

YMCA BC Child Care: Waitlist and Registration Information for Lower Mainland, Fraser Valley and Sunshine Coast Programs

Frequently Asked Questions

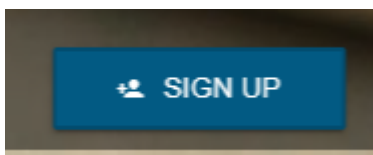
Thank you for your interest in YMCA BC Child Care. YMCA BC Child Care is quickly expanding across the province, and as such we have a dedicated Registration Team to support the needs of families. Our goal is to continue expanding our registration support in 2025. Thank you for your ongoing patience as we improve our systems.

Please take a moment to review our Frequently Asked Questions regarding Child Care waitlists and registration for our Lower Mainland, Fraser Valley and Sunshine Coast programs. Please note, YMCA BC reserves the right to make changes at any time.

How do I join the YMCA BC Child Care waitlist in the Lower Mainland, Fraser Valley and/or Sunshine Coast?

All families must join the waitlist to be considered for a child care space at any of our programs. You may [join the waitlist by completing an application for care here](#). The link can also be found on our [website](#).

If you are accessing the waitlist for the first time, you will need to sign up for a new account. Once you have reached the landing page, please click on the blue 'SIGN UP' button.



Once you are logged in, you will be asked to provide your details and contact information and complete a series of priority questions.

How many waitlists may I join?

Each YMCA BC Child Care location and program (Infant Toddler, 3 to 5 Years, Before & After School, etc.) in the Lower Mainland, Fraser Valley and Sunshine Coast has its own waitlist. Families may join up to five waitlists (per child). The map will indicate where programs are located and which age groups they serve*.

**Please note, if you are waitlisting your child for an Early Years program, please also ensure you are waitlisting for a Before & After School program (if this is required) as these operate independently from each other.*

Can I make changes to my waitlist application later?

Yes. Families are welcome to make changes to their waitlist applications. However, please note that should you decide to remove a waitlist application and join another program, your original application date will not carry forward to the new program. Application dates are non-transferrable and cannot be changed by system administrators.

For example, if you are waitlisted for After School care at Maple Grove YMCA Kids Club on December 1st, 2024, and change it to Before & After School care at Kerrisdale YMCA Kids Club on January 1st, 2025, your original application date will be updated to January 1st, 2025.

Do I need to update my preferred start date?

Families are welcome to update their preferred start date at any time. However, once a preferred start date has passed, families are not expected to update their application monthly. Child Care registration teams will always consider applications with preferred start dates that fall into the past. Families will use this option if their preferred start date occurs in the future, and they wish to start sooner or vice versa.

I am an adoptive and/or foster parent, and the child's date of birth is unknown. How am I able to join the waitlist if this is a required field?

We welcome all families to join our child care waitlists. A parent may join a YMCA BC Child Care waitlist once an expected date of birth is known or from the date a parent is approved for an adoption and/or becomes a foster parent.

If a date of birth is unknown, the parent will select a check box to identify they are seeking an adoption/foster child. Once selected a prompt will ask the adoptive/foster parent to enter a placeholder date and to contact the YMCA BC child care registration team regarding next steps and support.

Where am I on the waitlist?

Child Care space offerings are based on several factors including available spaces, application dates, priority, age eligibility and preferred start date to name a few.

For these reasons, child care spaces are not offered on a first come, first served basis and there is no way for us to know your exact position on the waitlist. In many cases, our programs are full with long waitlists. Child care vacancies are often dependent on other children leaving care, which we cannot predict.

Unfortunately, in some situations, due to lack of movement we cannot guarantee families will be offered a child care spot before their child has aged out. Due to very high demand across the regions, joining a child care waitlist does not guarantee that a child care space will be offered.

Are there any priorities?

Child Care spaces are offered based on a series of varying priorities across the regions. They are subject to change at any time without notice.

Partnership Agreements

Several programs operate in partnership with municipalities and other organizations and as such priority is offered to families who meet certain criteria based on their priority answers on their profile and the partnership agreement.

Age Ups

Children who are actively enrolled in a YMCA BC Early Years program will be considered for age up. For example, a child who is actively enrolled in an Infant/Toddler program will be considered for a spot in the 3 to 5 year old program (at the same location only) once they are age eligible. Age ups are non-transferrable between 3 to 5 years/Preschool Programs and Before & After School Programs. Please ensure you have waitlisted your child accordingly if you require before & after school care later.

Siblings of children who are enrolled in a YMCA BC Child Care Program.

Siblings of children who are actively enrolled in a child care program will have priority as long as the child is actively enrolled. If a child of a sibling is withdrawn, the sibling will lose their priority access as well.

Priority registration is available for siblings at the same child care location unless the location does not offer a program for the siblings current age group*. Children of actively enrolled siblings must be age eligible to be considered for registration, spaces will not be held in anticipation of their birthday.

**Siblings of children who are enrolled in Preschool or a 5 hour child care program will not have priority access to full day child care programs. Priority access will be for Preschool only.*

All other waitlist applications for age eligible children with current preferred start dates.

Once a child is age eligible for a child care space, they will be considered for a space based on your original application date and preferred start date.

My child is currently registered in another YMCA BC Child Care program.

Can I transfer to another YMCA BC location? Do I have priority?

Program to program transfer priority is not currently being offered. If you are planning to move to another area or region, for example, please ensure you have joined the waitlist for any YMCA BC Child Care programs in that area.

Is there anything I need to do once I join the YMCA BC Child Care waitlist?

If your child's legal name was not yet known at the time of your waitlist application and/or if this name has changed, please ensure this is updated as soon as it's made available to you. This will be required to complete your child care registration should you be offered a child care space. You can log into your account to make these updates any time.

Have you moved? New email address? Please take the time to update your contact information and keep it up to date. Child care offers are sent by email only. Please ensure you are using an active email that you monitor often. Once an offer has expired, your waitlist application for that program will be removed.

I received a notification to confirm my waitlist application, what do I need to do?

From time to time, we'll check in with you to make sure you're still seeking a YMCA BC Child Care space. This helps us ensure that our lists are up to date and is a great opportunity for you to update your contact information.

If you receive an email regarding this, please ensure you are following the steps to confirm your current applications, especially if you would like to stay actively waitlisted*.

**Families who do not confirm by the due date indicated in the email will be removed from the program waitlist without further notice. Once removed, families will be required to rejoin the list and application dates cannot be changed.*

How will I be notified that a space has become available? What is the process to accept the space?

Families will receive an email from no-reply@bc.ymca.ca and will have 72 hours to formally accept the spot. Please keep an eye out for any communication from this email address especially in your junk mail and/or please add us to your contacts. This email address is not monitored. Please do not send any communications to this account as it will not be received.

The email offer will contain information about who the offer is for, program name, enrollment type, hours of operation, cost per month, effective date, etc. A link will be included where you will be instructed to create an account in our registration system.

Please complete the registration questions, child care agreement and provide a method of payment. Once this has been completed, your space has been accepted.

All families are required to provide a method of payment even if they are fully funded by 3rd party sources.

A member of the YMCA BC Child Care leadership team may connect with you if they have follow-up questions regarding your child's health or inclusion support needs. This is on a case-by-case basis.

I received a child care offer and I don't want to accept the spot. Is there anything I need to do to decline?

If you received an offer and you do not wish to accept the space, no action is required. The offer will automatically expire in 72 hours and your child will be removed from the waitlist.

What if I accept the space and then decide I don't want it?

We understand that plans may change. If this is the case, please be aware that once you have completed the registration questions, signed the child care agreement and have provided us with a payment method you have accepted the child care space. Once a spot is accepted, withdrawal policies will apply (even if your child is scheduled to start later). Fees for an additional month will be collected if the terms for cancellation are not met.

What is the YMCA BC Child Care withdrawal policy?

For Before & After School programs, notice for withdrawal is required a minimum of 30 calendar days from the start of the month. For example, to cancel on January 1st, 2025 notice was due no later than December 1st, 2024.

For Early Years programs (under 5 years & Preschool), notice is required a minimum of 45 days in advance of the start of the month. For example, to cancel for January 1st, 2025 notice was due no later than November 17th, 2024.

For September withdrawals at Before & After School and Preschool programs, notice is required by June 30th.

Is there a Registration Fee? When do I pay it? How much is it?

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Yes, a non-refundable registration fee is due once you have accepted the child care space and will be charged to your payment method automatically by the Child Care Registration team once your space has been accepted. Registration Fees are non-refundable should you wish to withdraw later or if the child has yet to start. Registration fees are non transferrable to other children in the same family. Registration fees are charged each time a child is withdrawn and is re-registered into a YMCA BC Child Care program*.

Registration Fees:

School Age: \$100 per child

Early Years: \$200 per child

**Registration Fees are not collected at \$10-a-Day child care programs.*

Can I tour the program?

Tours can be arranged with the staff at the centre, once you have accepted the space. We would be happy to put you in touch with the team once your child has been signed up.

We have received your feedback and are working to improve this experience.

Where can I find the monthly child care costs at each location?

Due to many factors such as staffing and rental costs, etc., monthly child care fees can vary from location to location and change from year to year. We are actively working to improve how monthly child care fees are communicated to families in advance. Families are provided with the cost of care at the time of offer.

What is the Child Care Fee Reduction Initiative (CCFRI)?

The Child Care Fee Reduction Initiative (CCFRI) is a Provincial Government program that helps reduce child care fees. The CCFRI discount is based on the age of the child and their enrollment type. CCFRI discounts are applied automatically at the time of registration and no action is required by the families. CCFRI discounts are not applicable at \$10-a-Day programs across the regions.

For more information regarding CCFRI, please [click here](#).

My fees will be paid by another 3rd Party. How do I set this up?

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If you are working with a 3rd party payer, please contact us directly for assistance, once your child has been registered. Families are not able to make these updates through their child care account. YMCA BC will not engage in disputes regarding custody agreements and all 3rd party payers must provide a method of payment and consent to be set up as a payer. The primary account holder (the person who accepts the space) is responsible for ensuring all funding has been set up accordingly.

How do I apply for the Affordable Child Care Benefit?

Once your child is formally registered, we are happy to support you with your Affordable Child Care Benefit Application.

For more information about the Affordable Child Care Benefit, please [click here](#).

Are all YMCA BC Child Care programs participating in the \$10-a-Day program?

There are many child care locations that are participating in this program. However, not all programs are opted in. YMCA BC makes every effort to apply each time there is an opportunity to do so.

For more information regarding \$10-a-Day programs in BC including which locations are opted in, please [click here](#).

Are there any other resources I can look at?

Yes. If you would like more information about our child care programs to determine if we are a good match for your family, we invite you to read our Family Handbooks [online](#).

Kids Club (School Age) Child Care

[Kids Club Family Handbook](#)

Early Years Child Care (Under 5 Years)

[Early Years Family Handbook](#)

Contact Us

If you have any additional questions, or require further support please send us an email and we'll get back to you as soon as possible. Please allow 3-5 business days for our response, as we receive a high volume of inquiries each day.

Kids Club (School Age) Inquiries

ymcakidsclubs@bc.ymca.ca

Early Years (under 5 years) Inquiries

gv.childcare@bc.ymca.ca

Thank you for your interest in YMCA BC Child Care. We look forward to the possibility of welcoming your family into the YMCA BC community and providing your child(ren) with quality child care experiences