

Emergency Child Care FAQ

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](#).
- 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.

2. How do I apply for Emergency Child Care?

- You can begin the application process for Emergency Child Care through [OneList Waterloo Region](#).
- Once you have logged in, follow the step by step process in the [OneList Parent Guide](#) to begin your application for Emergency Child Care.
- In step one of the application process, select “Emergency Child Care” under “Program Times”.

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

If there is enough demand, the following locations will offer Emergency Child Care:

- Conestoga College Early Learning and Child Care – Silverheights Public School, Cambridge
- Creative Beginnings Child Care - Baden Public School, Baden
- Owl Child Care - John Sweeney Catholic School, Kitchener
- Owl Child Care - St. Luke Catholic School, Waterloo
- Region of Waterloo Home Child Care – Region wide
- Wee Watch Home Child Care – Cambridge, Kitchener, Waterloo
- YMCA of Three Rivers - Groh Child Care, Kitchener
- YMCA of Three Rivers - Elgin Street Child Care, Cambridge
- YWCA of Three Rivers – Williamsburg Child Care, Cambridge

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

- You can contact the Child Care provider directly for questions about your application.

5. Who do I contact if I have more questions?

- 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

6. 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.

7. How long is Emergency Child care available?

- Emergency Child Care is temporary and will only be available between January 4 to 22, 2021 while elementary schools are closed to in-person learning. After January 22, 2021, 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.

