

# Frequently Asked Questions

July 9, 2026

Work on the Intergenerational Early Learning Centre nears completion and preparations are underway to open the doors. It won't be long before the first children arrive at Perley Health.

We have heard many questions from the Perley Health community, so we have compiled a document to answer your most common queries.

Have a question that is not addressed? Please email us at [info@perleyhealth.ca](mailto:info@perleyhealth.ca) and we will update our file and share the information broadly.

## General Information

### What is the Andrew Fleck Children's Services Intergenerational Early Learning Centre at Perley Health?

It is a licensed child care centre that will bring together young children and seniors in a shared environment designed to foster meaningful intergenerational connections. It is operated by Andrew Fleck Children's Services (AFCS), an experienced not-for-profit agency.

[afchildrensservices.ca](http://afchildrensservices.ca)

### Who can apply?

Both Perley Health employees and the general public may apply for child care; Perley Health employees will receive priority access.

### What is different about this centre?

The Intergenerational Early Learning Centre features intergenerational programming, where children and seniors interact and build meaningful relationships. This approach enriches experiences for all generations by promoting social connection and learning.

### Where will the centre be located?

The Intergenerational Early Learning Centre is located on the first floor of Perley Centre, directly across from the pharmacy.

### What changes took place at Perley Health to construct the child care centre?

In July 2025, construction started on the Intergenerational Early Learning Centre. It is being created by renovating and expanding existing space in Perley Centre (across from the pharmacy and near Deborah's Gift Boutique), extending into the courtyard between the Ottawa Residence and Rideau Veterans Residence.

### When is the Intergenerational Early Learning Centre expected to open?

The planned opening is June 2026.

## What are the proven benefits of intergenerational programs?

Research shows that these programs offer numerous benefits to both seniors and children, including improved physical and cognitive health, increased social engagement, and enhanced emotional well-being.

## How is the Perley Health Foundation involved?

The Foundation's "Bridging Generations" campaign is raising \$2 million to expand and enhance the intergenerational program, creating dedicated, purpose-built spaces to foster meaningful connections.

# The Intergenerational Experience

## Where will staff and residents see the children?

The Intergenerational Early Learning Centre is located on the first floor of Perley Centre (across from the pharmacy). However, you will see the children throughout Perley Health!

Specifically:

- In the Cafeteria: Children will regularly eat lunch in the main Cafeteria (watch for the area with the tiny tables and chairs!)
- On Resident Units: Children will visit resident units at scheduled times for activities.
- Outside and in the Courtyard: Children will access the renovated courtyard between the Ottawa and Rideau Veterans Residences and will go on various "field trips" around the facility (to the duck pond, on walks, etc.).

## Can any resident be involved in the intergenerational program?

Yes! The program is designed to be inclusive, connecting the generations. Residents can express their interest by contacting Brooke Cornel, Veteran Liaison Coordinator, [bcornel@perleyhealth.ca](mailto:bcornel@perleyhealth.ca), Ext. 2877, or visit her office, near the Rideau 2 South (R2S) dining room. The Centre of Excellence is also studying participation to ensure interactions are safe, meaningful, and tailored to the needs of the residents.

## What if a resident isn't part of the "formal" program?

All residents can benefit from the presence of children on-site. New, large windows on the first floor support a sense of welcome and connection between the Intergenerational Early Learning Centre and the community.

## What is the mural that is being painted on the walls outside the Intergenerational Early Learning Centre?

Sorry, it's a big, beautiful secret! Watch for news about the big reveal by visiting our webpage!

## How can I support this innovative program?

The Perley Health Foundation's "Bridging Generations" campaign is raising \$2 million to expand and enhance the intergenerational program, creating dedicated, purpose-built spaces to foster meaningful connections. **Please contact [PerleyHealthFoundation.ca/bridging-generations/](https://PerleyHealthFoundation.ca/bridging-generations/).**

# Operations, Capacity, and Facilities

## What is the total licensed capacity?

The Intergenerational Early Learning Centre will be licensed for 49 spaces, separated into the following cohorts:

- **Infant spaces:** 10
- **Toddler spaces:** 15
- **Preschool spaces:** 24

## What are the hours of operation?

The program will operate Monday to Friday, 6:30 a.m. to 4:30 p.m. to support shift schedules, though they may be adjusted in the future based on operational needs.

## Will weekend or overnight care be available?

The Intergenerational Early Learning Centre will not be offering overnight child care. Weekend hours may be possible in the future, subject to additional funding.

## Will the Intergenerational Early Learning Centre offer bilingual or multilingual child care?

While the Intergenerational Early Learning Centre anticipates having some French-speaking staff, it will not offer fully bilingual or multilingual child care programs.

## Will the new Intergenerational Early Learning Centre be accessible and support children with special needs?

Yes, the Intergenerational Early Learning Centre will be fully accessible, including wide doorways to accommodate wheelchairs and mobility devices. AFCS educators are committed to inclusivity and are trained to provide comprehensive care for children with a wide range of needs.

## Who is my contact for questions about the Intergenerational Early Learning Centre?

For information on registration and the waitlist, please contact Nicole, AFCS Parent Navigator, [PN@afchildrensservices.ca](mailto:PN@afchildrensservices.ca).

For more information about the partnership and shared programming between Perley Health and AFCS, please contact Brooke Cornel, Veteran Liaison Coordinator, [bcornel@perleyhealth.ca](mailto:bcornel@perleyhealth.ca).

## When will the Intergenerational Early Learning Centre officially open?

Construction is nearing completion, with final inspections underway. The IELC is expected to Open before the end of June! Watch the Perley Health webpage for up-to-date information ([PerleyHealth.ca/generations-connected](http://PerleyHealth.ca/generations-connected)).

## When will children be onsite, attending the program?

The first children are expected to arrive in June. The plan is to gradually introduce the children to the program during the Summer.

## Where can I find more information about what to expect?

For updates on the program, visit our dedicated webpage and view our monthly newsletter and at [PerleyHealth.ca/generations-connected](http://PerleyHealth.ca/generations-connected).

# Activities and Staffing

## What intergenerational activities are planned?

The Intergenerational Early Learning Centre will offer daily opportunities for interaction, including shared reading, art projects, puzzles, outdoor play, and lunch in the cafeteria.

## Will children visit long-term care resident units?

Yes, children will visit resident units at scheduled times.

## What are the staffing plans for the Intergenerational Early Learning Centre?

Andrew Fleck Children's Services (AFCS) will staff and operate the Intergenerational Early Learning Centre. The team will include three Registered Early Childhood Educators, plus an assistant per program room and an onsite Program Coordinator.

# Cost and Fee Subsidy

## What will be the daily fee for child care at the Intergenerational Early Learning Centre?

As Andrew Fleck Children's Services is enrolled in the Canada Wide Early Learning and Child Care program, the daily fee for all age groups will be \$22/day; this reflects a reduction of the base fees and will be automatically applied for all children enrolled in the centre. Families may apply for an additional child care fee subsidy with the City of Ottawa. You can check whether your family is eligible for a child care fee subsidy here: <https://ottawa.ca/en/family-and-social-services/childrens-services/child-care-fee-subsidy/apply-child-care-fee-subsidy>

## Is the fee subsidy available to staff residing in Quebec?

Perley Health staff and their families living in Quebec are eligible to use the centre for the same daily rate as Ottawa residents. However, the additional City of Ottawa Child Care Fee Subsidy is only available to residents of Ottawa.

# The Role of the Centre of Excellence

## How is the Perley Health Centre of Excellence in Frailty-Informed Care™ involved?

The Centre of Excellence will play a pivotal role in researching and supporting the Intergenerational Early Learning Centre.

## What will the research focus on?

The Centre of Excellence will take a structured approach to evaluate:

- Facility design and its impact on interactions.
- Individual participation and engagement levels.

# Registration & Eligibility

## Who is eligible for priority access to the Intergenerational Early Learning Centre?

Priority is given to permanent Perley Health employees (Full-Time, Part-Time, and Casual) who are the parent or legal guardian of a child (or currently expecting). Temporary employees are welcome to apply but do not receive priority access.

## How is priority determined among staff members?

For applications received before Jan 9, 2026, spaces were allocated based on the staff member's Date of Hire (their seniority). Applications filed after January 9th will be filled on a first-come, first-served basis according to the application date. Siblings of children enrolled in the Intergenerational Early Learning Centre may be granted priority access apart from application date. Perley Health permanent staff still maintain priority over the public.

## I missed the initial registration period. How do I apply now?

Now that the centre is soon opening, all applications must be submitted through the City of Ottawa's Centralized Child Care Registry and Waitlist (<https://ottawa.ca/en/family-and-social-services/childrens-services/apply-child-care>). The waitlist is expected to be active in June. To ensure you receive your staff priority:

1. In the "Parent Details" section, go to **Employer/School Information**.
2. Toggle the blue slider to enter employer info.
3. Under the dropdown for "Does your employer/school belong to any of the following?", select "Perley Health".

## Can I keep my child enrolled while I am on parental leave?

Yes. As long as you plan to return to work at Perley Health, your child can remain in care. If you are a new applicant currently on leave, your child can start care no earlier than three months before your scheduled return-to-work date.

# Attendance and Withdrawal

## What if I don't need a space right away?

If offered a space you are not ready for, you may pass but keep your waitlist position for a potential future offer.

## How does the public get considered?

If spaces remain after eligible staff requests are fulfilled, they are offered to the public based on their application date on the Centralized Wait List.

# Contacts

- Andrew Fleck Children's Services: For questions related to registration, waitlist and programming, please contact Nicole, AFCS Parent Navigator, [PN@afchildrensservices.ca](mailto:PN@afchildrensservices.ca).
- Perley Health: Brooke Cornel, Veteran Liaison Coordinator, [bcornel@perleyhealth.ca](mailto:bcornel@perleyhealth.ca), Ext. 2877, or visit her office, near the Rideau 2 South (R2S) dining room.
- General Questions: [info@perleyhealth.ca](mailto:info@perleyhealth.ca)
- Webpage: [PerleyHealth.ca/generations-connected](https://PerleyHealth.ca/generations-connected)