

Information for Parents

Families seeking information about the status of an individual Child Care Centre's opening dates and child care placements are asked to contact the centres directly for more details on re-opening plans.

Now that Child Cares can open, do I still have Child Care Fee Subsidy?

If you were accessing child care fee subsidy prior to COVID-19 and have an approved activity (work, school, or therapeutic reasons), you are still eligible for child care fee subsidy until further notice provided you are able to secure a child care spot.

My employer has laid me off/I am too nervous to return to work. Am I still able to access fee subsidy for my child to attend care even though I'm not working?

If you were accessing child care fee subsidy prior to COVID-19, you may still be eligible for child care fee subsidy if you can provide a therapeutic referral completed by a health care professional. Please refer to the following link for the therapeutic referral.

<http://www.london.ca/residents/children-youth/child-care/Documents/Therapeutic%20Referral%20for%20Child%20Care%20Updated%20January%202019.pdf>

Once received, the referral will be reviewed for eligibility and you will be informed of the outcome.

School has ended and I usually have summer employment. I haven't been able to secure a job yet. Am I still eligible for fee subsidy?

If you were accessing child care fee subsidy prior to COVID-19, you are still eligible for child care fee subsidy for 3 months ending September 30, 2020, provided you are able to secure a child care spot.

I can't return to work or secure a job unless I have child care available. Am I eligible for fee subsidy while job searching?

If you were accessing child care fee subsidy prior to COVID-19, you are still eligible for child care fee subsidy for 3 months ending September 30, 2020, provided you are able to secure a child care spot.

I was receiving fee subsidy through a therapeutic referral for myself/my child. Am I still eligible?

If you were accessing child care fee subsidy prior to COVID-19 through the use of a therapeutic referral, you are still eligible for child care fee subsidy until further notice. Updated therapeutic referrals within a certain timeframe may be required for your subsidy to continue.

I submitted my paperwork for an annual review. When will that be completed?

Annual reviews will be completed once our office is fully operational. Our priority at this time is to ensure as many families eligible for fee subsidy who have secured a child care spot are provided with approvals to access care. Your subsidy will continue, even though you are due for your annual review.

I want to submit my 2019 Notice of Assessment because my income was lower and I want a review done. When can I expect this to be completed?

If there is 20% or more difference in income between 2018 and 2019 income, we will make your review a priority. Please submit your 2019 Notice of Assessments for all applicants in the household to childcare@london.ca . Our office will be in touch with next steps.

My 2020 income has been drastically affected and I can't afford my Daily Parent Fee. What can I do? *At this time we do not have enough information from the Province to evaluate 2020 income for child care fee subsidy changes. When more information is available, our website will be updated.*

Centre A can't provide care for my child but Centre B can. Am I still eligible for fee subsidy at Centre B?

Yes, at the same level of care and daily parent fee as prior to COVID-19. Centre B would need to notify Children's Services Child Care Fee Subsidy Office of confirmation of care.

I applied for fee subsidy and have not heard back. What's happening with my application? *Prior to COVID-19, the demand for fee subsidy exceeded the available funding. Anyone applying for child care fee subsidy is subject to the waitlist if deemed eligible.*

I applied for fee subsidy and was told I was on the waitlist. Any update? *Prior to COVID-19, the demand for fee subsidy exceeded the available funding. You will remain on the waitlist until funding becomes available.*

Now that summer camps are cancelled what options are available for my school age child?

We understand that the City of London, Boys & Girls Club, Museum London, and the YMCA will all be offering a modified summer program experience for a smaller number of children. All of these operators will have a new registration process to be announced at a later date.

What if I am unable to secure a spot at a child care, what happen to my subsidy?

Your child care fee subsidy will be available to you for a period ending October 31, 2020. After October 31st, you will have to re-apply for fee subsidy and could be subject to our waitlist. Prior to COVID-19, the demand for fee subsidy exceeded the available funding and a waitlist is currently in place.