

# OneList Waterloo Region - Families' Frequently Asked Questions

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## **General OneList Questions**

### **What is OneList?**

OneList Waterloo Region is the place where all applications for licensed child care in Waterloo Region are submitted. Find and apply for licensed centre-based programs and home-based programs operated by licensed Home Child Care agencies by completing one application. You can also apply for financial help to pay for child care, and special needs supports (if you have concerns about your child's development).

In addition, OneList Waterloo Region can be used to register for 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 Difference Between “Applying” and “Registering”?**

**Apply/Application** - On OneList Waterloo Region you can complete and submit an application for child care that will be automatically sent to the child care program of your choice. At this time you are 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** - On OneList Waterloo Region you can complete and submit a registration for Board operated Extended Day (before and after school) child care that will be automatically sent to the school board. These programs typically do not have a wait list; your child will be registered for the program as of the start date you selected (with required notice).

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 child care programs also run 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. As stated above, you would be on a wait list and 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?**

Parents can 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.

If you have any non-OneList related questions about early learning and child care programs in the Region you can contact any program directly.

Please note that the OneList application is best used with Google Chrome, Mozilla Firefox or Microsoft Internet Explorer (version 11 or greater). OneList does not support older versions of Microsoft Internet Explorer.

### **Am I Responsible to Update My OneList Account?**

Yes. Parents are responsible for updating the information on their account any time there is a change to their personal situation (e.g. change of address etc.). Parents must log in every 60 days to ensure their account stays active. Parents will receive automatic notifications prompting them to log in. Failure to log into the system after 120 days will result in their file being de-activated. Please ensure that emails from 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, then click **submit**. A link will be sent to your email to reset your passphrase. Alternatively, parents 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?**

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

## **COMPLETING AN APPLICATION**

### **How Many Child Care Programs Can I Apply to?**

You can apply to up to 10 centre-based child care programs and up to 2 home-based child care agencies for each child.

### **How Long Will I Have to Wait for a Space?**

Wait lists are managed by individual programs. Your position on a program's wait list is based on many factors. You should contact programs directly to inquire about your position on their wait list. Remember to log in every 60 days to ensure your profile stays active and up-to-date. Parents will receive automatic notifications prompting them to log in.

### **When Can I Start Applying for Child Care Through OneList?**

It is recommended that parents apply for programs as soon as they have a due date for their child. There are several mandatory fields that parents are required to fill in, however if parents are filling out an application for an unborn child, they may not have the information to fill in for **Child's Name** and **Gender**. Parents 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 Need to Register My Child 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. If you have applied for an infant space at a specific program and your child is NOT placed at that time, your child's application will automatically move up to the next age group (toddler) in the same program.

### **How Do I Apply to a Program?**

The link below will take you to the Region of Waterloo website with OneList information and resources, including the OneList Waterloo Region User Guide for Parents:

<http://communityservices.regionofwaterloo.ca/en/childrensServices/OneList-Families.asp>

### **Or, follow these steps to apply for child care:**

1. Go to [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)
2. Create an account (email and passphrase)
3. Log-in to OneList - There are 3 options:
  - Licenced Early Learning and Child Care (Licenced Child Care)
  - Waterloo Catholic District School Board (School Board Operated Extended Day Programs)

- Waterloo Region District School Board (School Board Operated Extended Day Programs)
4. Choose the appropriate option for your needs

### To apply for Licenced Child Care:

1. Fill in the Parent / Guardian Contact Information, < next >
2. Activity Information: Select yes / no, < next >
3. Summary Screen will appear with the information you have provided, < save >
4. The Home Screen will be displayed, click **Add Child**
5. The Child Details screen will be displayed, fill in all the fields with the details about your child and click < next step >
6. The Fee Subsidy screen will be displayed
  - Select the option you would like to choose and click < next step >
7. The Summary Screen will appear with the information you have provided about your child, click < Save and Continue to Apply to Child Care Programs >
8. The Care Requirements screen will be displayed:
  - Choose a Preferred Start Date
  - Choose your Preferred Provider Type
  - Choose the days of the week requiring care
  - Choose the program times
  - Next Step
9. The Program Selection Screen will be displayed. Programs available will be listed, based on the criteria you provided earlier. Programs will be listed in order based on distance from the home address you provided earlier (closest to your home, to farthest away)
10. To apply to a program, scroll down the list, choose the program you want and click **Show Program**
11. This will expand the information box and **apply** will be displayed
12. Click **apply**
  - Repeat this process to apply to up to 10 centre-based child care programs and up to 2 home-based child care agencies for each child. The program will keep track of how many you have applied for and will be displayed at the top of this screen
13. The Location Prioritization screen gives you the option to prioritize your choices. Click on the **plus sign** button to bring your choice into the prioritization box and use the **arrow** buttons to move your choices higher and lower on your list.
14. The Summary screen will be displayed, showing you that your applications were received by the programs you applied to.
  - You will receive an automatic notification confirming that your applications were sent as well as a summary of your applications
  - You can also see a summary of the programs you applied to by going back to the Home Screen and clicking the **Summary of your Applications** button.

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

Parents can prioritize the programs for which they have applied. When your child is placed in a program, all other programs with a lower ranking, will be removed. For example, if you applied to 5 programs and your child was placed in the program that had been ranked as number two, program number three, four and five will be removed from the account. Your child will remain on the wait list for the program that had been prioritized as number one. Operators cannot see your prioritizations.

### **How Do I Know if the Program Received My Application?**

You will receive an automatic notification confirming that your applications were sent as well as a summary of your applications.

Applications are managed by individual programs. You should receive confirmation from the program within 1-2 weeks of applying.

You can also log into your OneList account at any time to review your applications:

1. Log into your account
2. Click **Review Registrations**, next to your child's name. A list of all programs you have applied to will be displayed.

### **Do I Have to Add Each of My Children Separately?**

Yes, within your account you must add your children separately. You can add a child at any time by selecting **Add Child** at the bottom of the **Child and Application Information** page. The process of adding a new child includes 2 distinct parts:

1. Entering information about you child (date of birth, preferred start date, etc.)
2. Selecting and applying for child care programs that suit your needs

### **Can I Change My Child's Preferred Start Date?**

Yes. Once you have logged into your account, click on **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?**

You can learn more about any program by contacting the child care program directly. You can find the contact information by clicking **Review Registrations** on the home screen.

### **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 one of three Wee Watch agencies), cannot be shared on OneList Waterloo Region. When you apply to any of the home child care agencies, the agency will contact you to provide more details related to availability and location of the provider.

## **The Program I am Looking For is not Showing up on My List of Program Options**

This can happen for a number of reasons:

- Ensure your address is correct
- Check to see that the program offers the type of care you are looking for, for example the program may not offer infant care (most common), does not offer weekend care, etc.
- Your Preferred Start Date may not coincide with when your child would be age eligible to attend (ie: Preferred Start Date is set at when child will be 12 months old, but the centre does not take children until 18 months of age)
- Change your distance filter to ensure all programs in the region are displayed
- The program may not have a Service Agreement with the Region of Waterloo, ask the Program Supervisor if they do
- Use Google Chrome or Mozilla Firefox, instead of Internet Explorer (versions prior to 11)

If you are still unable to find the program you are looking for, 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.

## **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.

## **Will I be Able to See Where My Child is on OneList?**

No. Your position on OneList is based on many factors and can change. You can contact programs directly for more information about your position on their wait list. Remember to log in every 60 days to ensure your account stays active. Parents will receive automatic notifications prompting them to log in.

## **How Can I Remove an Application?**

You can remove an application by completing the following steps:

1. Log into your account
2. Next to your child's name, select **Apply to Programs**
3. Keep all defaults and click **Next**
4. Search for the program you would like to remove
5. Click **Show Program**
6. 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**

You can apply for child care fee subsidy through OneList. Once your account is set up and you have entered your contact information and you have added a child, you will be prompted by OneList, asking if you require assistance with child care fees when completing your application (this screen will follow the **Child Details** screen). To be assessed for 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. Without your online agreement to the consent form and, without the required documents being submitted to the subsidy office, your application will not be processed.

### **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. Applicants with household incomes less than \$20,000 qualify for full subsidy. Applicants in receipt of Ontario Works assistance or the Ontario Disability Support Program also qualify for full subsidy. Those with incomes over \$20,000 will be assessed to determine how much subsidy is available to them. For more information about child care subsidy call 519-575-4400 and ask for the Child Care Fee Subsidy Office.

## **SPECIAL NEEDS SUPPORTS**

### **My Child has Special Needs. Are My Child Care Options Limited?**

No, your child care options are not limited. If you identify developmental concerns for your child on your application, a request for support is made to the Special Needs Access Point (SNAP). SNAP is a single point of access for referrals to services and supports for children 0-6 years of age attending or planning to attend any licensed child care program within Waterloo Region. The SNAP Resource Coordinator will contact you to discuss your concerns and explain what supports are available.

### **How do I Apply for Special Needs Supports?**

Children (up to 6 years of age) with a developmental concern, who are currently attending or plan to attend licensed child care in Waterloo Region are eligible for service. You can apply for special needs supports on OneList. Click the **Request Support** button under **Child and Application Information** to complete an application.

## **BEFORE AND AFTER SCHOOL PROGRAMS**

### **How do I Apply for Before and After School Care Offered by a Licenced, Child Care Operator?**

Many 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 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 register for Before / After School Programs, run 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; however, you should receive confirmation from the program within 1-2 weeks of applying. You can log onto your OneList account at any time to review your applications.

### **Does My School Offer a School Board Operated Extended Day / Before and After School Program?**

Yes. The Waterloo Region District School Board and the Waterloo Catholic District School Board both offer Extended Day Programs for before and after school care.

Visit your school board's website or call your school board directly for information about which schools offer Extended Day Programs.

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/>

If you encounter a problem 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.

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

You can complete and submit a registration for Board operated Extended Day (before and after school) child care on OneList Waterloo Region. It 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 selected (with a 2-week notice period). From the OneList Welcome / Login screen, select the appropriate school board to register.

Visit your school board's website or call your school board directly for information about which schools offer Extended Day programs.

To register for a Board operated Extended Day Program, follow these steps:

1. Select your child's corresponding school board from the [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca) homepage
2. Log into your account
3. Beside your child's name, select **Register for Programs**
4. Enter your child's information, including preferred start date. The preferred start date must be at least 2 weeks from application date.

## **How do I Change My Child's Schedule? (\*School Board Operated Programs only)**

Changes can be made with minimum **two weeks** advanced notice. Invoices are based upon the days of care scheduled in OneList.

To change your child's schedule, with the minimum **two weeks** notice, follow these steps:

1. Log into your account from [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)
2. Choose the appropriate school board
3. Beside your child's name, click **Update Your Child's Schedule**
4. On the calendar page, click **Change Schedule**
5. Select the week you wish to make changes effective for
6. 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**
7. On the OneList website the **Waterloo Catholic District School Board**, there is not an option to select a date range.
  - Click the days that you wish to change, click **Save**
  - Your changes will be reflected until the end of the school year
8. Revisit the calendar to ensure that changes are accurate.

9. To change your child's schedule, **outside** of the two week notice period, contact your Extended Day Supervisor:

**Waterloo Region District School Board:** 519-570-0003 ext. 4704, 4477, 4529, 4203 or 4389

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

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

**Waterloo Region Catholic School Board:** 519-578-3660 ext. 2225, 2484, 2290

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 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.