



Child Care Waitlist Frequently Asked Questions

Q. How does the VSOCC waitlist work?

A: The Vancouver Society of Children's Centres (VSOCC) operates nearly 800 licensed child care spaces for children ages 3 months to 12 years old in 15 locations.

While our goal is to provide child care for as many families as possible, our wait list does **not** work on a "first come, first serve basis."

With a few exceptions*, **we give priority to current VSOCC families and to families who live in the neighbourhoods around our Centres.** See "[How the Waitlist Works](#)" for details.

Q. When can I put my name on the infant waitlist?

A: You may put your child's name onto the waitlist when your child is born (a birth certificate is required for children under 14 months).

Q. Is there a waitlist application fee?

A: No, however, there is a \$55.00 registration fee if you accept a space.

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

A: Typically, the majority of spaces become available between May and September of each year as children who are leaving for kindergarten move out of programs.

The length of time is different for each age group and type of care. The longest waitlist times are for children under 3 years old.

Waitlist times can vary from 1 year to 3+ years.

It is very difficult for us to estimate when a space might become available, as there are many factors which are used to offer spaces (i.e.: the date you came onto the waitlist, the type of program you are looking for, where you live or work). See "[How the Waitlist Works](#)" for details.

We suggest that you also put your child's name on other child care providers' waitlists.

Q. Why does my waitlist number change?

A: There are a number of priorities for enrolment. For example: currently enrolled children, siblings and neighbourhood priorities.

In some circumstances this means that children may come onto the waitlist after you, but because they have "priority" they may, in fact, move ahead of you (please see "[How the Waitlist Works](#)" for details).

Q. How much notice will I be given when a space becomes available?

A: We aim to provide you with a minimum of one month notice.

When a space becomes available, we send a notification by email to a number of families on the waitlist to see if they are interested.

From the responses received, we then offer the space to the first "eligible" child using our priorities.

When we make a space offer, you will have 24 hours to respond. If we do not hear from you within 24 hours, we will move to the next child on the waitlist. **It is important for you to inform us of any changes in your contact information.**



Q. Do I get to see the centre before I accept the space?

A: Yes, if you have been offered a space, you will have an opportunity to see the centre before accepting the space.

Q. What happens if I turn down a space when it is offered?

A: If you turn down 3 space offers, which match your request on your waitlist application, your child's name will be moved to the bottom of the waitlist and you will lose your priority status.

If you do not need a child care space, please contact us so we can remove your name from the list.

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

A: We have a 45-day withdrawal policy and withdrawals are effective on the 15th or the last day of the month.

If you accept a space (sign the acceptance letter and submit the fee payment form), you are responsible for a 45 day fee payment unless your notice for withdrawing is more than 45 days prior to your child's start date.

Your child can then be placed back on the waitlist and he/she will have a new waitlist date.

Note: if you do not provide the 45 days' notice/pay in lieu of notice, we will not put your child back onto our waitlist.

Q. Once my child is in a VSOCC program, am I guaranteed a child care space in the next age group?

A: If you are offered an Under 3 space, you will be guaranteed care until your child turns 36 months old. We cannot guarantee a space past 36 months old but children already in our programs always have priority.

We also provide you with information about the chances of getting into the next program at the time you are offered a space.

Note: The majority of spaces become available between May and September of each year as children leave for kindergarten and children move to the next age group.

Q. What is the difference between a Preschool/Junior K program and a full day 3-5 program?

A: The primary differences between these three types of child care are:

- the hours of care offered,
- the age range of the children registered, and
- the adult to child ratio (1 early childhood educator per 10 children in programs that are less than four hours and 1 early childhood educator per 8 children in programs that are more than four hours).

These three programs (and all other VSOCC programs) are based on the same core elements and learning goals as outlined by the [BC Early Learning Framework](#) and provide a high quality curriculum using current best practices in the field of early childhood education and care.