



FREQUENTLY ASKED QUESTIONS

Navigating Child Care 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. MFS NCR staff offer support and resources when navigating the child care system on both the Ontario and Québec sides. They can help you make an informed decision that works best for you and your family. mfsncr@cfmws.com

How do I get on a child care centre's wait list?

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

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

Which child care centres are offering the government's Canada-Wide Early Learning and Child Care (CWELCC) (reduced fee)?

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) under the "find child care" tab. Information on how to see if you are eligible for a subsidy can also be found on the same site.



What is the difference between licensed and unlicensed care?

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

Unlicensed child care facilities are not monitored or inspected provincially. It is the responsibility of the parents 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 go through an agency to be licensed.

Which child care centres are near me?

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 \(gov.on.ca\)](https://www.gov.on.ca)

Are there any francophone child care centres?

Yes, there are. When you are searching on the above "search for licensed child care" (link above), you can refine your search to include language preferences.



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

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

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

How can I start my own home-based child care?

The MFS-NCR has a document available for families wishing to open up their own home-based child care. It outlines provincial guidelines as to the number of children that can be had in care as well as other details to consider when thinking about opening up your own home-based child care. The Guide can also be found on our navigating child care page on our website. [CFMWS | MFS | NCR | CFMWS CFMWS | MFS | NCR | CFMWS](#)



FREQUENTLY ASKED QUESTIONS

Navigating Child Care in Gatineau

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. MFS NCR staff can offer support and resources when navigating the child care system on both the Ontario and Québec sides. They can help you make an informed decision that works best for you and your family. mfsncr@cfmws.com

How do I get on a child care centre's wait list?

In order for any child to be accepted into a licensed facility within Québec, families must register with the City of Gatineau wait list registry. See the link below to sign up to your child care centre of choice.

[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, you can go to: [Login | Government Authentication Service](#)

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. Full fee centres are also available where families pay the full amount but can receive a credit through their taxes for a partial reimbursement.

[Childcare establishment locator \(gouv.qc.ca\)](#)



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Unlicensed child care facilities are not monitored or inspected provincially. It is the responsibility of the parents 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 go through the Home Child Care Coordinating Office.

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 child care centre.

[Childcare Establishment Locator \(gouv.qc.ca\)](http://gouv.qc.ca)

Are there any anglophone child care centres?

Families will need to inquire at individual centres that they are considering sending their children to if they can accommodate English-speaking children.

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

For unlicensed care, families can search the Ma Garderie site for a homecare provider, an in-home provider or a babysitter near their place of residence or work.

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



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