



FREQUENTLY ASKED QUESTIONS

Navigating childcare in Ottawa

- **I am new to the NCR and don't know where to begin to search for child care – what should I do first?**

Contact Military Family Services. The MFS NCR team offer support and resources when navigating the childcare system on both the Ontario and Québec sides. They can help you make an informed decision that suits your family's needs. mfsncr@cfmws.com

- **How do I get on a childcare centre's wait list?**

In order for any child to be accepted into a licensed facility within Ottawa, families must register with the City of Ottawa wait list registry (OneHSN). The average wait for licensed facilities is 2 years.

[City of Ottawa Child Care Registry and Waitlist | Child Care Waitlist \(onehsn.com\)](#)

Families residing outside of Ottawa may need to register with each centre they are interested in attending or be added to a separate registry.

Ex: Lanark County [Lanark County Child Care Registry | Child Care Waitlist](#)

- **Which childcare centres are offering the government's Canada-Wide Early Learning and Child Care (CWELCC) (reduced fee- av \$22/day)?**

To search for child care centres that have opted into the Government's Canada Wide Early Learning Child care (CWELCC) fee reduction, families can search the OneHSN site (same link as above). Subsidy eligibility and information can be found on the same site.



- **What is the difference between licensed and unlicensed care?**

Licensed childcare is monitored and regulated by provincial authorities. Childcare centres, nursery schools and preschools, some before and after school care programs as well as some home-based childcare can be licensed by the province.

Unlicensed childcare facilities are not monitored or inspected provincially. It is the responsibility of the parents or guardians to assess the quality of the provider. Although unlicensed care is not monitored provincially, there are limits to the number of children that a care provider can care for. Most home care providers are unlicensed however some providers can be licensed through an agency.

- **Which child care centres are near me?**

In Ontario, the Ministry of Education's site has a search engine where parents/caregivers are able to search for a licensed child care centre by region.

[Search for licensed child care \(gov.on.ca\)](#)

- **Are there any francophone child care centres?**

Yes. You can refine your search to include language preferences on both the Ontario search for licensed childcare (link above), or through OneHSN (City of Ottawa Registry).

- **Where can I find occasional child care (for HHT, doctor appointments, respite care, emergencies, etc.)?**

For unlicensed care, families can search the sites below for a homecare provider or in home provider near their place of residence or work.

[Daycare in Ottawa - Search results \(Page 1\) \(daycarebear.ca\)](#)

[Babysitters, Nannies and Babysitting Jobs Near You | Sitly](#)



FREQUENTLY ASKED QUESTIONS

Navigating childcare in Québec

- **I am new to the NCR and I don't know where to begin to search for childcare – what should I do first?**

Contact Military Family Services. The MFS NCR team can offer support and resources when navigating the childcare system on both the Ontario and Québec sides. They can help you make an informed decision that meets your family's needs mfsncr@cfmws.com.

- **How do I get on a childcare centre's wait list?**

In order for any child to be accepted into a facility within Québec, families must register with the Government of Quebec childcare portal. See the link below;

[Access the New Registration Portal for Parents | Gouvernement du Québec](#)

If you don't already have an account with the Government Authentication services, you will require one in order to be able to access the city wait list registry. To create an account, visit: [Login | Government Authentication Service](#). Reach out to MFS NCR staff for support if you are lacking any requested documentation.

- **How do I access a centre with reduced contribution pricing (reduced fee)?**

Families can refine a search on the website below to include if they want access to a centre with reduced contributions.

[Carte interactive des services de garde](#)



- **What is the difference between licensed and unlicensed care?**

Licensed child care is monitored and regulated provincially by the Ministère de la Famille.

In Quebec, unlicensed childcare must still meet certain legal requirements, and providers must comply with safety, health, and administrative obligations to operate legally.

- **Which child care centres are near me?**

The Québec government has a site with a search engine where parents/caregivers are able to conduct a search by region for a licensed childcare centres.

[Carte interactive des services de garde](#)

- **Are there any anglophone child care centres?**

Families will need to inquire whether English-speaking children can be accommodated at centres they are considering.

- **Where can I find occasional child care (for HHT, doctor appointments, respite care, emergencies, etc.)?**

For unlicensed care, families can search :

[Ma Garderie - Services de garde - Québec, Montréal, Laval, etc.](#)

[Babysitters, Nannies and Babysitting Jobs Near You | Sitly](#)

