

**OneList Waterloo Region – Families’ Frequently Asked Questions**  
 For Licensed Centre-based Full day and Before and After school programs,  
 and Home-based Child Care Programs  
**Updated June 2025**

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## **What is OneList?**

OneList Waterloo Region is the website where all applications for licensed child care in Waterloo Region are submitted.

Find and apply for Licensed Centre-based programs, Home-based programs operated by Licensed Home Child Care Agencies, as well as Before and After School Programs, operated by Licensed Child Care Providers.

You can also find information about financial help to pay for child care, as well as information about special needs support services, if you have concerns about your child's development.

\*Note: OneList Waterloo Region is also where you would register for Licensed Before and After School Programs operated by the Waterloo Region District School Board (WRDSB) and the Waterloo Catholic District School Board (WCDSB). For more information about this, please see the link to the FAQ document for programs operated by the School Boards, on the same webpage that you found this one.

## **Applying for Child Care:**

### **How do I apply to a program?**

Visit the OneList Waterloo Region website: [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

For a quick overview of how to complete a child care application, please watch the video at this link:

[https://regionofwaterloo.onehsn.com/ux\\_2\\_0/Content/Page?alias=Help&categoryAlias=Parent%20Site](https://regionofwaterloo.onehsn.com/ux_2_0/Content/Page?alias=Help&categoryAlias=Parent%20Site)

### **How do I apply for infant, toddler or preschool care?**

When you submit an application for infant, toddler or preschool child care through OneList, your application will be automatically sent to the child care program(s) of your choice. At that time, you will be added to their wait list but not guaranteed a space. Once a space becomes available, you will be contacted by the child care program for registration.

### **How do I apply for before and after school care?**

Many licenced child care providers 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 Welcome / Login screen. You will be added to their wait list but not guaranteed a space. When a space becomes available, the child care program will contact you for registration.

The Waterloo Region District School Board (WRDSB) and the Waterloo Catholic District School Board (WCDSB) both operate Licensed Before and After School Programs as well. For more information about this, please see the links to the FAQ documents for programs operated by the School Boards, on the same webpage that you found this one.

To find out who operates the program at your child's school, click the link under "Looking for Before and After School Programs?" on the OneList Home Screen: <https://regionofwaterloo.onehsn.com/>

**Where can I learn more about each individual child care program?**

It is recommended that you visit the program's website to learn more about the program, to get a general idea if the program is a good fit for your family.

You can also contact the child care program directly for more information or to arrange a tour of the program.

**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 Wee Watch), cannot be shared on OneList Waterloo Region.

When you apply to either of the home child care agencies, the agency will contact you to provide more details related to availability and locations of the providers.

**How many child care programs can I apply to?**

You can apply to **7** child care programs for each of your children.

**How long will I have to wait for a space?**

Wait lists are managed by individual programs. Your place on a program's wait list is based on many factors. You can contact programs directly to ask if they think that you might be offered a space by your preferred start date.

Remember to log-in to your OneList account every **60** days to ensure your profile stays active and up-to-date. You will receive automatic notifications prompting you to log in.

## **How soon can I start applying for child care on OneList?**

Waitlists can be quite long at most child care programs, especially for infant care. It is a good idea to apply early. It is recommended that you apply for centre-based care, as soon as you have a due date for your child.

Waitlists are typically not as long for home-based care.

- You do not need to apply as early for home-based care
- If you are applying within 3 months of your preferred start date, someone from the agency will be in touch with you to discuss your care requirements
- Otherwise, you will be contacted approximately 3 months prior to your preferred start date

When completing your application there are several mandatory fields that you are required to fill in. If you are filling out an application for an unborn child, you may not know the **Child's Name** and **Gender**. You can enter any name (ie: first name "baby") and choose either gender option.

\*Remember to update your child's name, date of birth and gender on your OneList account, once the child is born.

## **How can I find the child care programs that are participating in The Canada Wide Early Learning and Child Care Agreement (CWELCC)?**

When you are at the point in the application, that you are ready to Apply to Programs, you will be at the Map View (this is where you apply to programs)

- Turn on the filter for "Participating in CWELCC Agreement" (far right side of the options on that row, above the map and below the other filters that are listed across the top)
- All programs that are Participating in CWELCC Agreement will surface on the List View (far left column) and will be indicated by a green checkmark beside "Participating in CWELCC Agreement"

For more information about CWELCC, visit the OneList Waterloo Region website:

[www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

## **Prioritizing my applications - how and why?**

As part of the application process, you can prioritize your applications for the programs that you are most interested in.

The system requires that at least **3** programs are given a priority ranking, before it will allow you to continue.

**\*Note:** When you prioritize your applications, the system will automatically remove lower priority applications when you accept a child care space at a program that you ranked as a higher priority.

**For example**, if you applied to 5 programs and your child was enrolled in the program that you had ranked as number two, program number three, four and five will be removed from your account and from those programs' wait lists. Your child will remain on the wait list for the program that had been prioritized as number one. Any programs that were not ranked, will also be removed from your list. Child Care Operators cannot see your priority rankings.

**Do I apply 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. The OneList system will automatically move your child's application up to the next age group if you do not get a space in the original age group that you applied to.

**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 know that the program received my application?**

OneHSN will send you an automatic notification email with a summary of your applications, confirming that the programs received your applications.

You will also receive an automatic notification email (within 24-48 hours of applying) from every program that you applied to, acknowledging that they have received your application along with more information and next steps.

**Am I able to see where my child is on the waitlists on OneList?**

No. Each waitlist is managed by individual operators. Your position on each waitlist is based on many factors and can change. You can contact programs directly to ask when they think they might have a space for you, in relation to your Preferred Start Date. Remember to log in every **60** days to ensure your account stays active. You will receive automatic notifications prompting you to log in.

**Can I change my child's Preferred Start Date?**

Yes. Once you have logged into your account, click **Review Registrations** and an option will appear to change the date, without changing the application date.

**Can I remove an application from my list on OneList?**

Yes. You can remove an application by completing the following steps:

- Log into your account
- Choose My Child Care Application
- Find the application you wish to remove, click the trash can beside it to remove it
- Click Remove

You can also contact the program directly and ask them to remove your child from their active applications list.

### **Am I responsible to update my OneList account?**

Yes. You are responsible for updating the information on your account any time there is a change to your personal situation (e.g. change of address etc.).

You must log in every **60** days to ensure your account stays active. You will receive automatic notifications prompting you to log in. Failure to log into the system after 90 days will result in your account being de-activated.

Be sure that emails from OneHSN (OneList Waterloo Region) are not being sent to a junk email folder.

### **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 (child care fee assistance) through the Region of Waterloo.

### **Demographic Data Questions:**

As part of Children's Service's ongoing commitment to equity and inclusion, we are now asking optional demographic questions when families log-in to apply for child care for the first time. If you already have an account in OneList you will be prompted to update the **Parent/Guardian Details** and **Child Details** sections of your profile. This includes a short set of demographic (identity-based) questions.

We want to ensure that current systems and policies reflects the growing diversity of families in our community. By collecting demographic information, we hope to:

- Better understand who is accessing child care services in our region
- Identify barriers faced by under-represented families
- Design services and policies that are more inclusive, equitable, and responsive

### **Demographic Questions (FAQs):**

#### **Do I need to update this for each child in my profile?**

Yes. If you have more than one child in your account, you will need to complete the demographic questions separately for each child.

#### **What kind of demographic questions will be asked?**

The questions will ask about characteristics such as race, ethnicity, language(s) spoken, gender identity, and other identity markers that help us understand the makeup of our community. These questions are designed to be respectful, inclusive, and aligned with best practices in equity-focused data collection.

### **Are these questions mandatory to answer?**

For each demographic question you will always have the option to select “**Prefer not to answer**”, which keeps each question optional.

### **Will my responses affect my chances of getting child care?**

No. Your responses or your choice not to respond will **not** impact your child's placement or the quality of care your family receives.

### **Who will see this information?**

The individual answers you provide will **not be shared** with child care providers, operators, or programs. It will be used only by the Region of Waterloo's Children's Services staff to help improve system planning and service delivery. Children's Services may share high-level trends to the early years and child care sector. This is for the purpose of education and awareness, but will never include specific information about one child, family or a small population.

### **How will the data be used?**

The information will be used in aggregate form (summary statistics) to:

- Identify and address access gaps
- Monitor how different groups are using child care services
- Develop more inclusive, culturally relevant services and policies

It will not be linked to individual applications in any way that identifies you or your child

### **What if I'm not comfortable answering the questions?**

You can select “**Prefer not to answer**” for any question that you do not feel comfortable answering. While participation helps improve services for all families, it is entirely your choice.

### **Will I need to do this every time I log in?**

No. Once you have updated the demographic information for yourself and each of your children, you will not be prompted again unless there is a future update or additional data is needed. However, we encourage families to review and update their information periodically to ensure accuracy.

### **Can I update my information later if I change my mind?**

Yes. You can return to your OneList profile at any time to edit or update your responses in the Parent/Guardian or Child Details sections.

### **Who can I contact if I need help or have more questions?**

If you have any questions about the demographic questions or how the information will be used, please refer to the above FAQs. For technical Assistance with the OneList site, please contact [Support@OneHSN.com](mailto:Support@OneHSN.com). For any other (non-technical) concerns about your OneList experience, please contact [Onelist@regionofwaterloo.ca](mailto:Onelist@regionofwaterloo.ca).

## **Child Care Fee Subsidy**

### **How do I apply for assistance with child care fees?**

At the is time, you are not able to apply for child care subsidy through OneList.

You will need to apply for child care subsidy directly through the Region of Waterloo, either over the phone, or online:

<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:

<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**

Special Needs Resourcing Services help children, from birth to age four, to fully participate in licensed child care in Waterloo Region.

Services are also available for children 4 -12 enrolled in after school programs.

<https://snrcwaterlooregion.ca/>

If you have developmental concerns about your child, call the Special Needs Access Point (SNAP) at 519-514-SNAP or email [snap@kwhab.ca](mailto:snap@kwhab.ca). No concern is too minor.

SNAP is a single point of access for referrals to services and supports for children 0-12 years old, attending or planning to attend, any licensed child care program (excluding the licensed before and after school programs operated by a school board. They have their own Special Needs supports in place) within Waterloo Region. The SNAP Resource Coordinator will contact you to discuss your concerns and explain what supports are available.

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More information about special needs supports can be found on the OneList website:  
[https://regionofwaterloo.onehsn.com/ux\\_2\\_0/Content/Page?alias=SpecialNeeds&categoryAlias=Parent%20Site](https://regionofwaterloo.onehsn.com/ux_2_0/Content/Page?alias=SpecialNeeds&categoryAlias=Parent%20Site)

## Resources for Finding Quality Child Care:

Learn more about your child care options in our Parent Guide to Licensed Child Care: [www.OneListWaterlooRegion.ca](http://www.OneListWaterlooRegion.ca)

Reach out to the ELCC Navigator Team:

<https://earlyyearsinfo.ca/resources/elcc-navigators/>

### Region of Waterloo:

The link below 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>

## OneList Tech 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 passphrase and the new email address
- Select **Change Email Address**

### Who can I contact if I need help with OneList?

Please call the technology provider OneHSN at 1-888-722-1540.

Or Email OneHSN at: [support@OneHSN.com](mailto:support@OneHSN.com).

Hours of operation: Monday to Friday from 8 am to 5 pm.

**\*Note** - the OneList application is best used with Google Chrome or Mozilla Firefox. OneList does not support older versions of Microsoft Internet Explorer.