Nipissing District Child Care Registry

Parent Manual

Presented by:

District of Nipissing Social Service Administration Board – Children's Services

Version 3.0 – Last updated April 2021

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Please note that this document is available in French.

Accessing the Child Care Waitlist Registry

In order to access the Nipissing District Child Care Registry, please visit https://onehsn.com/Nipissing. You can access the website on any web-enabled device with a browser. If you would like to access the French page, click 'Français' in the top right corner.


Creating a New Account

If this is your first time accessing the registry, please create a new account by clicking the 'Sign Up' button (yellow). If you have created an account in the past, but do not remember your sign in information, please do not create another account as it could lead to duplicate applications. Contact data@dnssab.ca for help with retrieving your username/email and resetting your passphrase.

To create a new account, enter your email address (1), click in the box to indicate you are not a robot (2) and then press 'Register Now'.
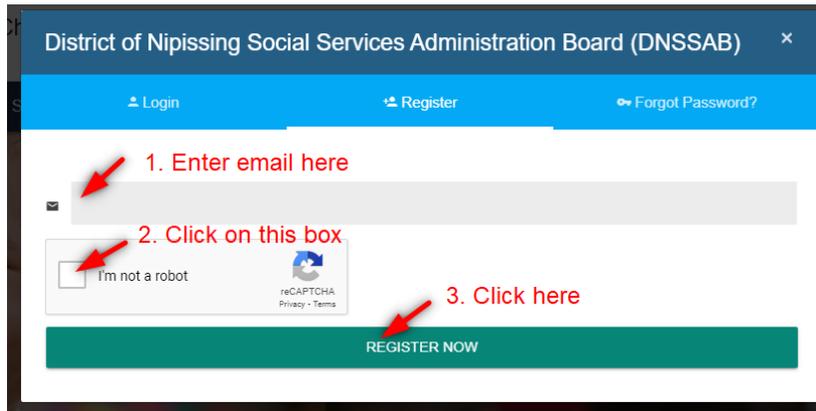
Once you register, you will see the following message, directing you to check you email and use the link sent to you to complete your registration.
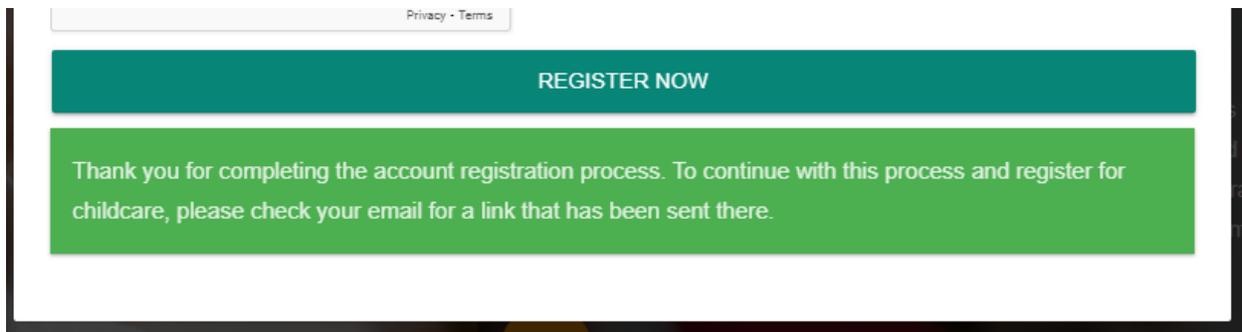
Please note that the link provided will only be active for 24 hours. **If you do not see an email within a few minutes, please check your junk mail as it may have been redirected there.** If you do not follow the link within 24 hours, you will need to follow the steps to reset your passphrase.
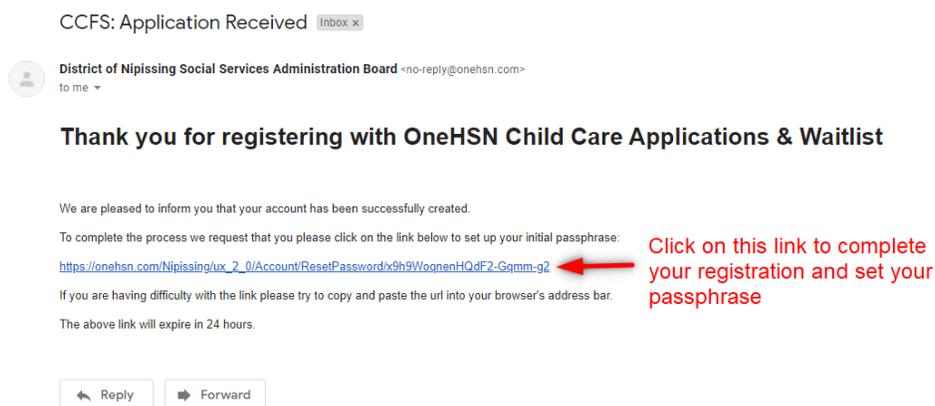
Your passphrase must be a minimum of eight characters and must include at least two of the following character types: upper case letter, lower case letter, numbers or symbols.

Set Passphrase

Set Password Form

Enter and confirm your passphrase - the system will tell you whether or not you've met the criteria. Click 'Set Passphrase' to continue.

New Passphrase

••••••••••

Confirm New Passphrase

••••••••••

Your passphrase must meet the following requirements, including a passphrase strength of 'Good' or better:

8 Character Minimum   **Passphrases Match**

Good

Uppercase Letters ,   **Lowercase Letters ,**
Numbers ,   **Symbols (e.g. #, $, %)**

SET PASSPHRASE

You will receive a confirmation that your account has been created, and you will then be prompted to begin entering your details in the 'My Details' section.

Your account creation is complete and you have successfully signed in. Please keep your username and passphrase in a safe place, as these will be needed in the future to review and make changes to your applications.

The application process includes three distinct parts.
1. We gather information about you, the parent/guardian.
2. We gather information about your child(ren).
3. We help find child care providers with programs which fit your needs, and create applications to them.

My Details

The first section of the application will require you to input your contact information; fields that are required are marked with an asterisk and must be completed to move to the next step.

My Details

First Name*
Data

Last Name*
Analyst

Date of Birth:*
07/20/1982

Contact & Address

Phone Number *
(705) 474-2151

Enter your address in the address box marked with the map symbol. The website will generate a list of possible locations; ensure that you are choosing the correct municipality for the address you enter. This should be your home address. You can still choose child care located in a different municipality to where you live.

680 Wyld St, North Bay, ON P1B 2A1

200 Mcin|

♀ **200 McIntyre Street East** North Bay, ON, Canada
♀ **200 McIntosh Street** Scarborough, ON, Canada
♀ **200 McIntyre Road** Sunshine North VIC, Australia
♀ **200 McIntosh Road** Sarasota, FL, USA
♀ **200 McIntosh Road** Fort Lauderdale, FL, USA

powered by Google

This field is required   This field is required

Once you make your choice, it will populate the information below. If the auto-fill does not find your address, you can just manually input it into the boxes below.

Unit/Apt. Number
McIntyre Street East

Street Number
200

Street Name
McIntyre Street East

ZIP/Postal Code
P1B 8V6

City/Town
North Bay

Province/State
ON

Country
Canada

If you would like to add an additional contact person/number, click 'Add Contact' and follow the prompts to enter the required information.

City/Town

North Bay

Province/State

ON

Country

Canada

Additional Contact Information (optional)

Add Contact

Additional Contact Information (optional)

Phone Number *	Contact Method Type *	Contact Name	
	-- SELECT --		✖

Add Contact

Next, you will see questions regarding your employment and school information. You have the option whether or not you want to share the details of that information by click on the toggle for Employer/School.

Additional Information

Are you an Essential Worker?

○ Yes
◉ No

Are you working outside of the home?

○ Yes
◉ No

Employer/School Information

Are you currently employed by an agency that provides childcare?

○ Yes
◉ No

Employer/School

◯ Do you wish to enter your employer / school information?

Employer/School

🔵 Do you wish to enter your employer / school information?

Add employer/school information

Choose which type of information you are providing and then complete the form.

Click here to add additional information

Once you have completed entering your details, click on 'Save & Add Child'.

My Children

Next, you will be prompted to answer some questions about your child. As in the previous section, fields marked with an asterisk are mandatory and must be completed in order to move on to the next step.

For those parents that would like to register their child prior to their birth, you must click on the checkbox that indicates the date provided is the baby's due date. In addition, a child who is not born can be registered as a 'nickname' (such as 'baby', 'unsure', etc.), until the child is named. For those parents, it will be important to remember to log back into the system and update the child's details after the child is born.

You can select school board and identify the school your child attends. After selecting the appropriate school board, start typing the school name and select the correct school from the options available.

You will also see the option to add disclaimers to your application to indicate whether you, your partner, or child, identify with the First Nations/Inuit & Métis population, the Francophone population, or whether you are a military family. This information is used for the purposes of planning services in the community, and/or

to provide information to those child care providers that may prioritize children from Indigenous, Francophone or military families.

Does this child have First Nations, Inuit or Metis status or ancestry?

Declaration is voluntary and information is used for the purpose of planning for indigenous family services in our community and to assist with admissions for child care centres that provide indigenous child care services.

> YES

Is this child francophone or do they have a parent or grandparent that is francophone?

Declaration is voluntary and information is used for the purpose of planning for francophone family services in our community and to determine eligibility for child care centres that only accept francophone children.

> YES

Military Disclaimer

Declaration is used solely by child care centres that accept children from military families.

> NO

Back

The next question asks whether or not you will be requiring Child Care Fee Subsidy to help pay for the cost of child care services. **Please note: this is not an application for child care fee subsidy.** This helps us monitor how many families will be requiring financial support to pay for child care costs.

Fee Subsidy

Child care fee subsidy is a program that is intended to help families with the cost of their child care expenses. It supports eligible families by paying a portion of their total licensed child care costs as funding permits. You may use the Fee Calculator below to determine what your estimated monthly child care fees may be.Select one of the options below that best suits your needs.
Please Note: This is not an application for child care fee subsidy. To apply for child care fee subsidy, please visit the District of Nipissing website once your child care application has been completed.

More Information on Applying for Child Care Subsidy

Open Fee Calculator
○ I need help to pay my daycare costs (Subsidy)
● I can pay for my daycare costs (Full Fee)

If you select the first option (Subsidy), you will see a pop-up. Click on 'More Information' to visit the DNSSAB website and find out more about our Fee Subsidy program, including how to apply, or click 'Close' to continue your application.
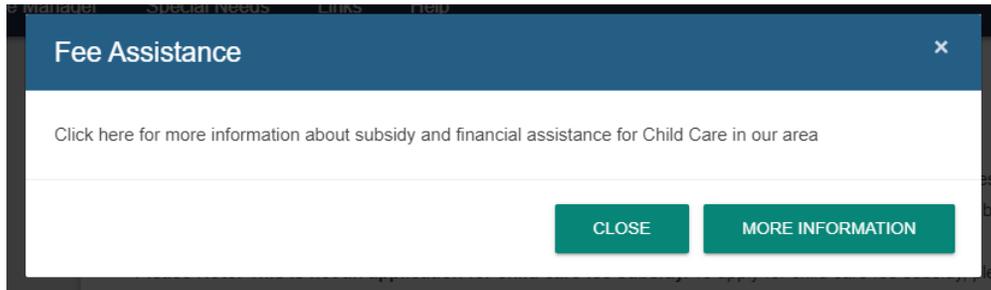
Next, you will be asked to input your preferred start date for child care. Please note that the system will only who you programs that match based on your child's age at the given preferred start date. In this section, you can also indicated whether you would like to be contacted should a space become available prior to your preferred date.

Finally, select the days of the week that you require care. Then, click 'Save and Continue to Next Step', or you can 'Save and Add Another Child'. If you continue, you can always add another child later from your home page.

Applying to Child Care Programs

The next step requires you to select the types of providers and programs that you are looking for. Based on your selections, the system will show you the programs to which you can apply. **Please note: although there are programs located within schools, they are considered 'centre-based' programs, as they are not run by the schools.** Make your selections and then click 'Show Programs'.


You will then see the following screen, in which you will have multiple ways to explore and apply to the different child care programs.
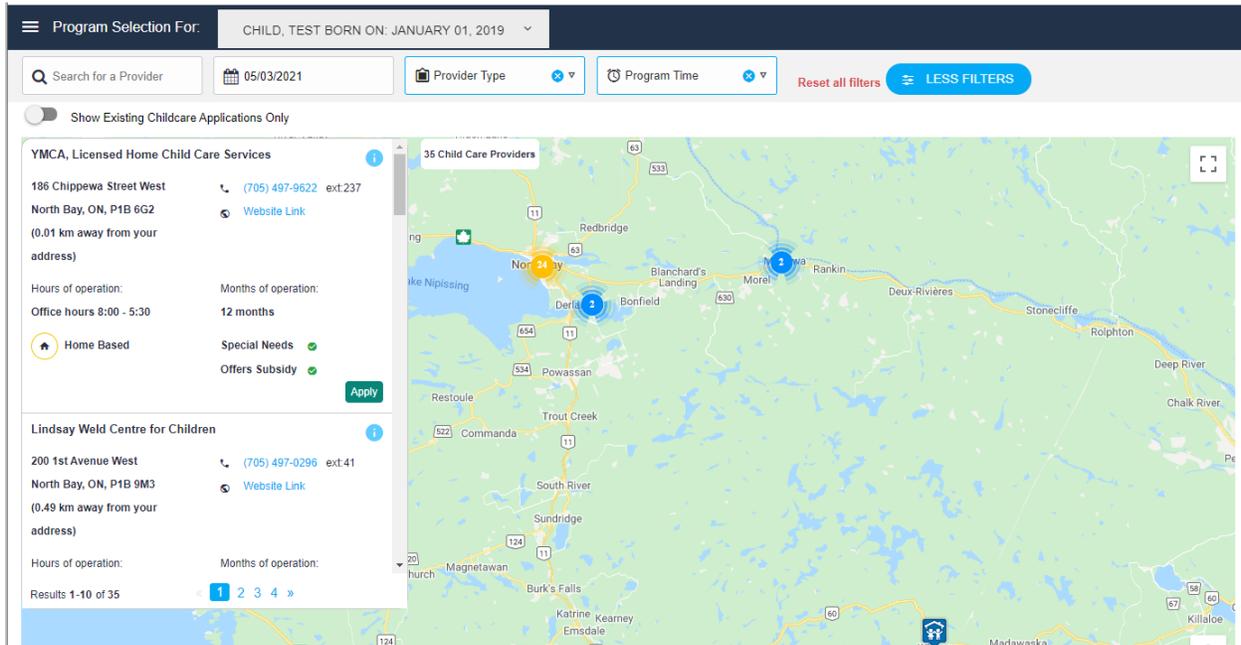
1. On the left hand side, you will see a list of the available programs to which you can apply. You can use the scroll bar to scroll to the bottom, and then move through the different pages to see all of the options. From here, you can click on the 'Apply' button to add an application.
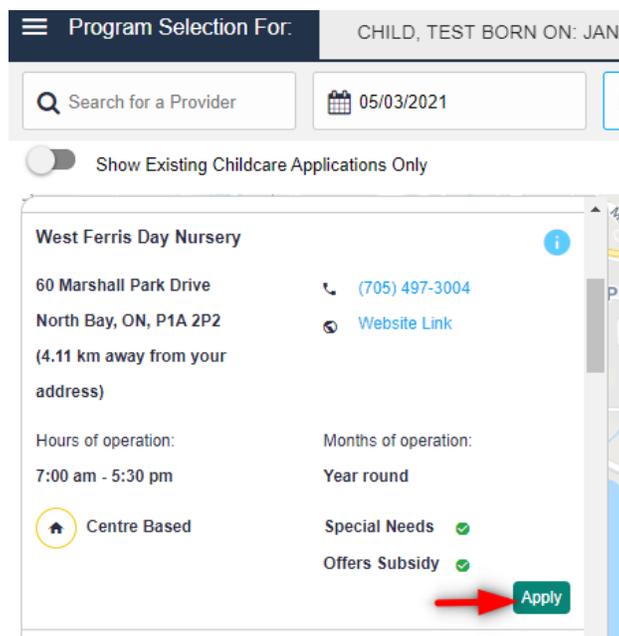
You will be directed to another screen, which will provide you with all of the details of the child care program. If you would like to continue to apply to the program listed, click on 'Apply'.

The button now changes to 'Remove', which confirms that you have an application in for that program. If you would like to remove the application, you can simply click on the button to delete that application.

Click on 'Back to map' in the top left corner to return to the previous screen and look for additional programs.

2. You can also use the map to Zoom into a specific location to view child care programs near you. If you hover over a listing, it will give you the details of the program. You can click on the program to go to the application page and confirm your application.
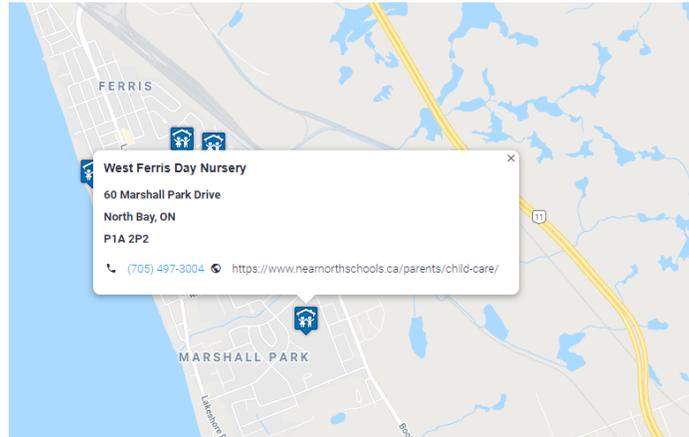
3. Finally, if you know the name of the child care program you are looking for, you can type it into the search box at the top of the page. As you start typing, a list of the possible matches will appear below. Select the correct one, and proceed with the application process as noted above.
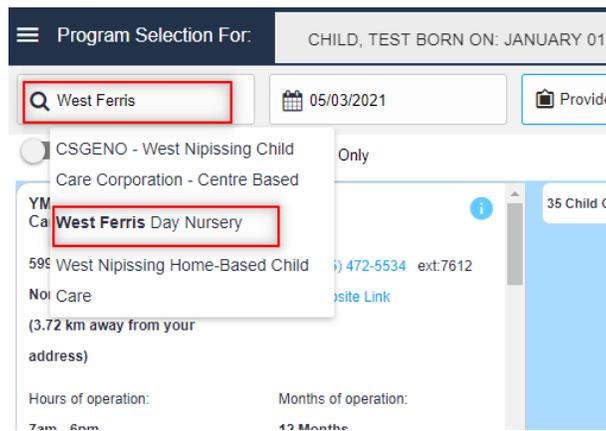
You will noticed that the icon for the child care centres you have applied to will change from blue to gold, to give you a quick view of those you have applied to.
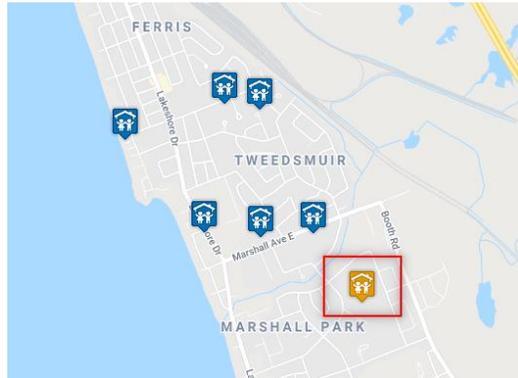
You can apply for as many programs as you would like to. Once you are done with your applications, click 'Next Step'.
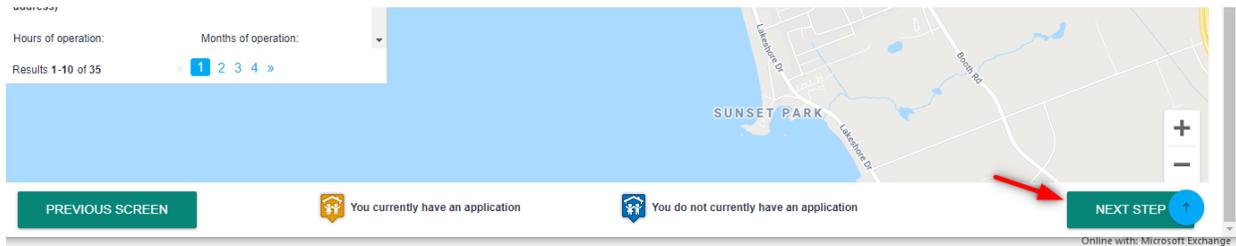
The next screen will show you a summary of your applications. From here, you can continue to apply to other programs, print your summary, or return to the Home page.

Review Your Application(s)

Test's application summary

APPLY TO PROGRAMS   PRINT VIEW

The current active applications for Test Child are:

District of Nipissing Social Services Administration Board

West Ferris Day Nursery	Program	Application Date	Preferred Start Date	
60 Marshall Park Drive, North Bay, P1A 2P2 (705) 497-3004	Toddler, Full Day	April 08, 2021	May 03, 2021	🗑

You will be contacted by a provider when a space for your child becomes available.

If you wish to modify the programs you have selected, you may:

　　a. Click the 'Previous Screen' button and return to the program selection screen now.

　　b. Return to the program selection screen at a later time from the home screen.

PREVIOUS SCREEN   RETURN HOME

You now will see a summary of your account, children and applications on your Home page.

| Home | Fee Subsidy | Service Manager | Special Needs | Links | Help |

Application Process

Home

My Details

My Children

My Child Care Applications

Help

Welcome back, Data Analyst!

You currently have **1** child with a total of **1** application in the District of Nipissing 's Child Care Registry.

Data Analyst

Our current record related to your information indicates you live in North Bay and your primary telephone number is 7054742151

Information about you is used to help suggest child care programs for your child(ren).

My Children

Add a Child

The process of adding a new child includes two distinct parts.

　1. We gather information about your child(ren).
　2. We help find child care providers with programs that fit your needs and create applications to them

ADD CHILD

Test Child
Born on Tuesday, January 01, 2019

Child Status
1 Active Application
0 Placements in Programs

MANAGE APPLICATIONS   APPLY TO PROGRAMS

To see the full details of your applications, click on 'My Child Care Applications' from the menu on the left, and you will see the overall summary of your applications.

Updating Your Account and Applications

You can return to your account at any time to update your information or your child's information and applications. It is important to keep your contact information up to date to ensure that the child care providers are able to reach you when a spot becomes available. If child care providers are unable to reach you, the timeliness of your child's placement will be delayed or your applications may be removed.

Updating You Child's Birthdate

If you have applied for child care prior to the birth of your child, it is important to update your child's information with their actual birthdate and name, once the baby is born. From the Home Screen when logged into the registry, click on the child's name and it will bring you to the details page where you can edit the information.

Test Child
Born on **Tuesday, January 01, 2019**

Child Status
1 Active Application
0 Placements in Programs

MANAGE APPLICATIONS   **APPLY TO PROGRAMS**

Test's details

First Name *	Last Name *	Date of Birth *
Test	Child	01/01/2019

☐ This date represents my baby's due date

Gender *	Primary Language *	Your relationship to child: *
MALE	ENGLISH	PARENT

School Board	School (if applicable):
CSCFN	North Bay - Saint-Raymond

From here, you can change any of the information for your child and then scroll down and click 'Save'. A confirmation will appear to inform you that your changes were saved.

☑ I would like to be offered a spot before my preferred start date.

Select days of the week you require care.

☐ Select All

☐ Sunday	☑ Wednesday	☐ Saturday
☑ Monday	☑ Thursday	☐ Varies
☑ Tuesday	☑ Friday	

SAVE   **SAVE AND CONTINUE TO NEXT STEP**

Test's details

✓ **Success:** form saved

Updating the Preferred Start Date

From the Home screen, click on 'Manage Applications' for the child that you wish to change the preferred start date.

Click on the preferred start date for the program that you would like to change.

Select a new date, then click 'Update'.

You will now see the new preferred start date. Please note that changing the preferred start date will not alter your rank in any waitlist application you currently have open.
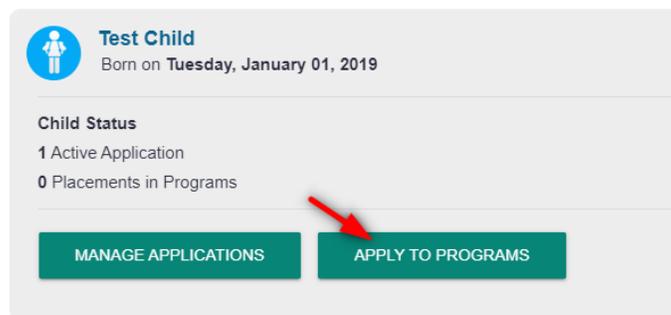
The current active applications for Test Child are:

District of Nipissing Social Services Administration Board

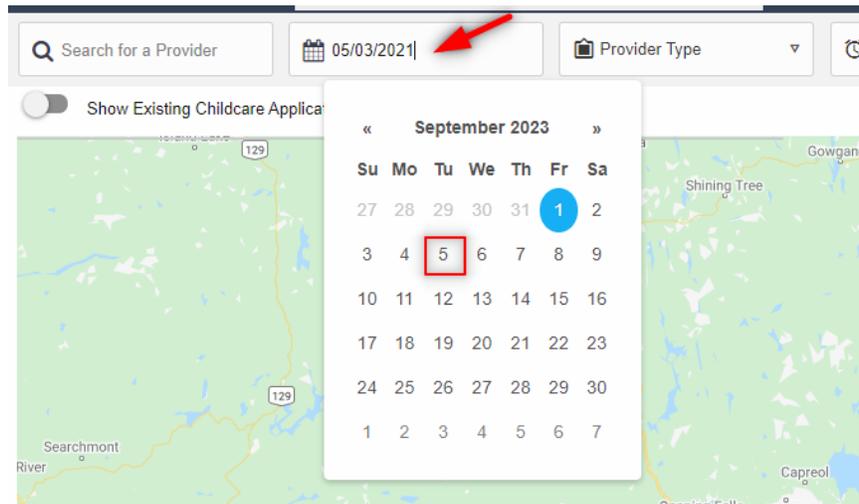| West Ferris Day Nursery	Program	Application Date	Preferred Start Date
60 Marshall Park Drive, North Bay, P1A 2P2 (705) 497-3004	Toddler, Full Day	April 08, 2021	May 21, 2021
☐ Sibling Enrolled in the Program			

Adding New Applications

You can come back to the registry at any time to add applications for your child. From the Home screen, click on 'Apply to Programs' for the child in question.

Test Child
Born on **Tuesday, January 01, 2019**

Child Status
1 Active Application
0 Placements in Programs

MANAGE APPLICATIONS   APPLY TO PROGRAMS

From here, you can follow the same process as noted above for searching and applying to programs. Remember, you will only see programs for the age of the child at the preferred start date. You can update the preferred start date by clicking on the calendar icon at the top of your screen. This will only change the preferred start date for any future applications; it will not change the date for previous applications.

For example, if you would like to apply for JK/SK before and after school programs, you will need to change the preferred start date to when your child will be starting school.

Adding a Child

If you would like to add a child, you can do so from the Home screen by clicking 'Add Child'.

Once you have entered all of your child's information, click on 'Save and Continue to Next Step' to add applications for the new child.

From here, follow the steps noted earlier for applying to programs.

On the Home screen, you will now see both of your children and a summary of their applications.

Removing Applications

Once you have received a space in a child care setting, you may wish to remove applications to other child care providers. To do so, from the Home screen you can click on 'My Child Care Applications' and the next screen will show you a list of programs you have applied to for your children. If you are satisfied with your child care arrangements and wish to be removed from other lists, you can simply click on the picture of the garbage can to delete your application for that provider. You will then be asked to confirm that you wish to remove your application. Click on 'Remove' to continue.

The current active applications for Test Child are:

District of Nipissing Social Services Administration Board

West Ferris Day Nursery	Program	Application Date	Preferred Start Date	
60 Marshall Park Drive, North Bay, P1A 2P2 (705) 497-3004	Toddler, Full Day	April 08, 2021	May 21, 2021	🗑
☐ Sibling Enrolled in the Program				

Remove Application   ✕

Confirm you would like to remove the application listed below. Once the application has been removed, your child will no longer appear on the waitlist for the provider.

Provider	West Ferris Day Nursery
Program	Full Day
Application Date	4/8/2021
Preferred Start Date	5/21/2021

CANCEL   REMOVE

Follow the same process for applications that are no longer necessary. Removing unnecessary applications helps the DNSSAB to monitor child care needs and trends. However, if you would like to remain on a list for a preferred program, you can leave some applications open even if you have a placement in another program.

Contact Us

This document is meant to be a guide to help you complete your child care registry application. Please see the next page for responses to frequently asked questions. Should you require additional technical assistance in completing your application, you can contact Children's Services through email at data@dnssab.ca or by calling the District of Nipissing Social Services Administration Board at (705) 474-2151.

If you have specific questions regarding Child Care Fee Subsidy, please visit our website at https://dnssab.ca/childrens-services/parents/more-details/#subsidy-details for more information, or you can call locally at (705) 474-2151 ext. 3113.

Frequently Asked Questions

I didn't get a link in my email to set my passphrase?

First, check your junk mail folder to ensure the email isn't there. If not, go to the homepage (www.onehsn.com/Nipissing) and click 'Log in'. On the next screen, click the 'Forgot my passphrase' link and you and will be directed to input your email address and they will send you a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at support@OneHSN.com or 1-888-722-1540.

I received a link in my email, but it's not working?

Please remember that these links are only active for 24 hours. If you have not activated the link within 24 hours, you will be required to follow the same steps above to be sent a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at support@OneHSN.com or 1-888-722-1540.

I can't remember my passphrase; how can I log in?

Go to the homepage (www.onehsn.com/Nipissing) and click 'Log in'. At the top rightof the pop-up box, click on 'Forgot Password' and you and will be directed to input your email address and they will send you a new link. If after resetting it you still cannot access the system, you must contact OneHSN (the developers) to assist you. They are available at support@OneHSN.com or 1-888-722-1540.

I cannot find my preferred programs for my child.

There may be a number of reasons you are unable to see your preferred programs.

The application will only show programs that are relevant to the child for the date care is needed (preferred start date). For example, an application for a child that is 17 months old when care is required will only show infant programs. A child that is 18 months old will only show toddler programs. If you are unable to see a program

you want, ensure that the child's age corresponds to the licensing programming requirements for the child care. For example, to see toddler programs the date care is required must be on or after the child turns 18 months.

In general, licensed child care age groups are as follows:

- Infant: under 18 months
- Toddler: 18 months to 30 months
- Preschool: 30 months to 6 years
- JK/SK: 44 months to 7 years
- School-aged: 7-13 years

When applying to providers, it is possible to limit the results due to choices made for programs days, times, locations etc. In order to see all providers, you can either leave all options blank or select all options, and then click "Show Programs". (See p.10)

The date I need care to start has changed? How can I update it?

From the Home Screen, click on 'Manage Applications' for your child and follow the instructions to change the date and save the new information. (See p. 18)

I received a placement; how do I remove my other applications?

From the Home Screen, click on 'Manage Applications' for the child and you will see a list of programs that you applied for. To remove your applications, simply select the garbage can icon and confirm removal. You would do this for each application you want to remove. (See p. 22)

I received a placement, but I want to stay on the list for my preferred site; what should I do?

If you have accepted a placement but you would like to stay on the waitlist for a preferred site, you can simply keep that application open and wait for a space at that site.

How can I apply for Child Care Fee Subsidy?

You can apply for Child Care Fee Subsidy online by visiting https://dnssab.ca/childrens-services/parents/how-to-apply/#child-subsidy. If you prefer, you can also apply over the telephone by calling the District of Nipissing Social Services Administration Board at (705) 474-1923 or toll free at 1-877-319-5411. For families who live in First Nations communities, please contact your local band office administrator.

How can I determine how long my child will be waiting for a child care placement?

The Child Care Registry does not provide wait times for child care placement. In order to receive this information, you must contact each child care provider separately to determine where your child is on their list.
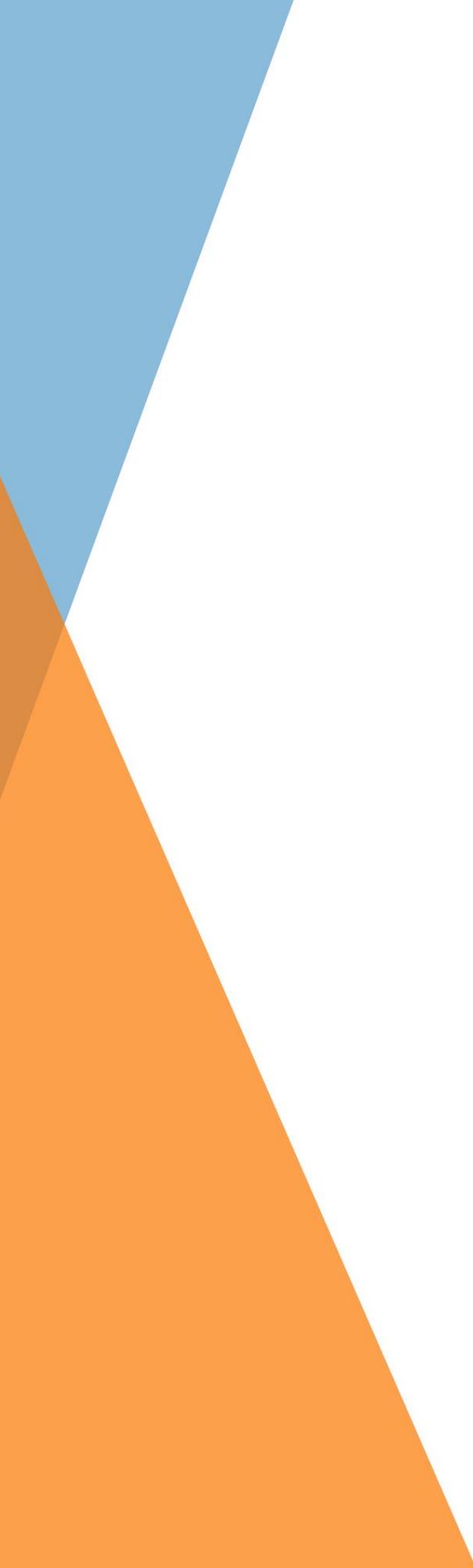
District of Nipissing
Children's Services
200 McIntyre St E, North Bay, ON P1B 8J8

Phone: 705-474-2151
Fax: 705-474-0136
Toll Free: 1-877-829-5121
ChildrensServices@dnssab.ca

dnssab.ca/childrens-services