your family.

5. What is the cost for the Emergency Child Care?
   Eligible parents will not pay for Emergency Child Care. Fees will be paid directly to child care providers by the Ministry of Education.
6. **How are children being placed in child care?**
   The order that families are placed will be based on a number of factors such as fit between available spaces and child care needs (e.g., hours, ages, preferences, etc.), and urgency of need. When there are no suitable child care spaces currently available, families will be placed on a waitlist and the Region of Waterloo will work rapidly to create suitable spaces.

7. **Where is child care available?**
   Currently, centre-based child care is being offered at Edith MacIntosh Children’s Centre in Kitchener and Christopher Children’s Center in Cambridge. Licensed home child care through the Region’s Licensed Home Child Care program is also available, with homes across Waterloo Region.

   Emergency Child Care will expand to other licensed child care programs as needed.

8. **What child care options are available?**
   Centre-based and home child care are available for children from birth to age 12.
LIST OF WORKERS ELIGIBLE FOR EMERGENCY CHILD CARE

1. An individual who is,
   i. a regulated health care professional, or
   ii. an unregulated health care provider working in health care delivery, either
directly or indirectly.

2. A police officer as defined in the Police Services Act.

3. A member of a police force other than a police officer as defined in the Police Services
Act.

4. An individual employed as a firefighter as defined in section 1 of the Fire Protection

5. An individual who is,
   i. engaged in providing fire protection services as defined under section 1 of the
Fire Protection and Prevention Act, 1997, and
   ii. employed in a fire department as defined under section 1 of the Fire Protection

6. A paramedic as defined in the Ambulance Act.

7. A coroner as defined in the Coroners Act.

8. A worker in a correctional institution as defined in the Ministry of Correctional
   Services Act.

9. An individual employed in the Institutional Services Division of the Ministry of the
   Solicitor General, including a person employed in a correctional institution as defined in
   section 1 of the Ministry of Correctional Services Act.

10. An employee of Compass Group Canada Ltd. who works at or provides services in
    relation to the Cook Chill Food Production Centre.

11. An individual employed in the Ministry of the Solicitor General who performs one or
    more of the following functions for the Institutional Services Division or Community
    Services Division:
        i. Performing electronic monitoring services.
        ii. Performing CPIC searches.
        iii. Preparing community supervision orders.

13. An individual employed in the operation of,
   i. a place of secure custody designated under section 24.1 of the Young Offenders Act (Canada), whether in accordance with section 88 of the Youth Criminal Justice Act (Canada) or otherwise, or
   ii. a place of secure temporary detention as defined in subsection 2 (1) of the Child, Youth and Family Services Act, 2017.


15. An individual who performs work that is essential to the delivery of core services in a municipality or First Nation community, as determined by the municipality or First Nation.

16. An individual who performs work of a critical nature in their service area or community, as determined by the Minister of Education or his delegate in consultation with the relevant service system manager or First Nation as those terms are defined under the Child Care and Early Years Act, 2014.

17. An individual who works in a child care centre authorized to operate pursuant to this Order.