

OneList Waterloo Region – Families’ Frequently Asked Questions
For Licensed Before / After School Programs Operated
by the Waterloo Region District School Board (WRDSB) and the
Waterloo Catholic District School Board (WCDSB)
Updated September 2023

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Who operates the Licensed Before and After School Program at my child's school?

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

Find out who operates the program at your child's school:

https://regionofwaterloo.onehsn.com/ux_2_0/Landing/IndexMultiTenant

Help Paying for Child Care - Child Care Fee Subsidy

The Region of Waterloo, Child Care subsidy program helps parents pay for licensed child care so they can go to work or school. Child Care Subsidy may cover all or part of a family's child care costs.

To learn more about Child Care Subsidy, visit the [Child Care Subsidy website](#) or call 519-575-4400. You can also use the [online calculator](#).

Parents can apply for Child Care Subsidy online or over the phone by calling 519-575-4400. You can apply for Child Care Subsidy up to 16 weeks before starting care. Since wait times for licensed care may be longer than 16 weeks, you can apply for licensed care before submitting an application for Child Care 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:

<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:

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<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 (WRDSB)

Contact care@wrdsb.ca and a Supervisor will reach out.

Special Needs Supports (WCDSB)

Contact extended.day@wcdsb.ca and a Supervisor will reach out.

What is OneList?

[OneList Waterloo Region](#) is a web-based program, where parents/guardians apply for Licensed Before and After School Programs operated by the Waterloo Region District School Board (WRDSB) and the Waterloo Catholic District School Board (WCDSB).

What is the process for registering for the Licensed Before and After School Program operated by the School Board, at my child's school?

- From the [OneList Home Screen](#), choose the correct button, based on who operates the program at your child's school
- When you submit your registration to Licensed Extended Day (Before and After School) programs operated by the school board through OneList Waterloo Region, the registration will be automatically sent to the school board
- Ensure you enter your care schedule in the online calendar
- Once your care days are entered, your child can join the program on these days
 - There is a notice period for new registrations and for schedule changes
 - This notice period is determined by the school boards

***Note:** You must update your care schedule in OneList to complete your registration.

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**.

How do I change my child's schedule?

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

***Note:** Invoices are based on the days of care scheduled in OneList for the full month.

***Note:** The instructions below are for programs operated by the WRDSB however, the process is similar for making changes for programs operated by the WCDSB as well.

- Log into your account from 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
- 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 the changes are accurate

Registering for care on Winter Break, March Break and PD Days (WRDSB)

*New September 2023:

1. You must update your care schedule for Winter break, March break and PD Days if you require care at these times.
2. You must be registered for Before & After school care in order to attend Winter Break, March break or PD days.
3. You will receive an automated confirmation email of your registration.
4. Spaces are limited and filled in priority order of application date
5. Operating hours and locations to be determined

PA Days, Christmas and March Break (WCDSB)

- Students must be registered in the Extended Day program with a set recurring schedule in order to be eligible to attend on select PA Days, March Break and selected non-statutory days during Christmas Break
- Students are only eligible to attend on days registered in the Extended Day Program
- School day's hours are at no additional cost

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- Christmas and March Break locations may be impacted by school availability based on general maintenance and repair schedules
- Families will be provided notice at least one month in advance for closure of Christmas or March Break
- If your child(ren) will not be attending, you may opt to apply a vacation credit to the appropriate dates

How will I know that the school board received my registration?

You will receive an automatic email confirmation that your registration was received. You must update your care schedule in OneList to complete your registration. Once you have updated you online care schedule, your child is registered in the program and can attend the days you have selected.

OneList Technical Support:

I forgot my password. How can I reset it?

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

How do I change my email address for OneList?

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

Who can I call if I need help with OneList?

If you encounter a problem using OneList you can request IT Support. Please call the technology provider OneHSN at 1-888-722-1540 or e-mail 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.

*Note: OneList does not support older versions of Microsoft Internet Explorer.

Where can I get more information about the Licensed Before and After School Programs operated by the Waterloo Region District School Board (WRDSB) or the Waterloo Catholic District School Board (WCDSB)?

You can visit your school board's website or call your school board directly for more information about their Licensed Before and After School Programs.

Waterloo Region District School Board:

Phone: 519-570-0003 ext. 4704

Email: care@wrdsb.ca

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

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

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

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

Link to Waterloo Region District School Board Extended Day FAQs

<https://www.wrdsb.ca/beforeafter/register-for-programs/faq/>

Waterloo Catholic District School Board:

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

Email: extended.day@wcdsb.ca

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

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

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/>

Resources:

Canada Wide Early Learning and Child Care Program (CWELCC)

Before and After School Programs operated by the School Boards are licensed and participate in the Canada Wide Early Learning and Child Care Program.

This means that families of JK and SK aged children (4 and 5 year olds) can benefit from the reduced fees.

Quality Child Care

The following link 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>

Parent Guide to Licensed Child Care:

Learn more about your child care options in the [Parent Guide to Licensed Child Care](#)

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