

Support for Parents Program

FREQUENTLY ASKED QUESTIONS

APPLICATION PROCESS

7. Do I need to submit my child's Ontario Education Number?

No. The ministry does not require a child's Ontario Education Number in order to provide financial support.

8. I made a mistake when filling out the application form. Am I able to edit my submission?

Yes. For assistance or questions regarding your submission, you can contact the Support for Parents Helpline at 888-444-3770 (TTY for the hearing impaired: 1-800-268-7095), Monday through Friday during the hours of 8:30AM and 5:00PM.

9. How do I indicate that my child has special needs?

For the purposes of this program, a student with special needs means any student reported to be receiving special education programs and/or services by his or her school board. This excludes students formally identified as being solely Gifted who

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child care centre that has closed on account of the strike – would be entitled to financial support as follows:

- Child 1 – \$25/day
- Child 2 – \$40/day
- Child 3 – \$60/day
- Total for all 3 children – \$125/day

2. My child’s school-based child care centre is open, but the hours have been reduced on account of the strike. Am I eligible to receive financial support?

No. Financial support will only be provided to parents of children attending a school-based child care centre that is completely closed on account of the strike.

3. I was impacted by the one-day strikes. Will I receive money for these days?

Yes, parents who meet the eligibility criteria who were impacted by the one-day strikes will receive financial support.

PAYMENT PROCESS

1. How will I receive my payment?

Parents can provide their banking information on the application form so that payment can be deposited directly into their bank account.

Those who are unable to provide banking information will receive one paper-based cheque mailed to their home address after the labour disruptions have ended for the total amount owing.

2. When will I receive financial support?

For applicants opting to receive the payment by direct deposit into their bank account, it will take a minimum of two weeks following the submission to receive the first payment. Direct deposit payments will be issued on a weekly basis thereafter.

For applicants opting to receive the payment by cheque, one payment, for the total amount owing, will be issued at the end of the labour disruption.