



YMCA Early Years Waitlist Frequently Asked Questions

Q. How does the YMCA Early Years waitlists work?

A. The YMCA manages over 800 licensed child care spaces for 0 to 5 year old children at 25 locations throughout Metro Vancouver.

Our waitlists do not operate on a “first come, first served” basis.

There are a number of priorities taken into consideration for enrolment such as:

- siblings of current participants
- children who are transferring from one YMCA Child Care program to another
- partnership agreements

Q. How do I apply to the waiting list?

A. The YMCA has moved to an online system called OneHSN. The link to apply to the waiting list is in the auto reply you receive when you send us an email. You can also access the waitlist using this link. [YMCA Early Years Waiting List](#)

- parents have control over their account so you can update your personal information, add siblings, add centres, etc.
- parents are responsible to keep their preferred start date current. Normally we will offer spaces to families that are interested in the next 30 days, example, your preferred start date is in January, and you don't get offered a space. At the end of that month, you would update it to February, then March, etc. If your start date is in the past, we won't see it.
- Please apply only one time to any centre. The system will automatically move a child into the next age group when they reach the age to move.

R. I was on the waiting list for a few years and when you switched over to OneHSN, my application was removed, how come?

A: Families from the manual list were transferred over to OneHSN in December 2021 and January 2022. Families received several emails in the beginning of the year to log in and confirm their applications. Parents were given more than 90 days to do this. If you did not do this, you have been removed and would be invited to reapply. We will not be backdating your application.

Q. When can I join the Early Years waitlist?

A: Families are welcome to join the Early Years waitlist at any time. If you have a confirmed due date for your child, you can apply while pregnant.

Q. Is there a fee to join the Early Years waitlist?

A: No, however, a \$200 non-refundable registration fee is due if a space is offered and your child registers in a program.

Q. How long do I have to wait in order to get a child care space?

A: The length of time is different for each location. Waitlist times can vary from one year to 3+ years. It is very difficult for us to predict when a space might become available for you, as there are many factors which are used to offer spaces (i.e. the date you applied for the waitlist, the type of program you are looking for, etc.). Typically, the majority of spaces become available between July and September of each year. You will remain on the waitlist until you are offered a space, request to be removed or your child ages out. If we offer a space on your preferred start date and you decline the space, you will be removed off the waiting list.

Families will only be contacted when a space becomes available. Please note, we contact families via email so please ensure you use an email address that is checked often when applying for care.

Q. What if I accept a child care space and then decide I don't want it?

A: We have a 45-day withdrawal policy that applies to all parents who accept a space. If you accept a space and then change your mind, we require 45 days notice (we have an online form you request from us by email). All withdrawals take effect the 1st of the month only. For example, in order to withdraw for December, you would need to complete the withdrawal form no later than October 15th. If notice is not received by the 15th of the month, you would be responsible for the fee until January 1. Your child would be removed from the waiting list and you can reapply if needed.

Q. What if want to withdraw my child from a YMCA Child Care?

A: Please see the withdrawal information above. The same applies for children currently attending programs. When you fill out the registration form and add your child to ePACT, you are acknowledging that you understand this by initialing where indicated. No exceptions.

Q. What if I am offered a space and decline?

A: Due to the length of each waitlist, if you are offered a space and decline, you will be removed from the waitlist but are welcome to re-join.

Q. Can I find out where my child is on the waitlist?

A. We do not provide families with waitlist numbers and are unable to respond to requests related to where your child is on the waitlist. It is difficult to forecast when your child can expect to receive an offer for a space.

Q. Are child care spaces full-time or part-time?

A. All our spaces are full-time. We would only offer a part-time space if the waiting list was depleted which is very rare.

Q. What is the difference between your full day 3-5 program and pre-school programs?

A. The only differences are the hours of operation and the staff ratio. The program is the same.

Q. I no longer require space for my older child, can I update this application to a sibling/friend/relative?

A. No. Families should submit one waitlist application per child/per location. Waitlist spaces are not interchangeable.

Q. What if my child has additional support needs?

A. The YMCA is an inclusive environment, and we welcome children with additional needs. If your child has additional support needs, we will work with you and any other service providers involved to:

- assess your child's strengths, interests and needs
- determine how our program might meet these needs
- identify the supports that would be needed to successfully include your child in our program

This planning can take some time so we will contact you in advance of a space becoming available. If a centre already has children with special needs, they may not be able to support another child.

Q. Do you accept children who are eligible for the Affordable Child Care Benefit?

A. Yes, the government Affordable Child Care Benefit is available to families based on provincial eligibility requirements. You can request the form from us when you are registered.

Q. Once my child is registered into an Early Years program, is their space held until Kindergarten?

A. Children registered in the infant/toddler group are prioritized for space in the 3-5 groups. We can't 100% guarantee space in the next age group but children in the programs usually move up when children withdraw and age up in the program. If there was any reason we could not offer you a space in the older group, we would support in finding you a space in one of our other programs.

Families with a child who is eligible and enrolled in kindergarten for the upcoming school year are required to withdraw their child from our YMCA Early Years program by August 31st each year. We will not be able to keep them after that date as we will have a group of new children coming in as they are leaving.

Q. Does the YMCA have a curriculum in place? **See the Parent Handbook**

Q. What is the staff to child ratio? **See the Parent Handbook**

Q. What qualifications and training do YMCA staff have? **See the parent Handbook**