

QUESTIONS AND ANSWERS FOR CHILD CARE FEE SUBSIDY

WAITLIST

1. How long will I be on the waitlist?

Wait times vary. Applications are prioritized based on income level and date of application. The number of applications and funding availability may also affect wait times.

2. I am on the waitlist; how can I get an appointment sooner?

All families applying for Fee Subsidy through The Regional Municipality of York (York Region) have a financial need for assistance. Families whose income level is low based on the Statistics Canada Low Income Measure and/or who have an extenuating circumstance, such as a parent who is suddenly hospitalized, are considered to be a priority. If you meet one of these criteria, you have already been placed on a priority waitlist.

3. What options do I have while I am on the waitlist?

Families who are looking for child care or financial supports while they are on the waitlist may consider the following options:

- Some families may want to explore informal child care, such as through a relative/friend/neighbour, during this time
- There may be programs in York Region that can provide you with other types of financial assistance. By reducing expenses such as food, rent or transit, you may be able to afford the cost of child care while you are on the waitlist. Please visit york.ca/financialassistance for more information about other financial supports.

ELIGIBILITY MEETING

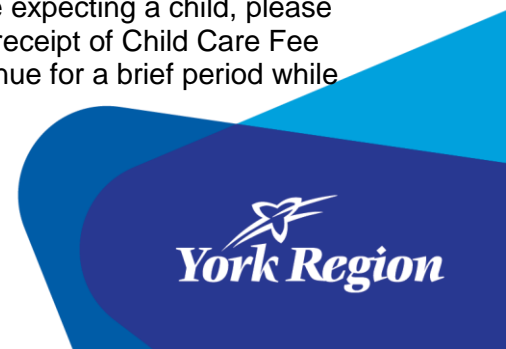
4. Can I receive subsidy if I am looking for work, on a parental leave or volunteering?

Fee Subsidy is intended to support families where there is no parent at home to care for the child(ren). Parents who are looking for employment or on a parental leave and planning on returning to work/school within a one-year period, can place their name on a future care waitlist. Families who are on the future care waitlist should contact their Child Care Services Coordinator or Access York at 1-877-464-9675 within three months of when they require subsidy.

If you are currently receiving subsidy and have lost employment or are expecting a child, please contact your Children's Services Representative. Families who are in receipt of Child Care Fee Subsidy and experience a job loss may be eligible for subsidy to continue for a brief period while

CHILDREN'S SERVICES

1-877-464-9675
york.ca/children



they look for employment. Please contact your Children's Services Representative to discuss options.

5. How is the eligibility appointment conducted? What if English is a second language?

Appointments are conducted over the phone, or you can request a face-to-face call through the virtual conferencing platform Microsoft Teams. Appointments are typically one to 1.5 hours in length. If English is a second language, interpretation services can be provided.

6. What can I expect during my eligibility appointment? When will I receive funding?

During your appointment, the Children's Services Representative will review all the documents you have submitted and complete an income test to determine eligibility, how much you will be required to pay and how many days per week of subsidy you are eligible for. If all the required documents are submitted and you have secured a child care space, funding may start immediately.

MAINTAINING FEE SUBSIDY

7. I am receiving subsidy; if I reduce the number of days or the number of children requiring care can my payment be lowered?

The payment amount that families in receipt of subsidy are assessed to be able to pay is based on a Provincially mandated income test. Families may choose to reduce the number of days their child is in care, however the monthly fee will not change.

8. Can Child Care Fee Subsidy help with private programs, such as after-school karate?

No. Child Care Fee Subsidy is to support child care for parents who are unavailable to provide care for their children through licensed child care centres or licensed home child care. Some families may be eligible for financial assistance for recreation programs through the Positive Leisure Activities for Youth (PLAY) program. To learn more and apply, visit york.ca/recreationsubsidies

9. Do I have to pay my parent contribution when my child is absent due to illness or vacation?

Yes. Child care centres continue to have the same operating costs as they are holding the spot for your child even when they are not in attendance. If there is an extended period of time that your child won't be in child care, please contact your Children's Services Representative to discuss options.

10. My child has health concerns and is absent from care for medical appointments; do I have to use absent days?

Yes. York Region is required to pay the operator the municipal portion when children are absent from the child care. Families receive up to 36 days per calendar year to support absences such as illness/medical appointments. If you have further questions about absences, you can speak with your Children's Services Representative.

11. Are there other resources that can support my child?

Yes. There are many resources in the community that support children and families, depending on the need. These include:

- EarlyON Child and Family Programs offers free in-person and virtual support services and programs for parents and children from birth to age six. Visit york.ca/EarlyON to learn more
- York Region Infant and Child Development Services supports families with children from birth to school entry who have been diagnosed with or are at risk of having a developmental delay. Visit york.ca/specialneeds
- [Support and resources for mental health in elementary and secondary school](#)