



## YMCA Early Years Frequently Asked Questions

### Q. How do the YMCA Early Years waitlists work?

A. The YMCA manages over 1,000 licensed child care spaces for children ages 0 to 5 years old at 30+ locations throughout Metro Vancouver. Our waitlists **do not** operate on a “first come – first served” basis. There are several priorities taken into consideration for enrolment such as:

- siblings of current participants
- children that are currently in the program and aging into the next age group
- children who are transferring from one YMCA Child Care program to another
- partnership agreements

### Q. How do I apply to the waitlist?

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

- Parents have control over their account so you can look at it any time, update your personal information, add siblings, add centres, etc. **Families should only have ONE account for all children in their family.**
- Please apply only one time to any centre. There is no need to add your child to each age group.
- The system will automatically move your child into the next age group when they reach the age to move.

### Q. I was on the waitlist 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 were sent 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 would have been removed and would be invited to reapply. **We will not backdate your application to your original application date.**

### Q. I was on the waitlist and logged in when the list was moved online. Now six months later I have been removed. Why?

A: You will receive an email every 90 days to log into your account to stay on the waitlist. You will be given 30 days to log in. If you do not log in, your child will be removed from the waitlist. You can add your child back to the list, but we **will NOT** backdate your application

Parents should add [gv.childcare@bc.ymca.ca](mailto:gv.childcare@bc.ymca.ca) to their safe senders list. The YMCA is not responsible for emails that go to spam or junk.

**Q. When can I join the Early Years waitlist?**

A. Families are welcome to join the Early Years waitlist at any time when they are pregnant and have a confirmed due date. **You will be responsible to update the child's name and birthdate when they are born.**

**Q. Is there a fee to join the waitlist?**

A: There is no fee to join the waitlist. There is a \$200 non-refundable registration fee that is due if a space is offered and your child registers in a program. There is no deposit.

**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 and there is no guarantee that a space will come up. It is very difficult for us to predict when a space might become available for you, as there are many factors that are used to offer spaces (i.e. priorities such partnership agreements, siblings, age ups and internal transfers come before the waitlist). Typically, most spaces become available between July and September of each year. You will remain on the waitlist unless:

- You are offered a space
- Fail to log in periodically as requested
- Request to be removed
- 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 waitlist and be required to reapply if needed.

**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. As mentioned in previous questions, there are many factors that go into offering a space, and therefore, we will not be able to answer questions related to where your child is on the waitlist.

**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 1<sup>st</sup> of the month only. For example: to withdraw for December, you would need to complete the withdrawal form no later than October 15th. If notice is not received by the 15<sup>th</sup> of the month, you would be responsible for the fee until January 1. **Registration fees are non-refundable under any circumstance.**

**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 the withdrawal policy. The withdrawal policy is also included in your welcome email. There are no exceptions. Withdrawals only happen on the 1<sup>st</sup> of the month, so you will need to request 45 days before that.

**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 list but are welcome to re-join. In some cases, parents may decide they want to wait a few more months. It is up to the parent to go in and change their preferred start date.

**Q. Can the admin staff go into my account and help me by changing my information on the waitlist?**

A: We do not have the ability or authorization to change any of your personal information. Parents need to log into their account and make information changes themselves.

**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 waitlist was depleted, which is very rare.

**Q. Can I have a tour of the centre?**

A. We do not offer tours of any of our centres. Once you are offered a space, if you would like, we can put you in touch with someone at the centre. They may have pictures they can send you.

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

A. The only difference is 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. Spaces are non-transferrable.

**Q. What if my child has additional support needs?**

A. The YMCA is an inclusive environment, and we welcome children with additional support 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 once you are registered. Please keep in mind that the YMCA does not work for the ministry. Parents should contact them directly with any questions.

**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 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 try to find you space in one of our other programs. If that is not possible, you would be required to remove your child from the centre.

**Q. How long can my child stay in a YMCA child care centre?**

A. 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 31<sup>st</sup> 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. If you decide to withdraw before August 31<sup>st</sup>, please send us an email and follow the instructions regarding the withdrawal policy, previously mentioned in this FAQ document. For inquiries regarding our YMCA licensed school age Kids Club (school age child care programs K-12) please email them directly at [ymcakidsclubs@bc.ymca.ca](mailto:ymcakidsclubs@bc.ymca.ca).

**Please see the link to the Family Handbook in the auto reply you receive when you send us an email. There you will find information on the questions below.**

- Does the YMCA have a curriculum in place?
- What is the staff-to-child ratio?
- What qualifications and training do YMCA staff have?