

Vancouver Society  
of Children's Centres  
Quality Programs  
for Children and  
their Families

## Child Care Waitlist Frequently Asked Questions

### Q. How does the VSOCC waitlist work?

**A:** VSOCC manages over 500 licensed child care spaces for children ages 3 months to 12 years old in 11 locations in downtown Vancouver. Our waitlist does not operate on a “first-come – first serve”. There are a number of priorities for enrolment which are explained in detail on our [“how child care spaces are offered.”](#) These priorities include our current children, siblings, and neighbourhoods.

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

**A:** You may put your child's name onto the waitlist when your child is born. Effective May 1, 2010, a birth certificate is required if you wish to put your child on the infant child care waitlist.

**Note:** For parents who have put their unborn child on the waitlist prior to May 1, 2010:

- 1) they will now have until December 31, 2010 to produce a birth certificate in order to keep their original waitlist date.
- 2) if the child is born on or after January 1, 2011, a new waitlist date will be issued. The new waitlist date will be the date that a copy of the birth certificate is shown to the Administration Office.

### Q. Is there a waitlist application fee?

**A:** Yes, there is a \$50 (per family, not per child) refundable waitlist fee. If you remove your child from the waitlist the \$50 will be returned to you.

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

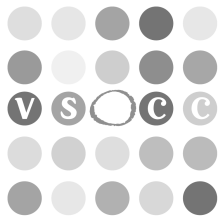
**A:** The length of the waiting time is different for each age group and type of care. The longest waitlist times are for children under 3 years old. Waitlist times can vary anywhere from 1 – 3 years. It is very difficult for us to predict when a space might become available for you. There are many 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 details on our [“how are child care spaces offered.”](#) 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.

### Q. Why does my waitlist place 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 our [“how child care spaces are offered”](#) for details on the priorities.)

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

**A:** We attempt to give you a minimum of one months notice.  
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.



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

**A:** Based on the information you provide to us on your Waitlist Application form, we will offer spaces as they become available. If you turn down 3 space offers, which match your request, your child's name will be moved to the bottom of the waitlist and you will lose your priority status. Your new waitlist date will be the date you decline the third space offer. It is important that you update us on changes to your childcare needs. If you do not need a child care space anymore, please remove your name from the list (your \$50 waitlist deposit will be returned to you).

**Q. If I turn down an infant space, what are the chances of getting a toddler space when I need it?**

**A:** Due to the limited number of toddler spaces available, it is highly unlikely that you will be offered a toddler space if you turn down an infant space. Children who are enrolled in our infant programs always have first priority for getting a toddler space. When a toddler space becomes vacant, we first look at all children who are enrolled in the infant programs and who are the correct age to move to the toddler program. The child who started with VSOCC first will be offered the space. This may not always be the 'oldest child' in the program. Please see our "how child care spaces are offered" for more details.

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

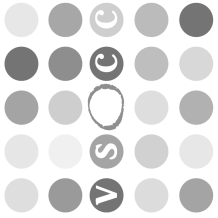
**A:** We have a 45-day withdrawal policy that applies to all parents who accept a space. If you accept a space (sign the acceptance letter) and then change your mind, you are responsible for a 45 day fee payment unless your notice for withdrawing is more than 45 days prior to your child's start date. Your child can be placed back on the waitlist with a new waitlist date. If you do not provide the 45 days notice/pay in lieu of notice, you will not be able to 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:** Unfortunately, we cannot guarantee a space in the next program. We make every attempt to move each child to the next age program, however, due to the limited number of child care spaces available, we cannot guarantee that a space will be available when you need it. Children in our programs do have priority for the next age group; however, a space is not always available when it is needed. If you are offered a space, your acceptance letter will indicate an end date for service; typically the month that your child reaches the maximum age allowable in that program. (i.e: 36 months for a toddler program) We also attempt to provide you with some information about the chances of getting a space in the next program at the time a space offer is made. Approximately 6 months prior to your child's end date in his/her program we will be in contact with you to advise you of the likelihood of getting a space.

**Q. What is the difference between a preschool program and a full day group 3-5 program?**

**A:** The only major difference is the program hours. The group 3-5 program operates Monday to Friday from 7:30 – 6:00 pm while the preschool operates Monday to Friday, 9:00 am to 11:30 am and 12:30 – 3:00 pm. (Note: children registered for preschool attend either the morning or the afternoon program) Staff working in these programs all have the similar qualifications (early childhood education certificate + license) and the program goals / curriculum / activities for the children are the same.



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# How Child Care Spaces Are Offered (How the waitlist works)

Generally, we use these steps to offer spaces. Exceptions for some centres are detailed on the next page.

**Enrolment date:** the date that your child first started in a VSOCC child care program

**Waitlist date:** the date that your child first came onto the VSOCC waitlist

(Note: If there are 2 children who have the same **waitlist or enrolment** date, the **oldest child** will be offered the space first)

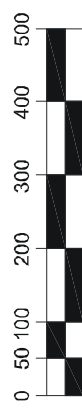
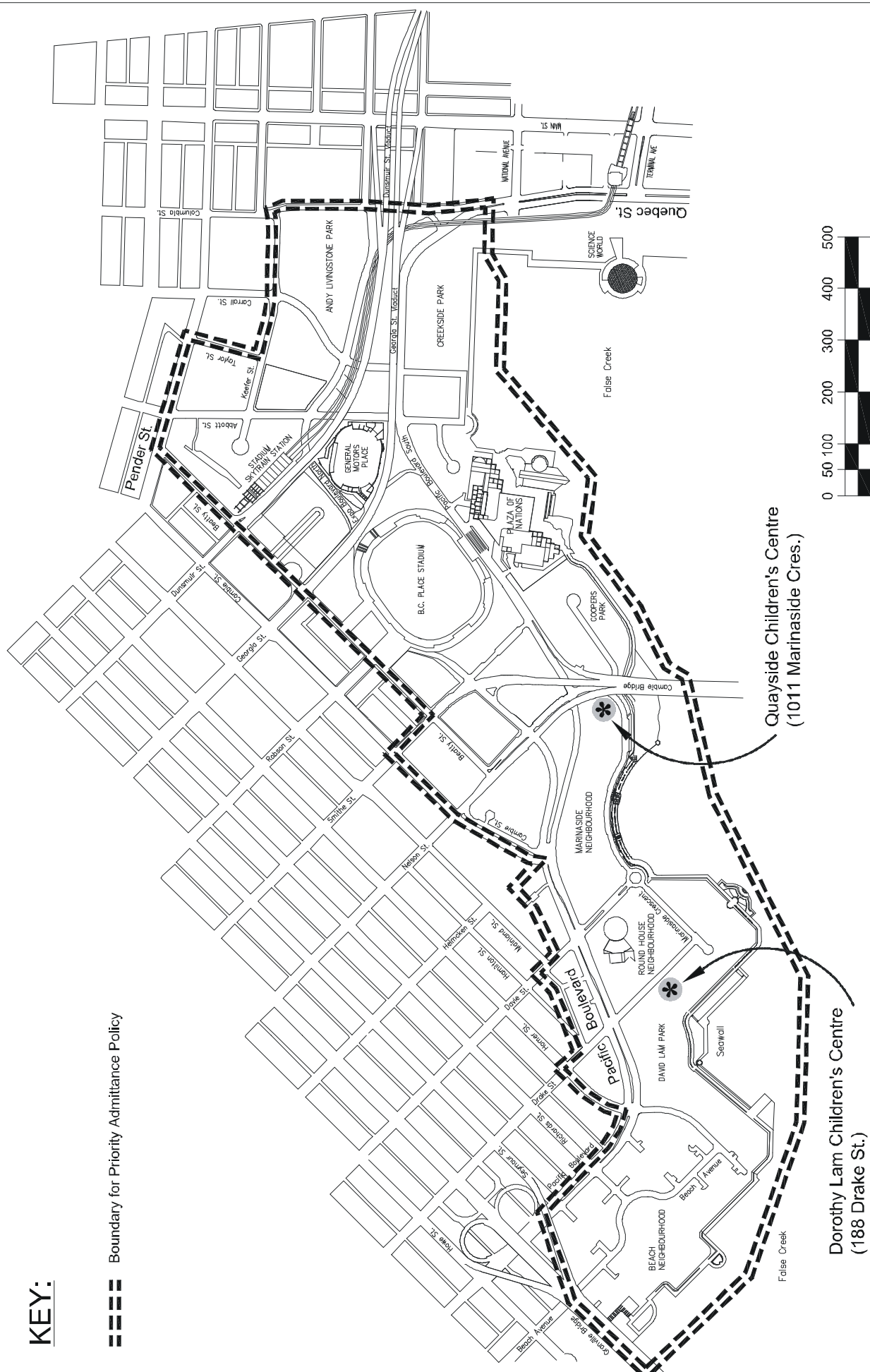
<b>School Age Child Care</b> (Kindergarten - Grade 7)	
<p><b>Infant Child Care</b> (3 months - 18 months)</p> <p>When an infant space becomes available, we use the following priorities for offering spaces:</p> <ol style="list-style-type: none"> <li>Children who are currently enrolled in the same centre where the space is vacant</li> <li>Siblings currently enrolled in a VSOCC program who wish to transfer to the centre where the infant space is vacant</li> <li>Children who are currently enrolled in another VSOCC infant program who wish to transfer to the centre where the space is vacant</li> </ol> <p>The <b>enrolment date</b> (is used to determine which child in #1 through #3 above gets offered the space first</p> <p>If there is no child that meets the first 3 priorities then spaces are offered in this order using the <b>waitlist date</b></p> <ol style="list-style-type: none"> <li>Children who have a sibling enrolled at the centre where the space is vacant</li> <li>Children who have a sibling enrolled in another VSOCC centre</li> <li>Children of a VSOCC staff person</li> <li>All other children: <u>first</u>, to those living in the local neighbourhood; <u>second</u>, to those living in the other downtown neighbourhoods; <u>third</u>, to those living outside of the downtown</li> </ol>	<p><b>Toddler Child Care</b> (18 months - 36 months) and <b>Group 3-5/Preschool</b> (3 years - school age)</p> <p>When a space becomes available in a toddler, group 3-5, or preschool program, we use the following priorities:</p> <ol style="list-style-type: none"> <li>Children who are currently enrolled in the same centre where the space is vacant</li> <li>Siblings currently enrolled in a VSOCC program who wish to transfer to the centre where the space is vacant</li> <li>Children who are currently enrolled in other VSOCC programs who wish to transfer to the centre where the space is vacant</li> <li>Children who have had to leave VSOCC because of a lack of available space in this age group when they needed it</li> </ol> <p>The <b>enrolment date</b> is used to determine which child in #1 through #4 above gets offered the space</p> <p>If there is no child that meets the first 4 priorities then spaces are offered in this order using the <b>waitlist date</b></p> <ol style="list-style-type: none"> <li>Children who have a sibling enrolled at the centre where the space is vacant</li> <li>Children who have a sibling enrolled in another VSOCC centre</li> <li>Children of a VSOCC staff person</li> <li>All other children: <u>first</u>, to those living in the local neighbourhood; <u>second</u>, to those living in the other downtown neighbourhoods; <u>third</u>, to those living outside of the downtown</li> </ol>
<p><b>School Age Child Care</b> (Kindergarten - Grade 7)</p> <p>To be eligible for these programs, children must be enrolled in Elsie Roy Elementary School.</p> <p>When a space becomes available in the school age programs, we use the following priorities:</p> <ol style="list-style-type: none"> <li>Children who are currently enrolled in the same centre where the school age space is vacant</li> <li>Siblings currently enrolled in a VSOCC program who wish to transfer to the centre where the space is vacant</li> <li>Children who are currently enrolled in other VSOCC programs who wish to transfer to the centre where the space is vacant</li> <li>Children who have had to leave VSOCC because of a lack of available space in this age group when they needed it</li> </ol> <p>The <b>enrolment date</b> is used to determine which child in #1 through #4 above gets offered the space</p> <p>If there is no child that meets these 4 priorities, then spaces are offered in this order using the <b>waitlist date</b></p> <ol style="list-style-type: none"> <li>Children who have a sibling enrolled at the centre where the space is vacant</li> <li>Children who have a sibling enrolled in another VSOCC centre</li> <li>Children of a VSOCC staff person</li> <li>All other children: <u>first</u>, to those living in the local neighbourhood; <u>second</u>, to those living in the other downtown neighbourhoods; <u>third</u>, to those living outside of the downtown</li> </ol>	<p>To be eligible for these programs, children must be enrolled in Elsie Roy Elementary School.</p> <p>When a space becomes available in the school age programs, we use the following priorities:</p> <ol style="list-style-type: none"> <li>Children who are currently enrolled in the same centre where the school age space is vacant</li> <li>Siblings currently enrolled in a VSOCC program who wish to transfer to the centre where the space is vacant</li> <li>Children who are currently enrolled in other VSOCC programs who wish to transfer to the centre where the space is vacant</li> <li>Children who have had to leave VSOCC because of a lack of available space in this age group when they needed it</li> </ol> <p>The <b>enrolment date</b> is used to determine which child in #1 through #4 above gets offered the space</p> <p>If there is no child that meets these 4 priorities, then spaces are offered in this order using the <b>waitlist date</b></p> <ol style="list-style-type: none"> <li>Children who have a sibling enrolled at the centre where the space is vacant</li> <li>Children who have a sibling enrolled in another VSOCC centre</li> <li>Children of a VSOCC staff person</li> <li>All other children: <u>first</u>, to those living in the local neighbourhood; <u>second</u>, to those living in the other downtown neighbourhoods; <u>third</u>, to those living outside of the downtown</li> </ol>

## Locations and Neighbourhood Priorities

<p><b>Bayshore Gardens Children's Centre</b> #200-581 Cardero St. Infant, Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>A child who <b>lives</b> in the Bayshore Gardens Development (1616/1650/1710/1717/1777/1791 Bayshore Dr. or 581 Cardero St.) has priority for spaces <u>after</u> children currently enrolled in the Bayshore Gardens Centre.</li> </ul>	<p><b>Dorothy Lam Children's Centre</b> 188 Drake St. Infant, Toddler, Group 3-5, Preschool, *Kindercare, *School Age</p> <ul style="list-style-type: none"> <li>A child whose parents <b>live or work</b> in the defined geographic area (see attached map) will have a higher priority than those not living/working in the area.</li> </ul> <p>*Kindercare and School Age children must be enrolled at Elsie Roy Elementary</p>
<p><b>Elsie Roy</b> 150 Drake St. (Elsie Roy Elementary School) School Age: must be enrolled in Elsie Roy School</p> <ul style="list-style-type: none"> <li>A child whose parents <b>live or work</b> in the defined geographic area (see attached map) will have a higher priority than those not living/working in the area.</li> </ul>	<p><b>International Village Children's Centre</b> 680 Abbott St. Infant, Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>Children who <b>live</b> with in the area (east side of Burrard St. to west side of Main St., north side of Nelson St. to south side of W. Georgia then east side of Richard and to south side of Pender St.) will have a higher priority than those not living in the area.</li> </ul>
<p><b>Library Square Children's Centre</b> #301 &amp; 401 - 345 Robson St. Infant/Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>Children who <b>live</b> with in the area (east side of Burrard St. to west side of Main St., north side of Nelson St. to south side of W. Georgia then east side of Richard and to south side of Pender St.) will have a higher priority than those not living in the area.</li> </ul>	<p><b>Pender Street Children's Centre</b> #100-1140 W. Pender St. Toddler</p> <ul style="list-style-type: none"> <li>Children who <b>live</b> with in the area of (north side of Georgia St. to water front Stanley Park to the west side of Richard St.) will have a higher priority than those not living in the area.</li> </ul>
<p><b>Quayside Children's Centre</b> 1011 Marinaside Cr. Infant, Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>A child whose parents <b>live or work</b> in the defined geographic area (see attached map) will have a higher priority than those not living/working in the area.</li> </ul>	<p><b>Sapphire Children's Centre</b> 1170 W. Pender St. Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>Children who <b>live</b> with in the area of (north side of Georgia St. to water front Stanley Park to the west side of Richard St.) will have a higher priority than those not living in the area.</li> </ul>
<p><b>Shaw Tower Children's Centre</b> #505-1067 W. Cordova St. Infant/Toddler, Group 3-5</p> <ul style="list-style-type: none"> <li>A child whose parents <b>live or work</b> in the Shaw Tower (1067 or 1077 W. Cordova St.) has priority for spaces <u>after</u> children currently enrolled in the Shaw Tower Centre.</li> </ul>	<p><b>Sea Star Children's Centre</b> 1451 Homer St. Infant, Toddler, Group 3-5, Preschool, *Kindercare, *School Age</p> <ul style="list-style-type: none"> <li>Children who <b>live</b> with in the area (south side of Nelson St. to False Creek waterfront, east side of Burrard St. to Cambie Bridge) will have a higher priority than those not living in the area.</li> </ul> <p>*Kindercare and School Age children must be enrolled at Elsie Roy Elementary</p>

**KEY:**

==== Boundary for Priority Admittance Policy



Prepared by The City of Vancouver for VSOCC, September 17th, 2001

# North Shore False Creek: VSOCC Children's Centres Admittance Priority Area for Dorothy Lam & Quayside Children's Centres

