

## USER GUIDE: APPLY FOR A CHILD CARE FEE SUBSIDY

### Important:

You must complete a child care application in the [Child Care Registry and Waitlist](#) and receive confirmation of a child care space before your eligibility for fee subsidy can be assessed.

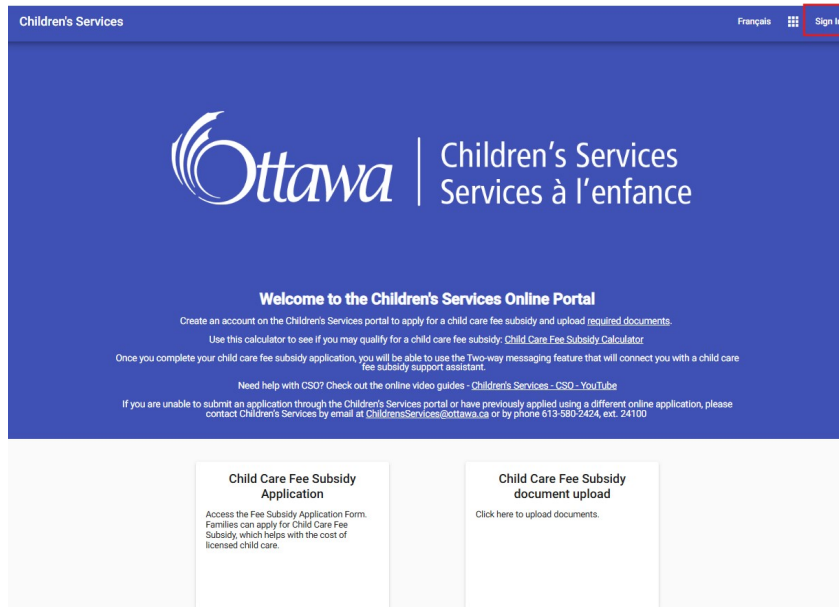
Before you apply for a fee subsidy, visit [Apply for child care fee subsidy on ottawa.ca](#). Ensure you have all required documents and identification ready. Read the eligibility requirements and make sure you understand what happens after you apply. You may be asked to provide additional information or documents during the assessment process.

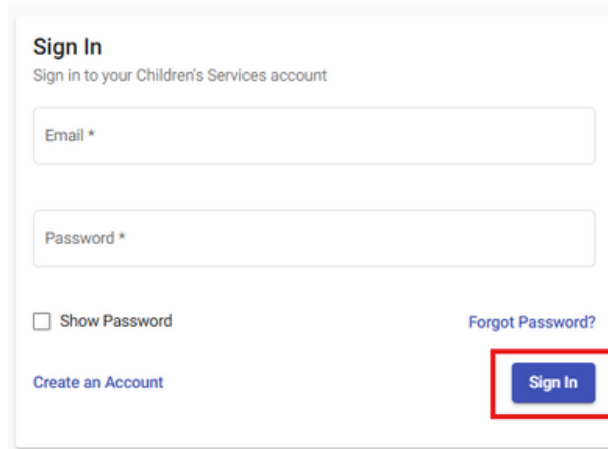
Have questions or need help? Find out [who to contact](#).

Follow these steps to complete your child care fee subsidy application:

### Log into the Children's Services Online (CSO) Portal

1. Go to the [Children's Services Online \(CSO\) Portal](#).
2. You can create an account or log into your existing account by selecting "Sign In" at the top right of the page.





**Sign In**  
Sign in to your Children's Services account

Email \*

Password \*

☐ Show Password

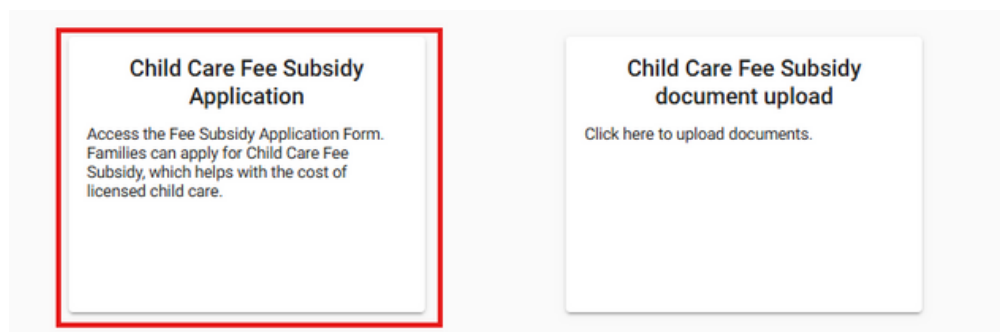
[Forgot Password?](#)

[Create an Account](#)

[Sign In](#)

## Start your application

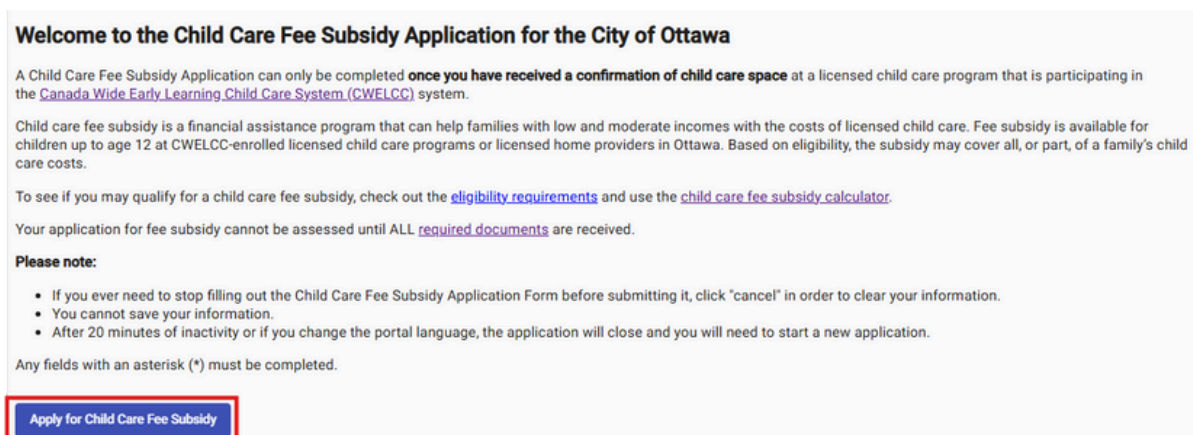
1. Select the "Child Care Fee Subsidy Application" button on the home page.



**Child Care Fee Subsidy Application**  
Access the Fee Subsidy Application Form. Families can apply for Child Care Fee Subsidy, which helps with the cost of licensed child care.

**Child Care Fee Subsidy document upload**  
Click here to upload documents.

2. After reading the instructions, select "Apply for Child Care Fee Subsidy".



**Welcome to the Child Care Fee Subsidy Application for the City of Ottawa**

A Child Care Fee Subsidy Application can only be completed **once you have received a confirmation of child care space** at a licensed child care program that is participating in the [Canada Wide Early Learning Child Care System \(CWELCC\)](#) system.

Child care fee subsidy is a financial assistance program that can help families with low and moderate incomes with the costs of licensed child care. Fee subsidy is available for children up to age 12 at CWELCC-enrolled licensed child care programs or licensed home providers in Ottawa. Based on eligibility, the subsidy may cover all, or part, of a family's child care costs.

To see if you may qualify for a child care fee subsidy, check out the [eligibility requirements](#) and use the [child care fee subsidy calculator](#).

Your application for fee subsidy cannot be assessed until ALL [required documents](#) are received.

**Please note:**

- If you ever need to stop filling out the Child Care Fee Subsidy Application Form before submitting it, click "cancel" in order to clear your information.
- You cannot save your information.
- After 20 minutes of inactivity or if you change the portal language, the application will close and you will need to start a new application.

Any fields with an asterisk (\*) must be completed.

[Apply for Child Care Fee Subsidy](#)

3. Complete the section "Personal Information - Applicant" and select "Next".

**1 Personal Information - Applicant**

Pronoun  
She/Her

Last Name \*  
Test

First Name \*  
Sarah

Previous Last Name

Date of Birth \*  
1987-01-01

Gender \*

Marital Status \*

Source of Income \*

Reason for Child Care \*

Have you received Child Care Fee Subsidy within the City of Ottawa...

Were you born in Canada? \*

Next

4. Complete the section "Contact Information - Applicant" and select "Next".

**2 Contact Information - Applicant**

Unit - Street \*

City \*

Province \*

Postal Code \*

Email

Confirm Email

Phone 1 Type

Phone 1

Phone 2 Type

Phone 2

Phone 3 Type

Phone 3

Previous

Next

5. Complete the section "Reason for Child Care - Applicant". Select all options that apply to you. Select "Next".

3 Reason for Child Care - Applicant

Please select all that apply to you

☐ Working (full-time, part-time, self-employed)

☐ Looking for work (up to six months in a 24-month period)

☐ Receive Ontario Works benefits (with an active Action Plan as part of your Common Assessment)

☐ Referral by a professional agency such as the Children's Aid Society

☐ Going to school or a training program

☐ Have a social/special need (parent or child)

☐ Receive Ontario Disability Support Program benefits (ODSP)

☐ Have a child in your temporary care

Previous

Next

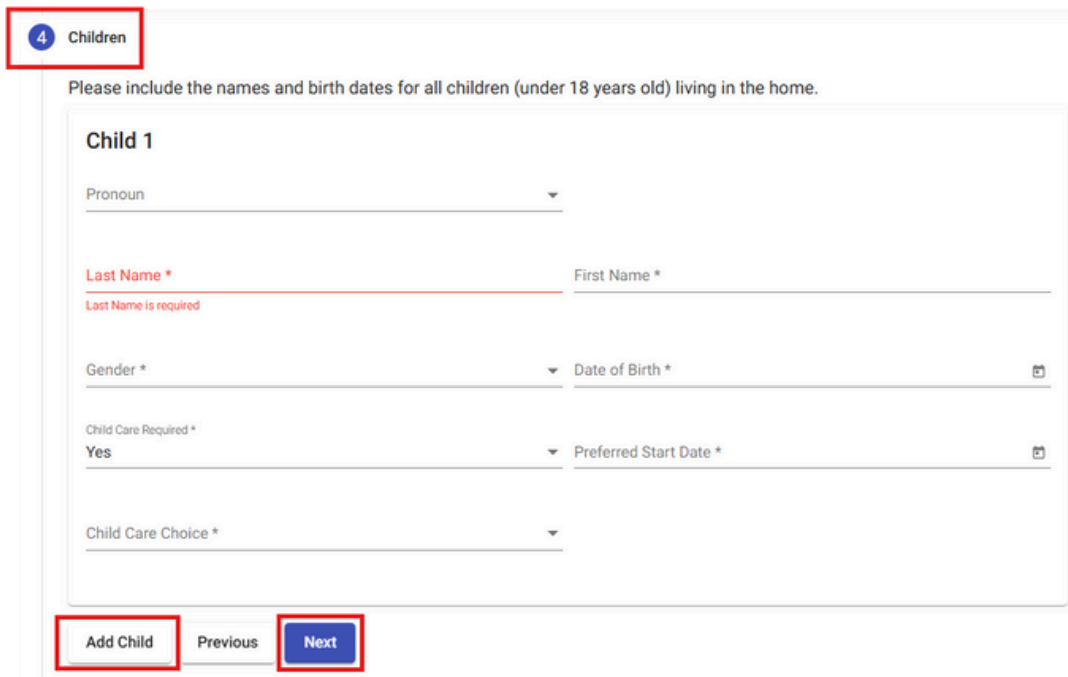
6. If applicable, complete the "Personal Information - Spouse", "Contact Information - Spouse" and "Reason for Child Care - Spouse" sections. These sections will only appear if you indicated that you are married or a common law relationship.

4 Personal Information - Spouse

5 Contact Information - Spouse

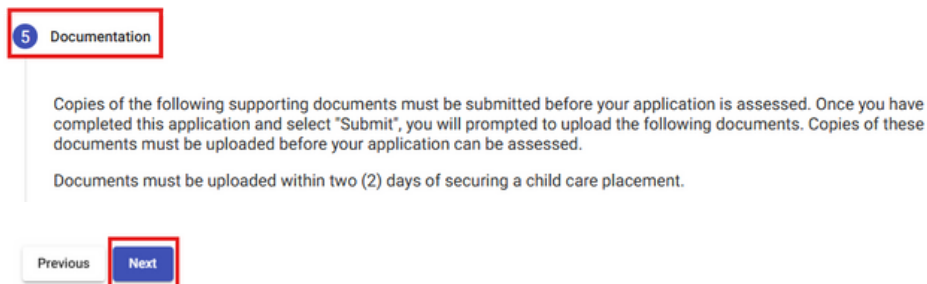
6 Reason for Child Care - Spouse

7. Complete the section "Children". Please include all children (under 18 years old) living in the home. For each child, indicate if they require child care. You can add information for other children by selecting "Add Child". For any child who has a secured child care space, please indicate the "Preferred Start Date" and select the Child Care Service Provider in the "Child Care Choice" list. Once complete, select "Next".



The screenshot shows the '4 Children' section of the application. At the top, a red box highlights the '4 Children' tab. Below it, a instruction reads: 'Please include the names and birth dates for all children (under 18 years old) living in the home.' The form contains a section for 'Child 1' with the following fields: 'Pronoun' (dropdown), 'Last Name \*' (text input with a red error message 'Last Name is required'), 'First Name \*' (text input), 'Gender \*' (dropdown), 'Date of Birth \*' (calendar icon), 'Child Care Required \*' (dropdown with 'Yes' selected), 'Preferred Start Date \*' (calendar icon), and 'Child Care Choice \*' (dropdown). At the bottom, three buttons are visible: 'Add Child' (highlighted with a red box), 'Previous', and 'Next' (highlighted with a red box).

8. Review the "Documentation" section and make note of the types of documentation you will need to submit for your child care fee subsidy application. Select "Next".



The screenshot shows the '5 Documentation' section of the application. A red box highlights the '5 Documentation' tab. Below it, the text reads: 'Copies of the following supporting documents must be submitted before your application is assessed. Once you have completed this application and select "Submit", you will be prompted to upload the following documents. Copies of these documents must be uploaded before your application can be assessed.' Below this, it states: 'Documents must be uploaded within two (2) days of securing a child care placement.' At the bottom, two buttons are visible: 'Previous' and 'Next' (highlighted with a red box).

9. Review the "Agreement / Final Step" section and check the box to certify the information you provided is correct. Select "Submit".

6 Agreement / Final Step

**Important - Please review**

Please carefully review and the [Rights and Responsibilities form](#). Failure to report accurate information or to inform your Child Care Fee Subsidy Case Worker of any changes in your family's circumstances could lead to the termination of any ongoing Child Care Fee Subsidy Assistance that has been approved, and an overpayment may be calculated for past services.

While in receipt of Child Care Fee Subsidy Assistance for a licensed program, you are subject to the terms of the City of Ottawa's [Paid Days Away Guidelines](#) which allows for a maximum number of paid absence days in a calendar year, based upon your child's enrolment schedule and number of service months. As such, you will be charged the full daily rate for any absent days exceeding your maximum entitlement.

Please read, sign and upload the [Rights and Responsibilities](#) document with your other documentation.

☒ I/We certify that the information provided is correct.

Previous

Submit

## Upload documents

When your application has been submitted, the portal will bring you to the confirmation page. Select "Upload Files" to begin submitting your required documentation.

### Welcome to the Child Care Fee Subsidy Application for the City of Ottawa

You have already applied for Child Care Fee Subsidy. If you wish to make changes to your application please contact Children's Services by email at [ChildrensServices@ottawa.ca](mailto:ChildrensServices@ottawa.ca).

Application Date: 2025-01-10

Confirmation Number: 6

To upload the documents requested during the application process, please click "Upload Files"

Upload Files

For detailed instructions on how to upload your documentation, please refer to "[User guide: Upload your documentation](#)".

## Log out of the portal

If you are finished with your current session select the profile icon at the top right of the page and then the "Sign Out" button to exit the system.

