

Q & A for Parents of CHEO's Navigator and Champlain Complex Care Program



Short Term Child Care is a program of Andrew Fleck Child Care Services. By calling one number, parents are reassured that a screened, well-trained child care provider will be deployed to provide care in their home. The Navigator Program has paid the annual access fee for parents of the Champlain Complex Care and Navigator Program in order to be able to use these services.

Q1: Who has access to Short Term Child Care services?

A1: Families registered with the Champlain Complex Care Program and the Navigator Program can access this service through the Navigator Program
<http://www.cheo.on.ca/en/Program-Navigator>
navigator@cheo.on.ca
613-737-7600 x 3758

Q2: How do I register?

A2: After expressing interest through the Navigator Program, you will receive a registration link provided to you by e-mail. It takes about 15 minutes to register.

*Please note it is best to pre-register in anticipation of needing care. That way, when you do require last minute child care it will be easier to find you a child care provider.

Q3: When can I use this service?

A3: You can request a child care provider in advance for appointments, outings or events. You can also make this request as last minute things arise. While you can use this service on a regular basis, it is offered as a solution to all temporary child care needs.

Q4: When is care provided?

A4: Care can be provided daytime, evenings, and weekends.

Q5: Where is child care provided?

A5: A child care provider will come to your home to provide care. They can watch your child when you're not home, or when you are home but would like the support of a provider to spend time with your child to enable you to do other things.

Care may also be offered at our Head Office 700 Industrial during the weekday in the afternoon when the playroom is available.

Child care providers are also available to accompany parents on outings, including accompanying the child in the parent's vehicle.

Q6: Once I'm registered, how do I book child care?

A6: You can book by calling the Short Term Child Care program at (613) 739-0130 or by email at stcc@afchildcare.on.ca.

Phones are answered during the following times:

Monday - Thursday:

6:00 am - 4:30 pm
and 7:00 pm until 9:00 pm.

Friday: 6:00 am - 4:30 pm

Sunday: 7:00 pm - 9:00 pm

You may also phone and leave a message at any time and a Placement Coordinator will reply as soon as possible.

Q7: How far in advance can I request a child care provider?

A7: The earlier you make the request, the easier it is to find a caregiver. Cancellation less than 3 hours in advance may result in a minimum charge of 5 hours.

Q9: What is the age range for child care?

A9: Our caregivers can provide care for children between the ages of 3 months – 12 years.

Q8: My child has complex needs, can you provide care?

A8: We will do our best to match your child's needs with the caregiver. Child care providers do not have a medical background, but have received basic education on seizures, oxygen, G-tubes, etc. They also maintain First-Aid and CPR certificates.

Q9: When can care not be provided?

A9: Care cannot be accessed when your child is ill with a temperature over 102F/38.9C and/or has had an occurrence of diarrhea or vomiting undiagnosed by a doctor.

Q10: What is the cost to use this service?

A10: Parents pay the hourly rate of \$16.00 per hour for a minimum 5 hours per request.