

# Support for Parents Program

## FREQUENTLY ASKED QUESTIONS

### APPLICATION PROCESS

#### 1. How do I apply?

Applications for Ontario's Support for Parents program can be submitted online through the following website: [ontario.ca/SupportForParents](http://ontario.ca/SupportForParents).

#### 2. What if I am having trouble completing the application? Who do I call for help?

If you have questions about the application process that are not answered on the Ministry's of Education's website at [ontario.ca/SupportForParents](http://ontario.ca/SupportForParents), you may call 888-444-3770 (TTY for the hearing impaired: 1-800-268-7095), Monday through Friday during the hours of 8:30AM and 5:00PM.

#### 3. What if I cannot apply online?

Paper-based applications can be printed from [ontario.ca/SupportForParents](http://ontario.ca/SupportForParents) or picked up at a school board or MPP office. Mailing instructions and contact information for questions are included in the application.

For faster application processing, it is encouraged that applicants submit their applications online.

#### 4. Can I apply anytime throughout the labour disruption period?

Yes. Applications can be submitted up to four weeks after the labour disruption has ended.

#### 5. I have more than one child. Do I submit one application for all my children, or do I need to complete separate applications for each child?

A separate application for each child that provides all the required information must be submitted.

For example, if you have three eligible children, you must submit three applications – one for each child.

#### 6. I do not know what school board my school is part of? How do I find out?

To find your child's school board, you can refer to [www.edu.gov.on.ca/eng/sbinfo](http://www.edu.gov.on.ca/eng/sbinfo).

**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 are receiving special education programs and services. Applications for special needs funding will be validated against school board records of students receiving special education programs and/or services.

If your child meets the above definition, you may select the appropriate box on the application form in order to receive the correct amount of money.

**ELIGIBILITY & PAYMENT RATES**

**1. How much money will I receive?**

Financial support will be provided to parents for each day of school that is missed on account of the labour disruption.

The amount of financial support will depend on the grade of your child:

- \$60 per day for children aged 0-6 who are not yet enrolled in school but attend at a school-based child care centre that is required to close on account of the strike.
- \$40 per day for students in Junior Kindergarten (JK) and Senior Kindergarten (SK).
- \$25 per day for students in Grades 1 up to and including Grade 7.
- \$40 total per day for students in JK up to and including Grade 12 with a special need(s), except for student identified solely as gifted.

For example:

A parent with three children – child #1 in grade 4 with no special needs, child #2 in Grade 1 with special needs and child #3 aged 18 months attending a school-based

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.