Registration and Wait Lists

Parents will be provided up to date registration and waitlist information for their child upon request. Personal information about registration applications is never disclosed to maintain privacy and confidentiality. There is no fee charged to parents to complete a registration application.

Applying to a Centre:

- Call to arrange a tour of the centre
- Register on One List Waterloo Region
  - NOTE: Parents are able to login to their online application at any time to view their current applications, update any information, or withdraw their application.
- Confirmation of enrolment through Child Care Pro (YMCA management system)
- Centre Supervisor will organize site visits for parent/guardian and child
- Further information required will be sent via a Welcome Confirmation letter

Wait List Management:

Should a space not be readily available the registration application will be placed on a wait list.

- The centre reviews the One List Waterloo Region site on a regular basis and records conversations with parent/guardians in the comments section for reference purposes.
- When parent/guardian inquire about the status of their registration application, they will be provided information about the program and spaces that are available, or may be coming available along with the priority order for enrolment.
- As spaces become available, the centre will follow up with parents to offer child care spaces in priority order. Priority order includes; taking into consideration the age of the child and the space available; families with siblings already at the centre and on a rare occasion a staff member of the YMCA.
- When a parent/guardian is contacted by email/phone regarding an available space they will be asked to provide confirmation that they want to complete the registration within 48-72 hours. If a response is not received then the registration application will be moved to 'inactive' on One List Waterloo Region.
- In the event the parent confirms that care is no longer required or requests to be removed from the wait list, the centre will remove the registration application and note the conversation in the comments section.
- The centres will follow up with registration applications that are older than one year to inquire if care is still required. If no response is received, a second follow up will advise the parent their registration application has been removed.
- Registration applications for Extended Day and Youth Development programs operating within WRDSB locations require a minimum of two week notice before a child can begin attending. No waitlists are generated in these programs.