

Q. How do I know if I am financially eligible for Child Care Subsidy?

- A. Each family's circumstance varies. Several factors determine your eligibility including family income, family size, and type of child care chosen. The [Child Care Subsidy Eligibility Evaluator](#) will ask you some questions and tell you if you may be eligible or ineligible for Subsidy. Your eligibility will be **confirmed** after your application and supporting documents are received by the Child Care Subsidy Service Centre.

Q. Are all types of child care eligible for Child Care Subsidy?

- A. Please check the [eligible child care arrangements list](#) to determine whether the type of child care you have chosen is eligible.

Q. How can I tell if my child care provider is licensed?

- A. All licensed child care providers are issued a licence. Licensed **group** child care providers are required by law to display their license in a prominent place in their facility. Licensed **family** child care providers, including in-home multi-age care providers are not required by law to display their licence. You may ask your child care provider to see their licence.

Q. How do I claim the Child Care Subsidy if I have been determined eligible for child care to be provided in my home?

- A. Please refer to the [How to Claim the Child Care Subsidy](#) booklet where you can find step-by-step instructions on claiming the Subsidy in all child care types, including care provided in your home.

Q. When should I apply for Child Care Subsidy?

- A. You are encouraged to apply for Child Care Subsidy as soon as you have found a child care provider. See the [Child Care Search Tool](#) if you are still looking for child care.

Q. How long will it take to process my application?

- A. For information on current processing times, please call the Child Care Subsidy Service Centre at 1 888 338-6622.

Q. How do I find out the status of my application or payment?

- A. Please call the Child Care Subsidy Service Centre at 1 888 338-6622 and speak directly with a staff member.

Q. When will my Child Care Subsidy payments start?

- A. Child Care Subsidy payments begin the month in which the ministry found you eligible. It takes approximately two weeks to process upon receipt of a completed Child Care Subsidy Application form, a Child Care Arrangement form and all necessary documentation.

Q. Can Subsidy payments be backdated?

- A. Yes, subsidy payments can be backdated to the 1st of the month in which a Child Care Subsidy Application form and Child Care Subsidy Child Care Arrangement form are completed and submitted. Please call the Child Care Subsidy Service Centre at 1 888 338-6622 to discuss your specific circumstance.

Q. If I am eligible, will the Child Care Subsidy Program cover my full child care costs?

- A. You may be eligible to receive full or partial monthly subsidy based on your family's circumstances. The [Child Care Subsidy Rate Table](#) lists the maximum subsidy rates. You are responsible for paying any difference between the subsidy you receive and your child care provider's fee.

Q. Who receives the subsidy payment for child care provided?

- A. When child care is provided in a licensed, registered licence-not-required and licence-not required setting, the child care **provider** receives the payment. When child care is provided in the child's own home, the **parent** receives the payment.

Q. Why do I need to provide the names and birthdates of my other children who do not need child care?

- A. Providing this information is to your benefit. Family size is an important factor used for accurate determination of your eligibility and subsidy payment amounts.

Q. How is my personal information used?

- A. Your personal information is used only to determine your eligibility for Child Care Subsidy. Your personal information is protected from unauthorized use and disclosure in accordance with the *Freedom of Information and Protection of Privacy Act*.

Q. What is a Child Care Subsidy Authorization?

- A. An authorization describes the amount and length of time a parent is eligible to receive subsidy, lists all the children in the family receiving child care from a particular child care provider for whom Child Care Subsidy has been authorized, and provides the necessary information to complete and submit monthly claims for payment using Child Care Subsidy claim forms.

Q. How long is my application valid?

- A. Your application for Child Care Subsidy is valid for up to one year. Prior to the expiry of this one-year term, you will receive a Child Care Subsidy Notice to Renew with instructions. The Child Care Subsidy Service Centre requires sufficient time to process your application and determine if you are still eligible. If you do not receive this notice, contact the [Child Care Subsidy Service Centre](#).

Q. Can I continue to receive Child Care Subsidy if I become unemployed?

A. If you become unemployed, contact the [Child Care Subsidy Service Centre](#) right away to find out if you are still eligible.

Q. Do I have to inform the Child Care Subsidy Centre if my circumstances change and what happens if I don't?

A. You must notify the Child Care Subsidy Service Centre immediately of any changes in your family's circumstances such as employment, marital status, number of dependants, address, family income, and change of child care provider. Failure to report changes is an offence under the *Child Care Subsidy Act* and may result in suspension of your Child Care Subsidy, recovery of fees paid on your behalf and/or legal action. If you are not sure what changes to report, please contact the [Child Care Subsidy Service Centre](#).

Q. Why can't I speak to the same adjudicator each time I call?

A. Staff at the Child Care Subsidy Service Centre are not dedicated to a particular client. All staff are trained and have the resources to provide assistance based on a caller's individual needs.

Q. Do I have to submit an application if my social worker referred me to Child Care Subsidy?

A. Yes, applicants who have been referred by their social worker must complete a [Child Care Subsidy Application form](#) and a [Child Care Subsidy Child Care Arrangement form](#). If you are still uncertain, please call the Child Care Subsidy Service Centre at 1 888 338-6622.

Q. If a social worker approves child care for my child(ren) for a specific period, do I need further approval from my social worker when the period ends?

A. If the social worker continues to be involved with your family, approval of extensions for Child Care Subsidy beyond the previously specified period rests with the social worker. The social worker must complete a Referral form for each extension or change.

Q. Are foster parents eligible to receive Child Care Subsidy?

A. Yes, foster parents may be eligible for child care subsidy. Foster parents should speak to their social worker before applying and completing a [Child Care Subsidy Application form](#) and a [Child Care Subsidy Child Care Arrangement form](#).

Q. Are Child in the Home of a Relative and Extended Family Program recipients eligible to receive Child Care Subsidy?

A. Yes, Child in the Home of a Relative and Extended Family Program recipients may be eligible for Child Care Subsidy and must complete a [Child Care Subsidy Application form](#) and a [Child Care Subsidy Child Care Arrangement form](#). If there is social worker involvement, applicants should speak to their social worker before applying.

Q. What is the Special Needs Supplement?

- A. The Special Needs Supplement is additional assistance provided to parents who are eligible for Child Care Subsidy and have a child designated with special needs who requires child care. A child with special needs means a child who has a physical, intellectual, emotional, communicative or behavioural impairment, and who requires additional support services because of that impairment.

Q. How much is the Special Needs Supplement?

- A. The Special Needs Supplement provides up to \$150 per month towards the cost of child care. The total combined amount of Child Care Subsidy and the Special Needs Supplement cannot exceed the child care provider's daily or monthly rates.

Q. How do I apply for the Special Needs Supplement?

- A. Complete and submit the [Child Care Subsidy Special Needs form](#) along with your [Child Care Subsidy Application form](#) and [Child Care Subsidy Arrangement form](#). The Special Needs Supplement form must be completed and signed by one of the authorized professionals noted on the form.

Q. Where can I find the legislation for the Child Care Subsidy program?

- A. The *Child Care Subsidy Act* and Child Care Subsidy Regulation are located at www.mcf.gov.bc.ca/childcare/legislation.htm.

Q. Who do I contact to provide feedback about Child Care Subsidy?

- A. Contact the Child Care Subsidy Service Centre at 1 888 338-6622 and ask to speak to a Community Liaison/Quality Assurance Officer.

Q. Who is responsible for child care agreements?

- A. Child care agreements are between the parent and child care provider. Providers commonly ask parents to sign a child care agreement to ensure a common understanding about the care being provided and the expectations of the provider, the parent and the child.