

Child Care Waitlist Management System

Provider Manual

PRESENTED BY

DNSSAB CHILDREN'S SERVICES - 2026

District of Nipissing
Social Services
Administration Board



Conseil d'administration
des services sociaux
du district de Nipissing

Table of Contents

Accessing the Website	4
Training Site	4
New Users	4
Forgot your Password?	5
Welcome Page	5
Menu Overview	7
Provider Management.....	7
Manage Provider Information.....	7
Welcome Notification	9
Manage User Accounts	11
Creating a New User.....	12
Managing Account Details	13
Managing Provider Access	13
Disabling a User	15
Manage Programs	15
Adding a Program.....	15
Editing a Program	17
Deactivating a Program.....	18
Application Management	19
Manage Active Applications	20
Viewing the Child’s Information	20
Updating the Priority Ranking	22
Updating the Application Date	23
Viewing or Adding Comments	24



Creating an Enhanced File Report.....	25
Placing an Application	26
Removing an Application	28
Manage Placed Applications	29
Reactivating an Application	30
Ending a Placement.....	31
Manage Inactive Applications	32
Viewing the Application Activity	33
Reactivating an Application	33
Manage Completed Applications.....	34
Reports.....	36
Provider Responsibilities	41
Contact Us.....	42
Frequently Asked Questions	43

Accessing the Website

To access the District of Nipissing's Child Care Waitlist Management System, please visit www.onehsn.com/Nipissing/Admin. You will see the following welcome page and will be asked to input your email and password. Once you have input your information, click 'Log In'.

District of Nipissing Social Services Administration Board (DNSSAB)

FR

District of Nipissing Social Services Administration Board
Conseil d'administration des services sociaux du district de Nipissing

Welcome!

Welcome to the District of Nipissing's Child Care and Waitlist Application Registry. To access your account, please log in.
To reset your password, click on the Forgot your password? link.
For assistance, please contact OneHSN Support at (705) 474-2151x3321 or data@dnssab.ca

OneHSN Support will be closed for the Canada Day Holiday on July 1st, 2025. We will respond to your request during regular business hours.

Email: jennifer.roussy@dnssab.ca

Password:

Remember Me

Forgot your password?

Log In

Training Site

All providers have access to a training site in which they can practice and manipulate the system without making changes to the 'live' version of the registry. To access the training site, please visit the link below; you will use the same username and password as you do for the live site.

<https://childcare-admin.training.onehsn.com/Nipissing/Account/Login>

New Users

Initially, your account will be set up by the data coordinator at DNSSAB and you will receive an email from ChildrenServices@dnssab.ca with a link to set your password. If you do not see the email in your inbox, please check the junk mail folder as it may have been redirected there. Once you click on the link, you will be redirected to the webpage to set your password. If you do not follow the link within 24 hours, you will need to follow the steps to reset your password. Your password 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.





Child Care Application and Waitlist Account

District of Nipissing Social Services Administration Board <no-reply@onehsn.com>
to me

Thank you for registering with OneHSN Child Care Applications & Waitlist.
Your account has been successfully created. To complete the process and set your password, click on the link below:
<https://onehsn.com/nipissing/Account/ResetPassword/Lc17OA1BLnzI2PVABqeEIQ2>
If you are having difficulty with the link, copy and paste the url into your browser's address bar. The above link will expire in 24 hours.
For assistance, please contact OneHSN Support at 1-888-722-1540 or support@onehsn.com.

Set Password

Set Password Form

New Password

Confirm New Password

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

8 Character Minimum	Passwords Match
---------------------	-----------------

Also, it must include at least two of the following character types:

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

[Set Passphrase](#)

Click 'Set Password' once you have chosen your password. You will then see the next screen which will redirect you to the login page, where you will be able to sign in to your account.



A password reset link has been emailed to you. If you do not receive an email with the link shortly, check your spam or junk folder.



Forgot your Password?

If you already have an account but you have forgotten your password, you can reset it by clicking on the 'forgot your password?' link on the home page.

Welcome!

Welcome to the District of Nipissing's Child Care and Waitlist Application Registry. To access your account, please log in.
To reset your password, click on the [Forgot your password?](#) link.
For assistance, please contact OneHSN Support at (705) 474-2151 or ChildrenServices@dnssab.ca

Email

Password

Remember Me [Forgot your password?](#)

[Log In](#)

You will be asked to enter your email address, and you will receive a new link in your email to reset your password. Follow the same steps as above for setting your password. **Please note that you will need to reset your password in the live account;** you won't be able to reset your password from the training site.

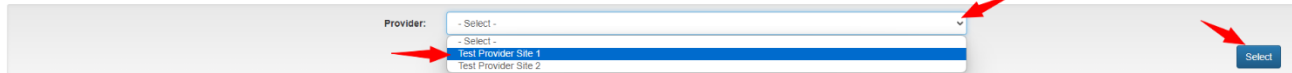
Welcome Page

After you login, you will be asked to select a role and/or select a provider. You will only be asked to select a role if you have multiple roles in the system (i.e. waitlist system +

financial database). To see the waitlist information, select the 'Provider' role, then use the dropdown menu to select the provider name (i.e. site name).

Select a Role

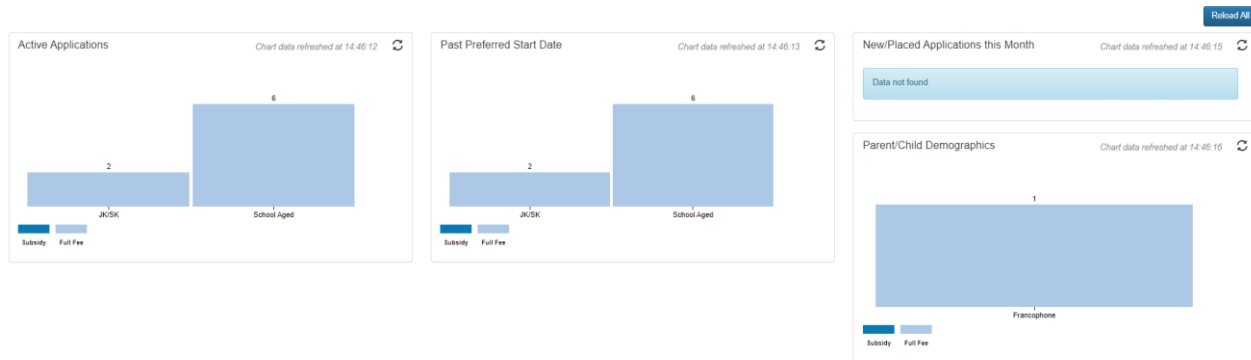
Select a role from the list below and click on "Select".



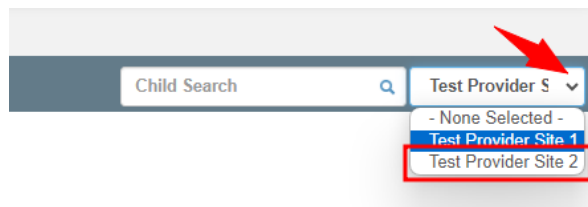
From the welcome page, you will see a dashboard to give you a quick overview of the applications for your child care site, including Active Applications (not placed yet), the applications that are Past the Preferred Start Date, and the number of New Applications this Month. Please note that the breakdown of Full Fee vs. Fee Subsidy may not be accurate, as some parents do not indicate on their initial application whether they will be applying for child care fee subsidy.

Welcome Jen Roussy!

- To access the menu options, click on the **Menu** button on the top left of your screen.
- **Provider Management** allows you to view and manage your Provider profile, programs and users.
- **Application Management** allows you to view and manage your waitlist.
- To change the provider location you are on, select another provider from the drop down list on the top right of your screen.
- To access the Help Documents and Videos at any time, click on the **Knowledge Base** button in the banner above.
- To view new features that have been introduced, click on the **New Features** button.



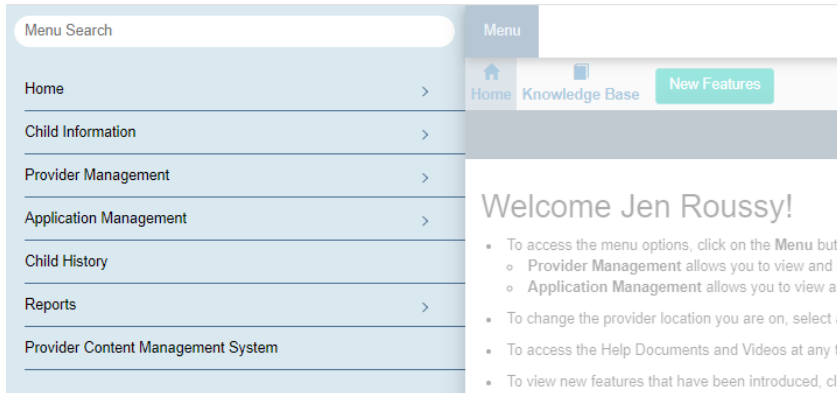
If your account is connected to multiple child care sites, you can move between sites by clicking on the dropdown and choosing your appropriate program name.





Menu Overview

From the Menu bar, you will have the option to choose from a variety of functions, each of which will be reviewed in more detail. This guide will focus on the areas that you will use most frequently.



Child Information → allows you to search for a child

Provider Management → allows you to manage your provider information, manage programs, and deactivate a provider

Application Management → allows you to manage active applications, manage placed applications, manage completed applications, and manage inactive applications

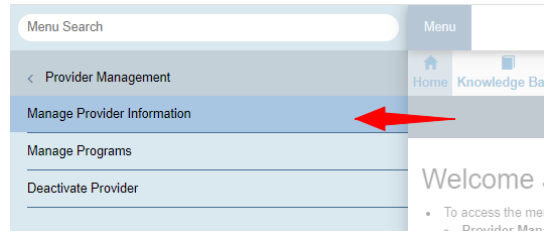
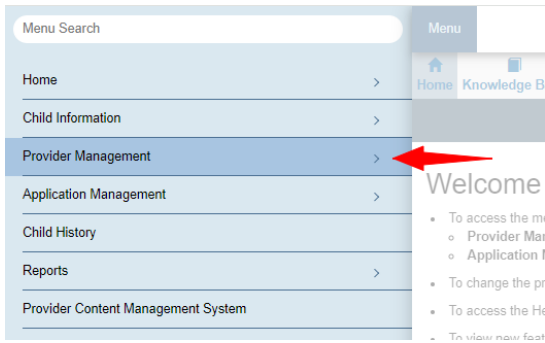
Reports → allows you to run reports to gather information regarding your waitlist

Provider Content Management System → allows you to edit your Welcome Notification content

Provider Management

Manage Provider Information

From the Menu button, click on 'Provider Management' and you will see this sub-menu appear. We will start by updating the provider information by clicking on 'Manage Provider Information'.



From this page, you will be able to update all your provider information including your name, provider type (home-based, centre-based, etc.), agency name, address and contact information, as well as general information about your provider (i.e. hours of operation).

Manage Provider Information

Provider Information Provider Name: <input type="text" value="Test Provider Site 1"/> Provider Type: <input type="text" value="Centre Based"/> School: <input type="text" value="- Select -"/> Agency Name: <input type="text" value="- Select -"/> <input type="checkbox"/> Allow Francophone Only	Address Enter the Address into the Address Search field or manually enter the address into the provided fields below and then click Validate before continuing. Address Search: <input type="text"/> <input type="button" value="Validate"/> Unit: <input type="text"/> Civic Number: <input type="text" value="200"/> Street: <input type="text" value="McIntyre Street"/> Municipality: <input type="text" value="North Bay"/> Province: <input type="text" value="Ontario"/> Postal Code: <input type="text" value="P1B 8J8"/> <input type="button" value="View Address On Map"/>
Contact Information Contact Person: <input type="text" value="Jennifer Roussy"/> Phone: <input type="text" value="(705) 474-2151"/> Ext.: <input type="text" value="13321"/> Fax: <input type="text"/> Website: <input type="text" value="www.drssab.ca/children-services"/> Email: <input type="text" value="jennifer.roussy@drssab.ca"/> <input checked="" type="checkbox"/> Receive e-mail notification for new applications <input type="checkbox"/> Receive e-mail notifications of children affected by age-promotion	Provider Configurations <input checked="" type="checkbox"/> Accepts Full Fee Associated Special Needs Provider <input type="checkbox"/> Nipissing ELR #1
General Information - English Hours of Operation: <input type="text" value="7 a.m. to 6 p.m."/> Images: <input type="button" value="Manage / Upload Images"/> Months of Operation: <input type="text" value="January to December"/> Information Summary: <input type="text" value="Description of your child care centre that parents will see when they search the registry."/>	
General Information - French Hours of Operation: <input type="text"/> Months of Operation: <input type="text"/> Information Summary: <input type="text"/>	
Provider Notifications <input checked="" type="checkbox"/> Welcome Notification Send a notification to the parent the first time they apply for care at your provider. Click Here to Manage the Notification	



You will want to ensure that you select the appropriate provider type for your program. When parents are searching for a particular child care environment (i.e. centre-based vs. home-based), only those options that match their query will be visible to them. All child care sites should be listed as home-based or centre-based (even if it is in a school); the school option signifies programs that are operated by the school board.

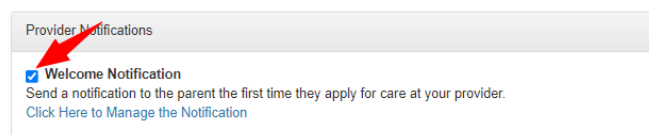
Please fill out the information as completely and thoroughly as possible. Parents who are researching licensed child care options will use this information to assist them in choosing which programs to apply to.

Once you have completed this section, you should click 'Save' at the bottom right hand corner of the screen. You can then return to the 'Menu' button for other options.

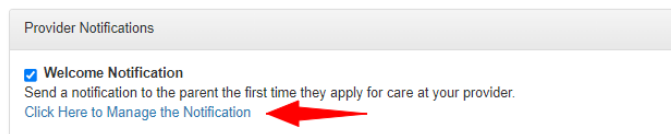
Welcome Notification

From the Manage Provider Information section, you are now able to activate a feature which will automatically send a 'Welcome' notification by email to parents the first time they apply for care at your centre. This notification is completely customizable and can be updated at any time, and parents/caregivers will receive the email notification within 24 hours of their application. This email will only activate when the parent/caregiver first applies to your program; they will not receive multiple welcome emails if they have applied to more than one of your programs.

To activate the notification, simply check the box next to 'Welcome Notification' at the bottom of the Manage Provider Information section, then click 'Save'.



Next, click on the highlighted link to edit the content of your Welcome notification.



You will be taken to a screen where you can edit the content of your Welcome Notification. The content box has text editing functions that allow you to format your



notification, add hyperlinks, and insert images. However, if you prefer, you can also copy and paste the information you want contained from a template that you may already have created (e.g. Word document). Don't forget to include the email you would like parents to reply to.

Once you have all the information you want to share with families included in the notification, click 'Update' to save.

Edit Welcome Notification (provider:4265);

Parents will receive this email automatically on the day they apply for child care at your provider.

Email Parents Can Reply To:
dnssabdata@gmail.com

Subject:
Tags - Waitlist information for {{ChildName}}

Allow Full Text Search

Content:

Thank you for your application to [insert child care provider name here].
You can visit our website at [insert website address] for information about our program including our Parent Handbook, Fee Schedule, and Waitlist Policy.
Please note that you will not be contacted until a space becomes available for your child. In the meantime, if you have any questions that cannot be answered by the Parent Handbook, please give us a call at [insert telephone number] or email at [insert email address].
Sincerely,
[Insert Site Supervisor Name]
[Insert Name of Child Care Site/Agency]
[Insert telephone number]
[insert email address]

Back Update

You will see a confirmation on the right side of the screen that the notification has been created and which user created it. This information will be updated every time you update the Welcome notification.

Metadata

Created By:	jenniferroussy@gmail.com
Created Date::	03/11/2021 10:15:42 AM -04:00
Last Updated By:	dnssabdata@gmail.com
Last Updated Date:	17/06/2025 3:50:25 PM -04:00

Although the information in your notification can be customized, we ask that you include, at minimum, information regarding how to access your waitlist procedures/information as well as contact information for the site supervisor.



Note: if your child care centre is not currently operating, but you have the programs open to receiving applications, you should include a note in the Welcome Notification to indicate that fact and an approximate date on when the program is anticipated to be operational.

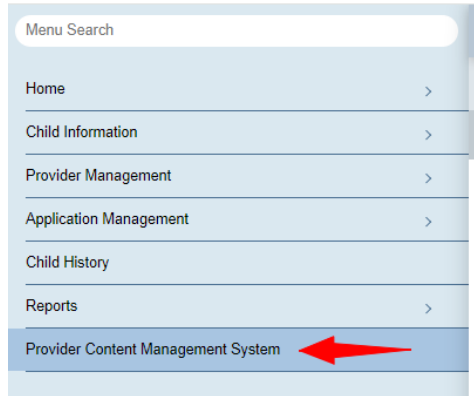
When you click on 'Back', you will be redirected to the Content Management System section. From here, you can 'Edit' the Welcome Notification, 'View History' of changes made, as well as 'Unpublish' the letter to stop the automatic notifications.

Content Management System

Find the section you would like to manage the content for in the table below and click the Edit button.

Section	Category	Last Updated	
Welcome Notification	Parent Notifications	17-Jun-2025 03:56 PM	Edit View History Unpublish

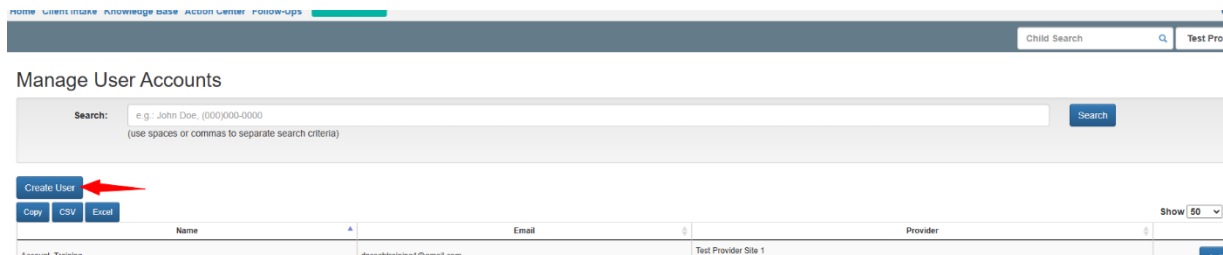
To edit the Welcome Notification from the Home screen, click on 'Menu' and then on 'Provider Content Management System'.

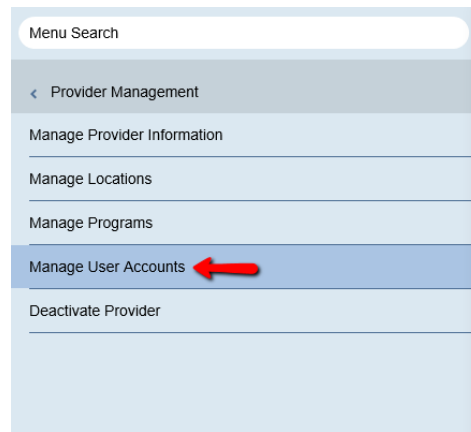
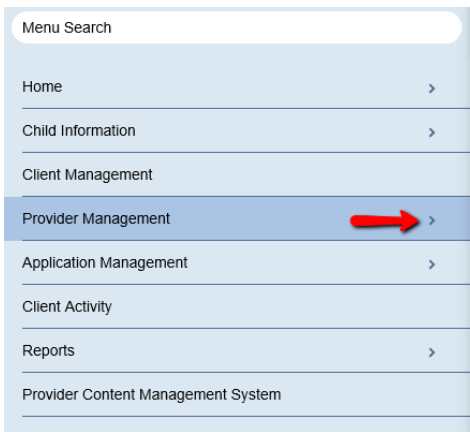


Manage User Accounts

Next, we will review how to manage user accounts. Please note: only those who have a Provider Administrator role will be able to see this menu option.

From the 'Provider Management' menu, click on 'Manage User Accounts'.





Creating a New User

On the next screen, you will see that a list of user accounts associated with this provider. To add a new user, click 'Create User'.

From this page, you can add the user's name and email address, select the providers that they are able to see, and you can determine if you would like the user to have administration privileges. If you would like the user to have administrative privileges, click on the small box beside 'Provider Administrator'. If not, you can leave the box blank. The only difference between the two types of users is that a Provider Administrator can create additional users, whereas a regular user cannot. However, they are still able to access all other functions in terms of managing applications and running reports. Once you have entered the information, click 'Create'.

Create User

To create a new user, enter the information below and select the providers the user will be associated with from the Available Providers list.

First Name:

Last Name:

Email:

Available Providers Test Provider Site 1 Test Provider Site 2

User Roles Provider Administrator

The user will get an email from ChildrenServices@dnssab.ca with a link to set their password within a few minutes. If they do not see the email in their inbox, have them check the junk mail folder as the email may have been redirected there. They will follow the same steps as outlined in the [New Users](#) section of the document.



From the Manage User Accounts page, you can now see the user that was just created and the Provider they are assigned to.

Manage User Accounts

Search:
(use spaces or commas to separate search criteria)

Show 50 entries

Name	Email	Provider	
Account, Training	dnssabtraining1@gmail.com	Test Provider Site 1 Test Provider Site 2	<input type="button" value="Actions-"/>
Account2, Training	dnssabtraining2@gmail.com	Test Provider Site 2	<input type="button" value="Actions-"/>

Managing Account Details

Now that the user has been created, there are three functions that you can complete to manage the user accounts. To begin, click on the 'Actions' button, then click on 'Manage Account Details'. Here, you will be able to update the user's name and telephone number only. If you have made any changes, click 'Update'.

Manage User Accounts

Search:
(use spaces or commas to separate search criteria)

Show 50 entries

Name	Email	Provider	
Account, Training	dnssabtraining1@gmail.com	Test Provider Site 1 Test Provider Site 2	<input type="button" value="Actions-"/>
Account2, Training	dnssabtraining2@gmail.com	Test Provider Site 2	<input type="button" value="Manage Account Details"/> <input type="button" value="Manage Provider Access"/>

Manage Account Details

User Information

First Name:

Last Name:

Phone:

Managing Provider Access

From the 'Actions' button, you will also be able to manage the users' access to providers. For example, if you have a user that was initially only linked to one of your sites, but now requires linkage to more than one site, you will click on 'Manage Provider Access' to make the changes.



Manage User Accounts

Search: Search
(use spaces or commas to separate search criteria)

View all providers?

Create User

Show 10 entries

Name	Email	Provider	Actions
Roussy, Jennifer	jenniferroussy@gmail.com	Test Provider	Manage Account Details Manage Provider Access Disable User

Showing 1 to 1 of 1 entries

From this page, you will be able to type in the name of the provider site and click on the check box when the name appears. You will then see that this user is now linked to both sites; you can click 'Save' and then 'Back' to return to the Manager User Accounts page.

Manage User Account Access -- Jennifer Roussy

To grant a user access to a provider, partially enter the name of the provider in the **Provider Search** field. To revoke a user's access to a provide, uncheck the box next to the provider's name in the **Current Providers**

Provider Search:

Current Providers

- Test Provider Site 1
- Test Provider Site 2

From the Manage User Accounts page, you can now see that this user is linked to both Test Provider Site 1 and Test Provider Site 2.

Manage User Accounts

Search: Search
(use spaces or commas to separate search criteria)

View all providers?

Create User

Show 10 entries

Name	Email	Provider	Actions
Roussy, Jennifer	jenniferroussy@gmail.com	Test Provider Site 1 Test Provider Site 2	

Showing 1 to 1 of 1 entries

If you are required to remove a user from a particular provider/site, you would simply unclick the checkbox for that provider/site and click 'Save'; that provider/site will be removed.

Manage User Account Access -- Jennifer Roussy

To grant a user access to a provider, partially enter the name of the provider in the **Provider Search** field. A list of providers with matching names will appear, select the correct one from the list. To revoke a user's access to a provide, uncheck the box next to the provider's name in the **Current Providers** list and click on **Save**.

Provider Search:

Current Providers

- Test Provider Site 1
- Test Provider Site 2

Back Save



You can then click 'Back' to go to the previous screen, where you will see that the user is only linked to one provider/site again.

Manage User Accounts

Search: Search
(use spaces or commas to separate search criteria)

View all providers?

Create User

Show 10 entries

Name	Email	Provider	Actions
Roussy, Jennifer	jenniferroussy@gmail.com	Test Provider Site 1	

Showing 1 to 1 of 1 entries

Disabling a User

If a staff member has left your agency, or if you would like to temporarily remove access (i.e. maternity leave), please contact data@dnssab.ca to have the user disabled.

If you are having difficulty accessing your account, please contact OneHSN for support by email at support@OneHSN.com or by calling 1-888-722-1540.

Manage Programs

From the Manage Programs page, you will see a list of existing programs and will have the option to make changes or deactivate those programs. You will also have access to create new programs from this page as well.

Adding a Program

In the diagram below, you can see a list of current programs. To add a new program, simply click on the 'Add New Program' button.

Manage Programs

Search: Search
(use spaces or commas to separate search criteria)

Selected Filters:

Show 10 entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	Actions
Pre-School	Any Time				Yes	

Showing 1 to 1 of 1 entries

From this screen, you will enter information about your program. It is important to be very accurate in the way you enter this information to ensure that parents can find



your child care option in the registry. Each of the age groups that you serve should have their own program listed; please note that before and after school programs and full day school-aged programs should be entered as separate programs.

Start by selecting the **Program Age Group**: Infant (0-12 months), Toddler (13-30 months), Pre-School (30-48 months), JK/SK (4-6 years), or School Aged (7-12 years).

If a specific program encompasses more than one age group (i.e. Family Grouping), you will need to create a program for each age group. When parents search for programs, they only see programs that match their child's age for the date care is required. For example, a licensed pre-school (only) program may accept some toddlers. For parents to see this option *before* the child is 30 months, this program would need a toddler option and a description explaining the limitations (for example, children may be accepted starting at 24 months). This also may occur for licensed school-aged programs that also accept JK/SK children.

Next, you will select the **time** of day your program is offered; please note that you are only able to select one option, so please choose the option that best represents your program. You are also not able to change this information once you have created the program, therefore please make sure that you select the correct option. For example, if you are running a specific March break camp, even though it's running full days, you should choose 'March break' as your time offered. If you make a mistake in entering this information, you will not be able to delete the program, but you can deactivate it (see instructions below).

The **Start Date** and **End Date** fields are not required. This option would typically be used if you are creating a new program that will be starting at a later date (e.g. expansion program that would only start in the Fall). Adding a start date for a new Fall program would allow parents in the registry system to see the program start date, but they will only be able to apply to the program if their start date is on or after the program is active. End dates are typically not required and should only be used when a



program will be ending or is of limited duration (for example summer only programs that do not operate on PD days or other school holidays).

Completing the **program description** box will help parents get an understanding of what your program offers. Parents who are researching child care options will use this information to assist them to place their children in programs.

The **vacant spaces** box should include the number of openings that you currently have in your program. The **licensed spaces** box should include the exact number of spaces that the Ministry of Education has granted you, whereas the **operating spaces** box should include the number of spaces that you are currently offering in that program. For example, the Ministry may have licensed you for 15 toddler spaces, but you are choosing to only enroll 10 toddlers (possibly due to staffing issues, ratios, etc.). This information should be reviewed at minimum on monthly basis, and should be updated as soon as possible if any of the information changes.

The last box that you need to complete is the **Rate per Day**. This will allow parents to see your program's rates prior to applying to the program. Once you have entered all the information, click 'Save'. On the diagram below, you can now see the information you have entered for the new program.

Manage Programs

Search: e.g. John Doe, (000)000-0000
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Add New Program

Show 10 entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	Actions
JK/SK	Any Time			\$35.00	Yes	Actions -
Pre-School	Any Time				Yes	Actions -

Showing 1 to 2 of 2 entries

You should complete the steps above for every program that you provide. Please remember to update any of the information as it changes.

Editing a Program

Find the program name that you would like to edit in the list provided. If you have a large number of programs and would like to find it quickly, you can use the search bar at the top of the page to reduce your list or find your exact program. Once you have found the program in your list, click 'Actions' and then click 'Edit'.

Manage Programs

Search: e.g. John Doe, (000)000-0000
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Add New Program

Show 10 entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	Actions
Pre-School	Any Time				Yes	Actions -

Showing 1 to 1 of 1 entries

Deactivate Edit



From here, you will be able to edit any of the program information, including the description, types of spaces, and rates; however, as mentioned above, you will not be able to edit the 'time offered' box. In this example, we will update the information for the Pre-School program to include the rate per day. To do this, you would add the rate per day in the appropriate box, and then click 'Save'.

Edit Program: Pre-School - Any Time

Active:

Start Date:

End Date:

Program Description:

Per Diem

Vacant Spaces:

Licensed Spaces:

Operating Spaces:

Rate per Day (excluding taxes):

You will see that the Pre-School program now has the rate of pay listed (below). You can follow the same steps to edit any of the program information.

[Add New Program](#)

Show **10** entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	
JK/SK	Any Time			\$35.00	Yes	Actions
Pre-School	Any Time			\$35.00	Yes	Actions

Showing 1 to 2 of 2 entries

Previous 1 Next

Deactivating a Program

There may be times when you will want to deactivate a program. For example, if you offered a specific summer program in previous years, but you will not be offering it again this year, you will want to deactivate that program. To do so, find the program name in your list, click 'Actions', and then click 'Deactivate'.

[Add New Program](#)

Show **10** entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	
JK/SK	Any Time			\$35.00	Yes	Actions
Pre-School	Any Time			\$35.00	Yes	Actions
School Aged	Full Day			\$30.00	Yes	Actions
School Aged	March Break			\$30.00	Yes	Actions

Showing 1 to 4 of 4 entries

[Deactivate](#)
[Edit](#)

Once you deactivate the program, you will see that there is a 'No' under the 'Active' column. When a program is deactivated, parents will not see it as an option in the child care registry. At this time, the system is not able to notify parents that are on the waitlist for this program that it is being deactivated. Therefore, we would ask that prior



to deactivating a program you contact those families on the waitlist to inform them the program is no longer active.

Add New Program

Show 10 entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	
JK/SK	Any Time			\$35.00	Yes	Actions -
Pre-School	Any Time			\$35.00	Yes	Actions -
School Aged	Full Day			\$30.00	Yes	Actions -
School Aged	March Break			\$30.00	No	Actions -

Showing 1 to 4 of 4 entries

Previous 1 Next

In order to reactivate a program, you would simply click on 'Actions' and 'Activate' and the program will then show as active again in your list of programs.

Add New Program

Show 10 entries

Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	
JK/SK	Any Time			\$35.00	Yes	Actions -
Pre-School	Any Time			\$35.00	Yes	Actions -
School Aged	Full Day			\$30.00	Yes	Actions -
School Aged	March Break			\$30.00	No	Actions -

Showing 1 to 4 of 4 entries

Activate
Edit

Add New Program

Show 10 entries

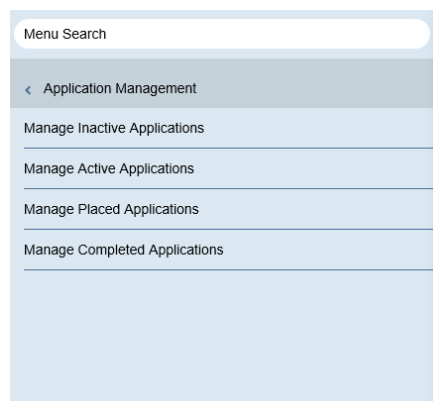
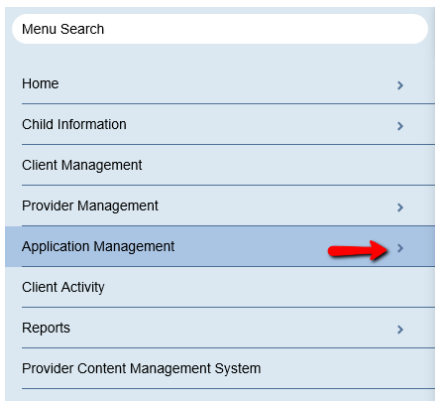
Age Group	Time Offered	Start Date	End Date	Rate Per Day	Active	
JK/SK	Any Time			\$35.00	Yes	Actions -
Pre-School	Any Time			\$35.00	Yes	Actions -
School Aged	Full Day			\$30.00	Yes	Actions -
School Aged	March Break			\$30.00	Yes	Actions -

Showing 1 to 4 of 4 entries

Previous 1 Next

Application Management

Here is where you will be able to manage all of your applications from the registry. From the 'Menu' button, click on 'Application Management' to reveal the options to manage active, inactive, placed, and completed applications.



Manage Active Applications

From this page, you will see a list of children who currently have open applications to your programs. This information includes the child's name, child ID, parent's name, application date, priority ranking, date of birth, age, preferred start date, program, subsidy information, and comments.

The default settings will sort the applications by the application date (newest to oldest). You can change the way that the list is sorted by clicking on the little arrow beside any of the column headings. The blue arrow indicates which field the list is currently sorted by.

Manage Active Applications

Search: Search
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Show 10 entries

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Comment Count	Actions
Roussy, Liam	8247	Roussy, Jennifer	12-Mar-2018		09-May-2015	2y 10m	12-Mar-2018	Pre-School - Any Time	Not Required	0	Actions
Hodgins, Max	7722	Langdon, Emma	12-Mar-2018		10-Mar-2015	3y 0m	19-Mar-2018	Pre-School - Any Time	Preferred	0	Actions

Showing 1 to 2 of 2 entries Previous 1 Next

Viewing the Child's Information

To view a particular child's information, click on the 'Actions' button and then click 'View Child Information'.



Manage Active Applications

Search: Search
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Show 10 entries

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Comment Count	Actions
Roussy, Liam	8247	Roussy, Jennifer	12-Mar-2018		09-May-2015	2y 10m	12-Mar-2018	Pre-School - Any Time	Not Required	0	View Child Information Remove Application Place Application Update Application Ranking Update Priority Ranking View/Add Comments Enhanced File Report
Hodgins, Max	7722	Langdon, Emma	12-Mar-2018		10-Mar-2015	3y 0m	19-Mar-2018	Pre-School - Any Time	Preferred	0	

Showing 1 to 2 of 2 entries

This will give you a more detailed list of the child's information, including parent's address, contact information, days requiring care, and whether the child has a sibling in the system. You have the option to print this page by clicking on the 'Print' button, or you can also view/add comments by clicking on the 'View/Add Comments' tab.

Child: Child Test

[Back](#) [View/Add Comments](#) [Enhanced File Report](#) [Print](#)

Child Information

First Name: Child
Last Name: Test
Date Of Birth: 03-May-2019
Gender: Male
School:
Primary Language: French
Subsidy Required: Not Required
First Nations/Inuit/Métis: N/A
Francophone: N/A
Preferred Start Date: 22-May-2019

Parent Information

First Name: Training
Last Name: Account
Phone: (709) 845-8784
Cell Phone:
Email: dmstraining1@gmail.com

Street: 388 Mainway Street East
City/Town: North Bay
Postal Code: P1B 1V5
Province: ON

Attending School: No
Works At Provider: No

Days Requiring Care

Sunday Monday Tuesday Wednesday Thursday Friday Saturday **Sun**

Other Siblings

Age Category	Program Time	Provider	Application Date	Preferred Start Date	Placed	Placed Date	Actions
Infant	Full Day	Test Provider Site 1	22-May-2019	22-May-2019	No		

Showing 1 to 1 of 1 entries

Previous 1 Next

You can see a list of the child's applications to all your programs at the bottom of this page. Please note you will only see the applications that are linked to your site(s) in this list. From the 'Actions' tab on this page, you can remove or place the applications, but you would need to return to the previous screen to access other application management functions. To return to the previous screen, click 'Back' at the top of the page.

Other Siblings

Age Category	Program Time	Provider	Application Date	Preferred Start Date	Placed	Placed Date	Actions
Infant	Full Day	Test Provider Site 1	22-May-2019	22-May-2019	No		Remove Application Place Actions

Showing 1 to 1 of 1 entries

Previous 1 Next



Updating the Priority Ranking

If your child care centre utilizes a priority ranking scale, for example for siblings who are already in care or for military families, you can enter or update a child's priority ranking by clicking on 'Update Priority Ranking' from the 'Actions' button.

From here, you can see the child's application date, the preferred start date, the provider name, and the program name. From the Priority Ranking box, click on the down arrow to select the appropriate ranking, and then click 'Update'.

Manage Active Applications

The screenshot shows the 'Manage Active Applications' interface. At the top, there is a search bar with the text 'e.g.: John Doe, (000)000-0000' and a search button. Below the search bar, there are 'Selected Filters' and an 'Advanced' dropdown menu. A table of applications is displayed with columns: Child's Name, Child ID, Parent's Name, Application Date, Priority Ranking, Date of Birth, Age, Preferred Start Date, Program, Subsidy, Application Status, and Sub Approval Date. Two rows are visible: 'Test Child 1' and 'child_test'. A red arrow points to the 'Actions' button for the 'child_test' row. A dropdown menu is open over the 'Actions' button, showing options: View Child Information, Remove Application, Place Application, Update Application Ranking, Update Priority Ranking, View/Add Comments, and Enhanced File Report. Below the table, there are two steps: 'Step 1: Update Priority Ranking' and 'Step 2: Summary'. The 'Step 1' view shows fields for Child's Name, Application Date, Preferred Start Date, Provider Name, Program, and Priority Ranking. A dropdown menu for Priority Ranking is open, showing options: N/A, 1, 2, 3, 4, 5. A red arrow points to the '1' option. There is a 'Return to Manage Active Applications' button and an 'Update' button.

You will now see that the child's priority ranking has been set to 1. Click on 'Return to Manage Active Applications' to see the child's ranking in the Manage Active Applications page.

If you have a long list of applications and you are using a priority ranking system, you can click on the little arrows in the Priority Ranking column to sort your applications by rank order. As you are only able to set up to 5 priority rankings, it is important that you

The screenshot shows the 'Step 2: Summary' view. It displays the following information: Child's Name: Child 1 Test, Application Date: 20-Nov-2018, Preferred Start Date: 20-Nov-2018, Provider Name: Test Provider Site 2, Program: Infant - Full Day, and Priority Ranking: 1. A red box highlights the 'Priority Ranking' field. There is a 'Return to Manage Active Applications' button with a red arrow pointing to it.



update these as children get placed or as new children who require priority rankings come onto your list.

Manage Active Applications

Search: e.g. John Doe, (000)000-0000
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Copy CSV Excel Show 10 entries

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Comment Count	Actions
Test, Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required			0	Actions
child, test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required			0	Actions
Roussy, Cole	8248	Roussy, Jennifer	18-Apr-2018		28-Sep-2016	2y 8m	21-Oct-2019	Pre-School - Full Day	Not Required			0	Actions

Showing 1 to 3 of 3 entries Previous 1 Next

Updating the Application Date

Although you will see the option to update the application date for the child, it is not something that you should be required to do, except in special circumstances (e.g. if an error was made). If you need to change the application date, you would simply click 'Update Application Date' from the 'Actions' button.

Manage Active Applications

Search: e.g. John Doe, (000)000-0000
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Copy CSV Excel Show 10 entries

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Comment Count	Actions
Test, Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required			0	Actions
child, test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required			0	Actions

From the 'Actions' menu, 'Update Application Date' is highlighted.

From there, click on the calendar icon and choose the correct date, and then click 'Update'.

The next page will confirm your changes; simply click 'Return to Manage Active Applications' to go back to the previous page.

Step 1: Update Application Date Step 2: Summary

Child's Name: Liam Roussy
Preferred Start Date: 12-Mar-2018
Provider Name: Test Provider Site 1
Program: Pre-School - Any Time
Application Date: 12-Mar-2018


Return to Manage Active Applications Update

Calendar for March 2018 showing the date 12-Mar-2018 selected.



Step 1: Update Application Date Step 2: Summary

Child's Name: Liam Roussy
Preferred Start Date: 12-Mar-2018
Provider Name: Test Provider Site 1
Program: Pre-School - Any Time
Application Date: 20-Feb-2018

 [Return to Manage Active Applications](#)

Viewing or Adding Comments

You may want to add comments to the child's application. For example, you may want to record any contact that you have had with the family to update information and/or to inquire whether or not they would still like a placement in your program. To do this, you would click on 'View/Add Comments'.

Manage Active Applications

Search: [Search](#)
(use spaces or commas to separate search criteria)

Selected Filters: [Advanced](#)

[Copy](#) [CSV](#) [Excel](#)


Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Actions
child, test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	View Child Information Remove Application Place Application Update Application Date Update Priority Ranking View/Add Comments Enhanced File Report
Test Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	Actions

In the next window, click on 'Add Comment' and add the details you would like to include. You will have the option to choose whether or not to share the comment with DNSSAB, Special Needs Providers, or other Providers that the child has applied to. When you are done, click 'Add Comment' and you will be re-directed to the previous screen where you can see the comment you have just added. We encourage you to include the DNSSAB in the comments as the DNSSAB can use these comments if concerns are brought forward. Note, at this time no special needs providers can access this program.

Comment History For child, test

Search: [Search](#)
(use spaces or commas to separate search criteria)

Selected Filters:

[Add Comment](#) 

[Copy](#) [CSV](#) [Excel](#)

Created By: Date Created:

Showing 0 to 0 of 0 entries

[Back](#)

New Comment for child, test


By Roussy, Jennifer (jennifer.roussy@dnssab.ca)

Share this comment with District of Nipissing Social Services Administration Board (DNSSAB)

Share this comment with Special Needs Providers.

Share this comment with child Providers this child has applied to.

Share this comment with Fee Subsidy Status Managers.

[Back](#)  [Add Comment](#)



Comment History For child, test

Search: Search

(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Add Comment Print Comments

Copy CSV Excel Show 10 entries

Created By	Date Created	Comment
Roussy, Jennifer (jennifer.roussy@dnssab.ca)	29-May-2019 01:49 PM	Contacted parent - details of conversation...

Showing 1 to 1 of 1 entries Previous 1 Next

Back

Creating an Enhanced File Report

You have the option of creating an Enhanced File Report that can be printed. This report will open in Microsoft Word format and includes the child's detailed information, days requiring care, parent contact information, active applications for the child, as well as a report of any comments that have been added to the child's file. To get the report, click on 'Enhanced File Report' from the 'Actions' button and a pop-up will ask you what you want to do with the file. Click 'Open' and the document will open in Word and will look similar to the third figure.

Manage Active Applications

Search: Search

(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Copy CSV Excel

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Actions
child, test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	View Child Information Remove Application Place Application Update Application Date Update Priority Ranking View/Add Comments Enhanced File Report Actions
Test, Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	Actions

Do you want to open or save **Enhanced File Report - child, test.docx** (6.35 KB) from training.onehns.com? Open Save Cancel

Enhanced File Printout Report Date: 05/29/2019

Child Information

Name: *child, test*
 Date of Birth: *11/06/2017* Age: *1y 6m*
 Gender: *Male* Language: *English*
 School:
 Aboriginal:
 Francophone: *N/A*
 Preferred Start Date: *11/20/2018*
 Siblings Enrolled: *Yes*
 Siblings (0):

Care Requirements

Subsidy Required: *N*
 Care required on:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
N	N	N	N	N	N	N

Comments:

Parent Information

Name: *Roussy, Jennifer*
 Address: *200 McIntyre Street East, North Bay, P1B 8V6*
 Email: *jennifer.roussy@dnssab.ca*
 Phone: *(705) 478-6671*
 Attending School: *N* Works for Day Care Provider: *N*

Application Information (Active)

Provider	Application Date	Preferred Start Date	Program	Start-End Date
Test Provider Site 1	05/22/2019	05/22/2019	Toddler, Full Day	
Test Provider Site 2	11/20/2018	11/20/2018	Infant, Full Day	

Child Comments:

29/05/2019	Contacted parent - details of conversation....
------------	--



Placing an Application

Once a child has accepted a placement in your child care setting, you **MUST update** this information in the registry. To do so, click on 'Place Application' from the 'Actions' button in the Manage Active Applications page. This will move children from your waiting list to a placed list and help ensure that waitlist data is accurate.

Manage Active Applications

Search: Search

Selected Filters:

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Actions
child_test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	View Child Information Remove Application Place Application Update Application Date Update Priority Ranking View/Add Comments Enhanced File Report Actions
Test, Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0	Actions

From this next screen, you will check to ensure that you have selected the correct child and program to be placed. If it is correct, click on 'Continue to Confirm Placement'. If it is incorrect, click 'Return to Manage Active Applications' to choose the correct child/program.

Step 1: Confirm Application | Step 2: Confirm Placement | Step 3: Summary

Review and confirm the application information below is correct.

Child's Name: test child
Application Date: 20-Nov-2018
Preferred Start Date: 20-Nov-2018
Provider Name: Test Provider Site 2
Program: Infant - Full Day

The child will not be placed until the summary step.

[Return to Manage Active Applications](#) [Continue to Confirm Placement](#)

The following screen will ask you to choose the child's start date and will give you options to remove the child from other applications. Unless the parent has clearly indicated that they would like to be removed from other applications, click on 'Keep all child's applications' and then click 'Place Child'.

Step 1: Confirm Application | Step 2: Confirm Placement | Step 3: Summary

Confirm the child's start date and applications listed below.

Start Date:

Keep all child's applications
 Remove Child from all Applications in this Age Category
 Select Applications to remove child from
 Remove child applications from ALL providers in your community

[Place Child](#)



You will now see that the child has been successfully placed, and will be removed from your waitlist for that program. Click 'Continue to Manage Placed Applications' to go to the Manage Placed Applications page.

Step 1: Confirm Application | Step 2: Confirm Placement | Step 3: Summary

Child has been successfully placed in the program listed below.

Child's Name:	test child
Application Date:	20-Nov-2018
Preferred Start Date:	20-Nov-2018
Provider Name:	Test Provider Site 2
Program:	Infant - Full Day

[Continue to Manage Placed Applications](#)

If you have multiple child care sites and the parent has indicated that they would like to be removed from the waitlist for your other sites, you can click on 'Select Applications to remove child from'. Check off the applications you wish to remove. You will also be required to add a removal comment to continue. Once completed, click on 'Place Child' and you will see the option to 'Continue to Manage Placed Applications'.

Please note: you should **NEVER** select 'Remove child applications from ALL providers in your community'. Parents are encouraged to manage their own applications and remove themselves from waitlists when they no longer require care. If they require assistance, they can contact data@dnssab.ca.

Step 1: Confirm Application | Step 2: Confirm Placement | Step 3: Summary

Confirm the child's start date and applications listed below.

Start Date: 29-May-2019

Keep all child's applications

Remove Child from all Applications in this Age Category

Select Applications to remove child from

Remove	Child's Name	Application Date	Preferred Start Date	Provider Name	Program
<input type="checkbox"/>	child, test	22-May-2019	22-May-2019	Test Provider Site 1	Toddler - Full Day

Remove child applications from ALL providers in your community

Removal Comment:

[Place Child](#)

Child has been successfully placed in the program listed below.

Child's Name:	test child
Application Date:	20-Nov-2018
Preferred Start Date:	20-Nov-2018
Provider Name:	Test Provider Site 2
Program:	Infant - Full Day

[Continue to Manage Placed Applications](#)



Removing an Application

If a parent has indicated that they would like their child removed from your waitlist, you can complete this by clicking on 'Remove Application' from the 'Actions' button on the Manage Active Applications page.

Manage Active Applications

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date
Test, Child 1	8422	Account2, Training	20-Nov-2018	1	01-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required		0

The next screen will ask you to confirm that you would like to remove the application. If you would like to proceed, click on 'Continue to Remove Applications' to confirm.

Step 1: Confirm Application Step 2: Remove Applications Step 3: Summary

Review and confirm the application to be removed from your active applications.

Applications

Child's Name: Child 1 Test
Application Date: 20-Nov-2018
Preferred Start Date: 20-Nov-2018
Provider Name: Test Provider Site 2
Program: Infant - Full Day

Continue to Remove Applications

You will see the same list of options for removing the application as you would see if you were placing an application. Once you make the appropriate selection, click 'Remove Applications'.

Step 1: Confirm Application Step 2: Remove Applications Step 3: Summary

Select the applications you would like to remove for this child.

Remove this application only
(This will remove the child from the selected application only.)

Remove all child applications associated with Test Provider Site 2
(This will remove the child from Test Provider Site 2.)

Remove all child applications from my associated providers
(This will remove the child from all your providers.)

Remove Child from all Applications in this Age Category
(This will remove the child from the selected providers only.)

Removal comment:

Remove Applications

The next screen confirms that the child's application has been removed. From there, you have the option to return to the Manage Active Applications page, or you can go to the Manage Inactive Applications page. Click on 'Return to Manage Active Applications' and you will be redirected to your list of active applications.



Manage Active Applications

Search: Search
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Show **10** entries


Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Comment Count
No matching records found										

Showing 0 to 0 of 0 entries Previous Next

Step 1: Confirm Application | Step 2: Remove Applications | **Step 3: Summary**

The child's application(s) have been removed.

Child's Name: Child 1 Test
Application Date: 20-Nov-2018
Preferred Start Date: 20-Nov-2018
Provider Name: Test Provider Site 2
Program: Infant - Full Day


[Return to Manage Active Applications](#)  [Continue to Manage Inactive Applications](#)

As you can see, there are no longer any active applications in this list. In the next section, we will review how to see your placed applications.

Manage Placed Applications

From the Application Management menu, select 'Manage Placed Applications'.

Menu Search

- < Application Management
- Manage Inactive Applications
- Manage Active Applications
- Manage Placed Applications** 
- Manage Completed Applications

From this screen, you will see your list of placed applications with details on the placement site, program name, date placed, and start date. You will also see a variety of options to choose from in the 'Actions' button. The 'View Child Information', 'View/Add Comments', and 'Enhanced File Report' functions are the same as in the previous section, therefore they will not be reviewed again.



Reactivating an Application

If for some reason you have made an error in placing an application and you need to reactivate it, simply click on 'Reactivate Application' from the 'Actions' button on the Manage Placed Applications page.

Manage Placed Applications

Child's Name	Parent's Name	Placed At	Program	Placed Date	Placement End Date	Start Date	Subsidy	Application Status	Subsidy Approved Date	Comments	Actions
child_test	Roussy, Jennifer	Test Provider Site 2	Infant - Full Day 29-May-2019 - Present	29-May-2019		29-May-2019	Not Required			0	Actions
Test, Child 2	Roussy, Jennifer	Test Provider Site 2	Pre-School - Full Day 21-Nov-2018 - Present	21-Nov-2018		21-Nov-2018	Not Required			0	Actions

You will be given the option on the next screen to review and confirm the application is to be reactivated. If you are sure that the application should be reactivated, click 'Reactivate Application'. You will see a notice on the bottom of the page to ensure that you are completing the right function based on the child's situation.

Step 1: Confirm Application | Step 2: Summary

Review and confirm the application to be reactivated.

Child's Name: test child
Application Date: 20-Nov-2018
Preferred Start Date: 20-Nov-2018
Provider Name: Test Provider Site 2
Program: Infant - Full Day

Clicking Reactivate Application will add the child's application back to the Active Applications list. This action will remove all placement activity that occurred when the child was placed. If the child is leaving the program, return to the Manage Placed Applications list and click on End Placement under the Actions menu to end the child's placement.

Reactivate Application

Once completed, you will see a confirmation screen and will have the option to return to managing your placed applications, or continuing to manage active applications. Since we have reactivated this application, click on 'Continue to Manage Active Applications'.

Step 1: Confirm Application | Step 2: Summary

The application has been reactivated. To review click Continue to Manage Active Applications.

Child's Name: test child
Application Date: 20-Nov-2018
Preferred Start Date: 20-Nov-2018
Provider Name: Test Provider Site 2
Program: Infant - Full Day

Continue to Manage Active Applications



You will see that the child is now listed under active applications again.

Ending a Placement

When a child no longer requires child care within your program (i.e. leaves your program), you are required to formally end the placement in the registry. To do so, click on 'End Placement' from the 'Actions' button on the Manage Placed Applications page. (Note: this does not apply to children who were in your programs and placed **before** the start of the registry).

Manage Placed Applications

Child's Name	Parent's Name	Placed At	Program	Placed Date	Placement End Date	Start Date	Subsidy	Application Status	Subsidy Approved Date	Comment	Actions
Test_Child 2	Roussy, Jennifer	Test Provider Site 2	Pre-School - Full Day 21-Nov-2018 - Present	21-Nov-2018		21-Nov-2018	Not Required			0	Actions-
Test_Child 2	Roussy, Jennifer	Test Provider Site 2	School Aged - After School 24-Apr-2018 - Present	24-Apr-2018		24-Apr-2018	Not Required			0	Actions-

The next screen will allow you to choose the date the placement ended; you are able to set it for today's date (or a date in the past), or you can set a future date if you know in advance that the child's placement will be ending. Once you have chosen the option that applies to the child, click 'End Placement'.

Step 1: Confirm Placement

Review and confirm the application to be completed.

Child's Name: Child 2 Test
Application Date: 03-Apr-2018
Preferred Start Date: 12-Mar-2018
Provider Name: Test Provider Site 2
Program: Pre-School - Full Day
Placement Date: 21-Nov-2018

End child's placement immediately
(Child's placement end date is today or in the past)

Set child's placement end date in the future

End this placement on the date below:

End Placement

Manage Active Applications

Child's Name	Child ID	Parent's Name	Application Date	Priority Ranking	Date of Birth	Age	Preferred Start Date	Program	Subsidy	Application Status	Subsidy Approval Date	Comment Count	Actions
child_test	8421	Roussy, Jennifer	20-Nov-2018		06-Nov-2017	1y 6m	20-Nov-2018	Infant - Full Day	Not Required			0	Actions-



The next screen will confirm that the child's placement has been ended. Click 'Continue to Manage Completed Applications' to see this child's file or you can click on 'Return to Manage Placed Applications' to return to see your placed applications.

Manage Placed Applications

Search: Search
(use spaces or commas to separate search criteria)

Selected Filters: Advanced Search Options Clear

Show 10 entries

Child's Name	Parent's Name	Placed At	Program	Placed Date	Start Date	Comment Count
No matching records found						

Showing 0 to 0 of 0 entries Previous Next

Step 1: Confirm Placement Step 2: Summary

The placement end date has been updated.

Child's Name: Child 2 Test
Application Date: 03-Apr-2018
Preferred Start Date: 12-Mar-2018
Provider Name: Test Provider Site 2
Program: Pre-School - Full Day

End Child's Placement Immediately was selected. The child's placement has ended.

[Return to Manage Placed Applications](#) [Continue to Manage Completed Applications](#)

When you return to Manage Placed Applications, you will see that the child is no longer in your list.

Manage Inactive Applications

From the Application Management menu, select 'Manage Inactive Applications'.

Menu Search

- < Application Management
- Manage Inactive Applications
- Manage Active Applications
- Manage Placed Applications
- Manage Completed Applications

Here you will see a list of applications that have been removed. From the screen below, there is one child whose application had been removed from the list. You can see the application date, the program, subsidy information, who made the changes, the state of the application, a description of why the application is inactive (i.e. removed,



placement ended, etc.) and the date it was moved to inactive status. From the 'Actions' button, you will see options that are available to you. We will start by reviewing the application activity.

Manage Inactive Applications

Child's Name	Child ID	Parent's Name	Application Date	Program	Subsidy	Updated By	State	Description	Ina	Actions
Test_Child 1	8422	Account2, Training	20-Nov-2018	Infant - Full Day	Not Required	jennifer.roussy@dncsab.ca	Inactive	Removed	29/05/2019	View Child Information Reactivate Application View/Add Comments View Application Activity Enhanced File Report

Viewing the Application Activity

On this screen, you will see a list of activity for the child. For this child in particular, you can see that he was added by his parent on November 20, 2018 and that he was placed

Application Activity for Child 1, Test

Application Activity Audits

- By Roussy, Jennifer At Test Provider Site 2 On 23-May-2019**
Administrator removed child from infant Full Day waitlist at Test Provider Site 2. Comment: removing test
- By Roussy, Jennifer At Test Provider Site 2 On 21-Dec-2018**
Administrator reactivated infant Full Day waitlist at Test Provider Site 2 keeping the original application date.
- By Roussy, Jennifer At Test Provider Site 2 On 21-Nov-2018**
Administrator placed child in Full Day Infant waitlist at Test Provider Site 2.
- By Account2, Training As Parent On 20-Nov-2018**
Child Child 1 Test was inserted by their parent (dncsabtraining2@gmail.com).

Back

by an administrator on November 21, 2018. Once you have reviewed the information, click 'Back' to go back to the previous screen.

Reactivating an Application

If you need to reactivate the application, simply click on the 'Reactivate Application' from the 'Actions' button on the Manage Inactive Applications page.

Manage Inactive Applications

Child's Name	Child ID	Parent's Name	Application Date	Program	Subsidy	Updated By	State	Description	Ina	Actions
Test_Child 1	8422	Account2, Training	20-Nov-2018	Infant - Full Day	Not Required	jennifer.roussy@dncsab.ca	Inactive	Removed	29/05/2019	View Child Information Reactivate Application View/Add Comments View Application Activity Enhanced File Report



You will be redirected to a screen that will ask you to confirm that you want to reactivate the application. If you are sure you want to reactivate the application, click 'Continue to Change Application Date'.

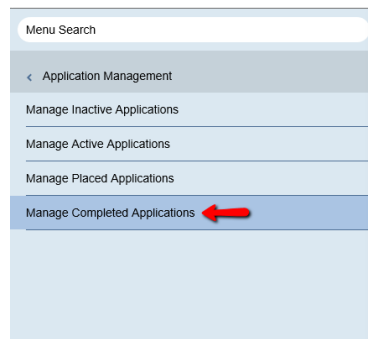
From this next page, you will have the option to choose whether to keep the original application date or to set today as the new application date. If you choose the second option, the child will lose the original application priority and will be moved to the bottom of the waitlist. If the child's application was removed as an error, it is recommended to keep the original application date. Once you have made your selection, click 'Reactivate Application'.

Note: You should only reactivate an application if it was removed by mistake. If a parent has asked to be removed from the list, and later they contact you and state that they would like to be added again, they should go into the registry and create a new request for your program.

You will see that the child's application has now been moved back to the active applications list. Click 'Continue to Manage Active Applications' to see the list.

Manage Completed Applications

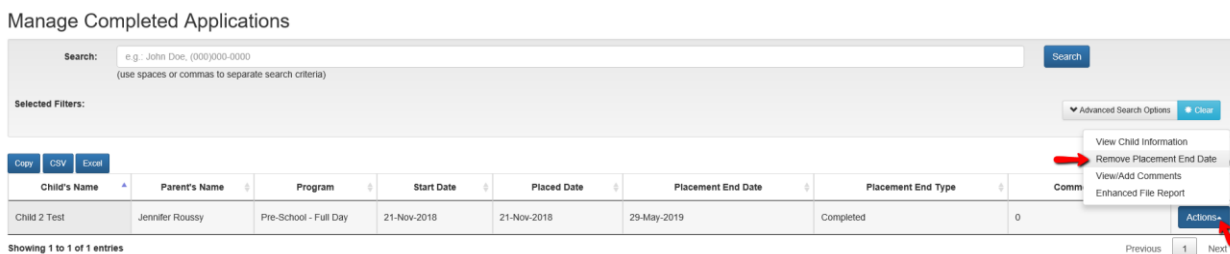
From the Application Management menu, select 'Manage Completed Applications'.



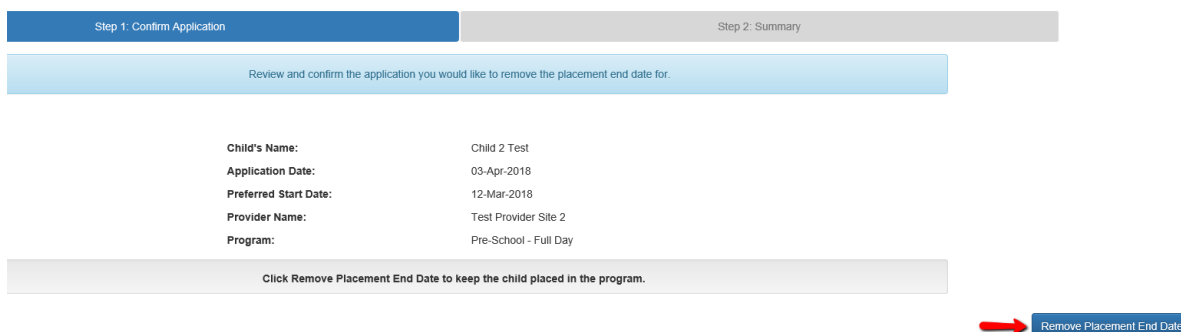
From this page, you will see a list of applications that have been completed (i.e. placement ended). You can see the date the child was placed, the start date, the placement end date, the placement end type, and comments. From the 'Actions' button, you will also see a list of options to view child information, view/add comments, get an enhanced file report, or remove the placement end date. Most of the functions should be familiar to you from the description in previous sections; however, we will demonstrate how to remove a placement end date.

Please note that this function should only be used when a placement was ended by mistake; it should not be used to reinstate a seasonal placement. For example, if a child has a placement in the after school program from May-October (excluding summer months) but does not require after school care from November-April, this placement should be ended in November and the parent will be required to complete a new application should be created for the next May.

To remove and end date, click on 'Remove Placement End Date'.



The next screen will ask you to review the information to confirm that you would like to remove the placement end date. If you are sure, click 'Remove Placement End Date'.





The next screen will confirm that the placement end date has been removed and the child will remain actively placed in the program. You can either click 'Continue to Manage Placed Applications' to see this child or you can click 'Return to Manage Completed Applications' to go to the previous screen.

You can see that the child is now listed again on the Managed Placed Applications page.

Manage Placed Applications

Child's Name	Parent's Name	Placed At	Program	Placed Date	Placement End Date	Start Date	Subsidy	Application Status	Subsidy Approved Date	Comment Count	Actions
Test, Child 2	Roussy, Jennifer	Test Provider Site 2	Pre-School - Full Day 21-Nov-2018 - Present	21-Nov-2018		21-Nov-2018	Not Required			0	Actions
Test, Child 2	Roussy, Jennifer	Test Provider Site 2	School Aged - After School 24-Apr-2018 - Present	24-Apr-2018		24-Apr-2018	Not Required			0	Actions
Test, Child 2	Roussy, Jennifer	Test Provider Site 2	School Aged - Before School 24-Apr-2018 - Present	17-Apr-2018		24-Apr-2018	Not Required			0	Actions

Reports

With the waitlist registry system, you will have access to a variety of reports that you may find useful in managing your waitlist and services.

To access the reports from the 'Menu' button, click on 'Reports' and then 'Run Reports'.



The next screen will provide a list of reports that are available to you. The 'Waitlist' report is the one you will use most often. Click on 'Go to Report' to continue.

Waitlist Report

Provider: Test Provider Site 2
School: All
Subsidy: All
Special Needs: All
Municipality:
Age Category: All
Program Time: All
Child First Name:
Child Last Name:
Parent First Name:
Parent Last Name:
Postal Code:
Subsidy Status: Declined New Active Ineligible In Process Terminated Waiting for Placement
Get Report

You have the choice to filter your report on multiple fields by making a specific selection from the drop-down menus. If you select 'All' for the Provider field, you will see the waitlist for all of the sites/providers you are associated with. To narrow down your report to a certain site, click on the down arrow and choose the site you would like to display. You can also filter on other fields such as Age Category (i.e. Infant, Toddler, etc.) and Program Time. Please note that if you select 'All' for these fields, you will also have the option to use these filters within Excel. Once you have made your choices, click 'Get Report'.

Waitlist Report

Provider: All
School: All
Subsidy: All
Special Needs: All
Municipality:
Age Category: All
Program Time: All
Child First Name:
Child Last Name:
Parent First Name:
Parent Last Name:
Postal Code:
Subsidy Status: Declined New Active Ineligible In Process Terminated Waiting for Placement
Get Report

Run Reports

Report Name	Description	
Waitlist	This is a detailed summary of active applications.	Go to Report
Waitlist Statistics	Shows a snapshot of statistics of applications and children that are placed into their respective programs.	Go to Report
Placed Children	This report shows all of the placed children by provider and by child between two dates	Go to Report
Unique Children Enhanced	A detailed report by Provider, Program, Age Category and Municipality that shows the number of unique children placed in their respective programs.	Go to Report
Statistical Summary Report	A Statistical Summary of Applications that are either entered or placed between two dates.	Go to Report
Unique Children	A detailed report by Provider, Program, Age Category and Municipality that shows the number of unique children placed in their respective programs.	Go to Report
Users by Providers	Report for SM to list all Providers with users	Go to Report



Once the report is ready, click on the 'Download' button and then click 'Open' to open the report.

My Reports

Report:

Start Date: 30-May-2019

End Date: 30-May-2019

Copy CSV Excel Show 10 entries

Report	Date Requested	Date Completed	Status
Waitlist Report - Test Provider Site 2	30-May-2019 09:51 AM	30-May-2019 09:51 AM	Download

Showing 1 to 1 of 1 entries

Do you want to open or save Waitlist Report - Test Provider Site 2.xlsx (12.3 KB) from training.onehsh.com? Open Save Cancel

The report will open in Excel and will display Child Information (light blue), Parent Information (pink), Program Information (green), and finally Application Information (purple). You can filter and/or sort any of the columns using the down arrows.

Child Information										
ChildID	Last Name	First Name	Date of Birth	Age	School	Subsidy Required?	Special Needs?	Francophone	First Nations/Inuit and Métis	Military Family
8421	child	test	11/06/2017	1y 6m		N	N	N/A	N/A	N/A
8248	Roussy	Cole	09/28/2016	2y 8m		N	N	N/A	N/A	N/A
8422	Test	Child 1	11/01/2017	1y 6m		N	N	N/A	N/A	N/A
3 Unique Children										

Wait List Report							
This is a detailed summary of active applications.							
Parent Information							
Last Name	First Name	Email	Address	Unit Number	City/Municipality	Postal Code	Home Phone
Roussy	Jennifer	jennifer.roussy@dnssa	200 McIntyre Street East		North Bay	P1B 8V6	(705) 478-6671
Roussy	Jennifer	jen_roussy@hotmail.ca	16 Talon Street		North Bay	P1A 1N5	(705) 478-6669
Account2	Training	dnssabtraining2@gmail	222 McIntyre Street West		North Bay	P1B 2V7	(705) 474-2151

Program Information										
Age Category	Time	Start Date	End Date	Location	Care Provider	Address	Unit Number	City/Municipality	Postal Code	Ap
Infant	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		
Pre-School	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		
Infant	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		

Application Information		
Application Date	Preferred Start Date	Rank
11/20/2018	11/20/2018	
04/18/2018	10/21/2019	
11/20/2018	11/20/2018	1

The most relevant filters to use for providers will likely include Rank (if a ranking system is used), Application Date, Preferred Start date, and Program Age Category. For example, if we wanted to sort the list by Application Date to see the oldest application



first (those that have been on the list the longest), click on the arrow, then click 'Sort Oldest to Newest', and finally click 'OK'.

The first screenshot shows the 'Program Information' table with columns: Name, Phone, Age Category, Time, Start Date, End Date, Location, Care Provider, Address, Unit Number, City/Municipality, Postal Code, Application Date, and Preferred Start Date. A dropdown menu for 'Age Category' is open, showing options: (Select All), Infant, and Pre-School. The 'Infant' option is selected. The second screenshot shows the 'Application Information' table with columns: Application Date, Preferred Start Date, and Rank. A dropdown menu for 'Application Date' is open, showing options: Sort Oldest to Newest, Sort Newest to Oldest, and Sort by Color. The 'Sort Oldest to Newest' option is selected.

You will now see that the Applications have been sorted so that the oldest application is listed first.

You can sort any of the fields in the same way, or filter for specific programs. For example, if you only want to see applications for the Infant Program, click on the arrow, deselect all options other than 'Infant', then click 'OK'.

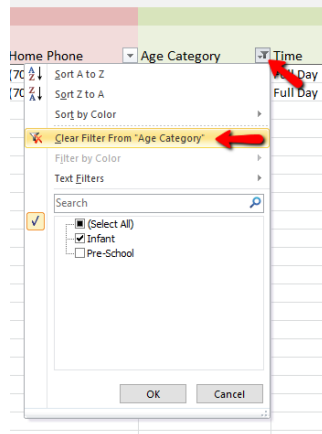
The first screenshot shows the 'Application Information' table with columns: Application Date, Preferred Start Date, and Rank. The 'Application Date' dropdown menu is open, showing the sorted list of dates: 11/20/2018, 04/18/2018, 10/21/2019, and 11/20/2018. The second screenshot shows the 'Application Information' table with columns: Application Date, Preferred Start Date, and Rank. The 'Application Date' dropdown menu is open, showing the filtered list of dates for the 'Infant' program: 04/18/2018, 11/20/2018, and 11/20/2018.

You will now only see the applications for the Infant Program

The screenshot shows the 'Program Information' table with columns: Name, Phone, Age Category, Time, Start Date, End Date, Location, Care Provider, Address, Unit Number, City/Municipality, Postal Code, Application Date, and Preferred Start Date. The 'Age Category' dropdown menu is open, showing the filtered list of dates for the 'Infant' program: Infant, Full Day, and Infant, Full Day.



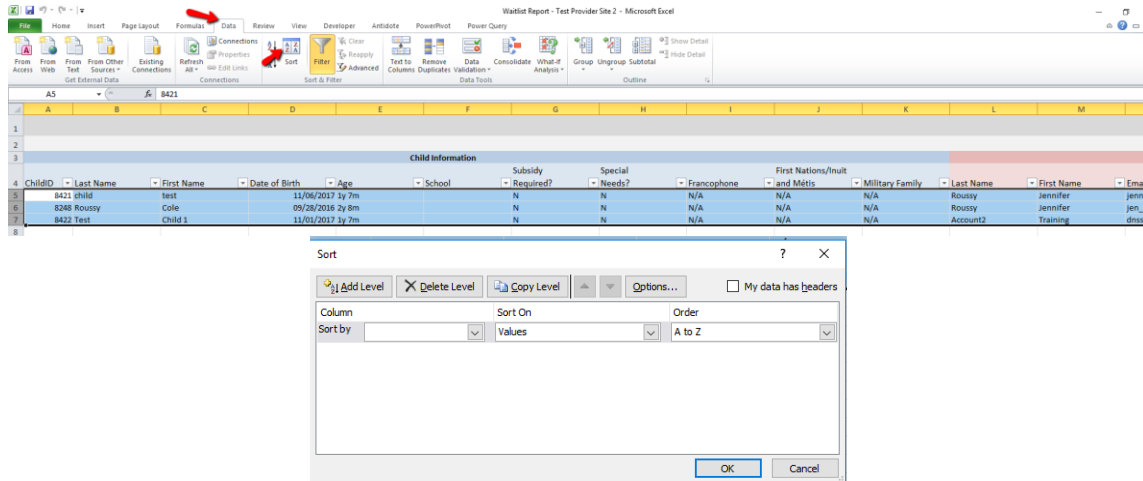
To remove a filter, click on the arrow, then click 'Clear Filter From 'Age Category' then click 'OK'.



You will now see all applications again.

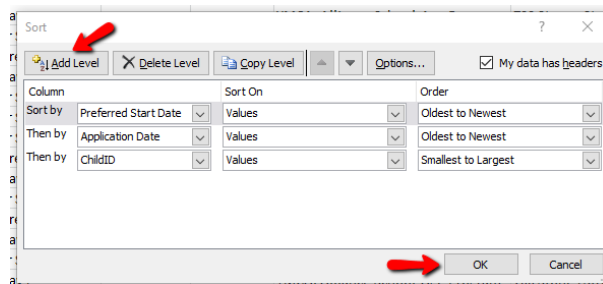
Program Information										Application Inf	
Age Category	Time	Start Date	End Date	Location	Care Provider	Address	Unit Number	City/Municipality	Postal Code	Application Date	Preferred Star
Pre-School	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		04/18/2018	10
Infant	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		11/20/2018	11
Infant	Full Day			Test Provider Site 2	60 Marshall Ave		North Bay	P1A 1R1		11/20/2018	11

If you have more than one date field you would like to sort by (i.e. Preferred Start Date & Application Date), you can do so using the 'Sort' function in the Data tab. Highlight the rows that you would like to sort, then click on 'Sort'.



The data will be sorted in the order that you add each level. Choose your first field to sort by, then click 'Add Level' and add the others. Once you are done, click OK and it will sort the data in the order of levels. It is recommended that you sort first by Preferred Start Date (oldest to newest), then by Application Date (oldest to newest), and

finally by ChildID to keep the children's applications together (as some children may have multiple applications).



Sorting your report in this way will list the children with the oldest preferred start date first, followed by the oldest application date so that you can more easily manage your waitlist.

If you require any assistance with these reports, please contact the Children's Services Data Coordinator at data@dnssab.ca or by calling the District of Nipissing Social Services Administration Board at (705) 474-2151 ext. 3321.

Provider Responsibilities

- All children **MUST** go through the waitlist management system. If a parent visits your centre and requests a placement, you must direct them to complete the application in the Child Care Waitlist Registry online, even if you have a space available for their child. Once the application is in the registry, you can then place the child following the steps outlined in this guide. You may assist them through the process (e.g. let them use a computer).
- It is important that you follow the steps outlined in this guide for managing your placements. Once a child leaves your child care centre, it is important that you end the placement in order for them to be removed from your placed applications list. If you do not end their placement, they will continue to show as active placements, and can affect their ability to apply for future placements within your programs. (Note: this only applies to children placed after March 27, 2017 - the day the system went live).





- Once a child is placed in your program, you should review with the parent whether or not they would like to remain on the waitlist for your other sites or whether they are satisfied with the placement and would like to be removed from the other lists. If the parent indicates that they are satisfied and can be removed from your other sites, please follow the steps in this guide to remove unnecessary applications. If the parent also has applications with other providers, you can encourage them to go to the online registry and remove those applications themselves. An infographic is available (in French and English) for you to share with parents to explain how to update and manage their applications.
- It is recommended that providers review the Child Care Management System to conduct a 'clean up' at minimum once per month to ensure that the information continues to be accurate. However, it is required that changes be made as soon as possible once an application requires it (i.e. placement, removing, ending placement, etc.). It is important for the data coordinator to have accurate data and statistics, as this information is used in planning future services.
- All providers and users are expected to keep passwords and user names confidential and not share with anyone, including other users. You must **immediately** inform DNSSAB of any unauthorized access to the system. All concerns about the privacy or use of the data and information collected should be directed to DNSSAB (see contact details below).

Contact Us

We thank you in advance for your cooperation in helping to ensure the Child Care Management System is used to its fullest advantage.

Should you have any questions or require assistance, you can contact the Children's Services Data Coordinator through email at data@dnssab.ca or by calling the District of Nipissing Social Services Administration Board at (705) 474-2151 ext. 3321.

Frequently Asked Questions



1. Why are parents having difficulty finding my program in the waitlist registry?

Parents are only able to see a list of programs that match their child's age group; therefore you must ensure that you have a program created for each age group that you serve, even if you are running mixed groupings (i.e. family grouping).

There are a number of filters that parents can use when searching for programs, including type of program (e.g. school-based vs. centre-based) as well as times (e.g. PD day, Full Day, etc.). If a parent is having difficulty finding your program, you should recommend that the parent run the query again using the 'Select All' filter for all options.

2. A parent has accepted a placement for their child in my childcare centre/program. Should I remove all of their applications?

If a parent has accepted a placement in one of your programs, you can ask them whether or not they want to be removed from the waitlist of your other sites/programs. If they want to be removed, you can go ahead and remove them from all of your sites, but please ensure to document that you have removed applications based on communication with the parent.

However, you should not remove applications from any other agency. You can encourage parents to remove unnecessary applications from other agencies by providing them with a copy of the Removing Applications Infographic that was shared with you. See Removing Application section on page 27 for more details.

3. When parents call regarding wait times for programs, what can I tell them?

Given that each child care provider has their own internal policies and procedures for how they manage their waitlists, the online waitlist registry is unable to let parents know their placement on the waitlist for a specific program. If a parent asks, you can give them their approximate placement on the waitlist, but you should also inform them of the variables that can affect wait times (i.e. number of spaces available, rate of movement through program, priority rankings that may take precedence, etc.).



4. My child care centre/program utilizes a priority ranking system. How can I use the priority ranking system in the online waitlist registry?

The online waitlist registry is equipped with a priority ranking system that is available to use for all child care providers. The system allows you to prioritize children on 5 different levels. You are then able to sort your waitlist report (Excel file) by level of priority, such that you see the highest priority children first, followed by level 2, and so forth. For more details on using the priority ranking system, please see page 21.

5. Some parents are trying to reapply for before/after school programs, but they do not see my program as an option. Why is this happening?

Parents are unable to see/apply for programs in which their children are already enrolled. This situation typically occurs when a child's placement is going to end and they need to reapply for future services (i.e. ending placement at the end of the school year, then reapplying for September again for before/after school care).

Parents will try to apply as soon as they are informed of the need to reapply, which often occurs before the placement has been ended. In order to overcome this challenge, providers should keep a list of the names and dates that parents contact them to reapply to the program so that once the parent is able to reapply (i.e. once the original placement has been ended), the child care provider can backdate the day of application to the date of first contact. For more information on changing the date of applications, see page 22.

6. I am trying to add a new user account, but I keep getting an error message. What can I do?

There are a few reasons you may be receiving an error message when trying to add a new user account. Please note that an email address can only be used once in the system; therefore, if you have a general email that you use for your child care centre, it can only be associated with one user on the waitlist registry system. All other user accounts will require separate/unique email addresses.

If you are receiving an error message stating that the email address you are attempting to use is not valid, please contact the data coordinator at



data@dnssab.ca with the staff member's full name, email address and agency/sites they are to be associated with, and we will forward the information to the developers of the site who will be able to resolve the issue for you (OneHSN).

7. My child care centre offers summer programming separate from our full day/PD day/break care for school aged children. How do I reflect this in the online registry?

If your child care centre offers summer programming separate from your other full day care for school aged children, you should create a separate program, appropriately named (e.g. Summer Program, Summer Care, etc.), so parents can be clear on what they program are applying to. In this case, you should ensure that your summer program is open for applications by early September for the following summer (e.g. September 2018 for summer care starting in July 2019). If you have any additional questions regarding summer programming and the waitlist registry, please contact data@dnssab.ca.

8. In what situations do I need to add comments to a child's file?

As it currently stands, the only time you are prompted to add a comment is when you are removing an application. It is imperative that you add a comment to the file when removing applications to indicate why the application is being removed (e.g. parent requested removal due to obtaining a space at another child care centre).

That being said, we recommend that you utilize the comment section to document any communication you have with parents so that you have a record on hand at all times regarding previous communications, and all your users can see the information. For more information on adding comments, please see page 23.

For any additional questions, please contact the data coordinator at data@dnssab.ca.



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200 McIntyre St E
North Bay, ON P1B 8V6

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Fax: 705-474-0136
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data@dnssab.ca

dnssab.ca/childrens-services