



Fernwood NRG Wait Pool FAQs

1. How do I join the wait pool for a Child Care program?

To join a wait pool, you can visit our website at [Fernwood NRG – Child Care](#) and complete the online wait pool form. If this is a barrier for you and you need more support, please contact Izzy Izzy@fernwoodnrg.ca

2. Is there a registration fee for joining the wait pool?

No, there is no registration fee for joining the wait pool.

3. How large is the wait pool and when can I expect to be offered a spot?

Though we wish we could meet the incredible need for more child care spaces in our community, demand for licensed child care far exceeds the number of spaces that are available. Unfortunately, we cannot provide a timeframe for when, and if, a spot will be available for your child. We strongly recommend all families consider joining as many wait pools for child care as possible.

For more information on this, please refer to the local Child Care and Resource Referral for more resources on finding child care: [Child Care Resource & Referral Centre in Victoria, BC \(CCRR\)](#)

4. What happens after I join the wait pool?

After you fill out the form online, you will have the option to “SUBMIT”. After you click this button, you will see a screen that confirms that your form has been submitted. This screen is confirmation that we have received your information. You can choose to save your responses if you would like to. Please note that you will NOT receive an email confirmation. If we require more information from you, we will be in touch with the contact listed on the form.

5. What is a wait pool and why don't you call it a wait list?

At Fernwood Neighbourhood Resource Group Society, we use a “wait pool” approach for families seeking child care spots when vacancies arise. Our approach considers various factors to ensure fair and equitable access to child care services. We consider the child’s age, licensing requirements, and priority categories (see below) when offering spots. Using the “wait pool” allows us to respond effectively to changing circumstances and offer child care services while prioritizing those in need.

6. What are Fernwood NRG's registration priority categories?

Our priority categories are subject to change based on available resources and program requirements. We consider the following factors when determining priority in our wait pool:

- (I) Eligible staff who are registering their children.
- (II) Referrals: We actively work with partners and our family resource program staff to refer families who are in need of child care spots. This includes but is not limited to the Ministry of Children and Family Development, school staff and principal, Aboriginal Supported Child Development, and Support Child Development.
- (III) Families who are currently enrolled in Child Care Programs at Fernwood NRG and live in the catchment area for George Jay Elementary School.
- (IV) Families who live in the George Jay Elementary School catchment area and/or Fernwood Community.
- (V) Families who are currently enrolled in the Child Care Programs at Fernwood NRG but live outside the George Jay Elementary School catchment area.
- (VI) Families new to our programs who live outside the Fernwood Community.

**Please note that for any spaces located on school grounds, as per our agreement with the School District, priority will be given to children who have a sibling who is enrolled or will be enrolled in the current or following school year as students at George Jay Elementary School.*

***Senior Management reserves the right to prioritize children under exceptional circumstances including but not limited to crisis, financial hardship, operational functionality of the program due to staffing levels, and other equity considerations.*

7. Can I update my application information after submitting it?

Yes, you can update your application information at any time. If there are any changes to your contact details, preferences, or your child's information, please notify us by emailing Izzi <Izzy@fernwoodnrg.ca>

8. Can I tour the child care facilities while in the wait pool?

No. We are unable to provide tours of the facility to people in the wait pool. If offered a space, families will be given the option of a tour at that time.

9. What happens if I find alternative child care while waiting for a spot at Fernwood Neighbourhood Resource Group Society?

If you secure alternative child care while waiting for a spot with us, please inform us immediately. This will allow us to update your status on the wait pool.

10. What happens if the child ages out of the wait pool?

You will be removed from the wait pool if the child ages out. It is your responsibility to fill out another form to join the wait pool for the appropriate age. We will do our best to notify you if the child ages out and we are removing you, but it is your responsibility to ensure that you have joined the proper wait pool.

11. Are there any resources available to help families with child care costs?

Eligible families may apply for the [Affordable Child Care Benefit](#).

Currently, all of Fernwood NRG's child care spaces are part of the provincial [\\$10 A Day ChildCareBC Centre](#). As part of this program our fees are no more than \$200/month.

While we hope that all new spaces will be part of this program, we cannot guarantee this, and additional fees may apply.

12. How can I stay updated on the status in the wait pool?

We will contact you if a spot becomes available or if we need more information from you, or if we are removing you from the wait pool (for example, if your child ages out of the program you have been in the wait pool for).

Unfortunately, we are unable to respond to individual requests about the size of the wait pool or the chances of securing a spot. We are also unable to give information on other families or children and how they accessed child care with our organization to protect the privacy of individuals and families.

13. Is Fernwood Neighbourhood Resource Group opening up more spaces in the community?

Yes! We are happy to report that we are in the process of licensing and opening more child care programs in the community. Spaces will be opened as soon as possible as we are able to hire qualified staff and secure funding agreements from the Ministry of Education and Child Care.

As most families are aware, there is a [severe staffing shortage of qualified early childhood educators](#). Without qualified staff, we are unable to open more spaces but we have many [job postings](#) up for the required positions. Help us share them!

14. As new spaces open, how do I get onto those wait pools?

Your child will be automatically added to the wait pools that apply to their age group, taking into consideration the priority categories that apply.

For example, if you have registered your child in the wait pool for the 3 – 5 program and we open additional 3 – 5 spaces, you will automatically be included in the wait pool for these spaces.*

If we require more information from you, we will be in contact directly with you.

**Please note that for any new spaces located on school grounds, as per our agreement with the School District, priority will be given to children who have a sibling who is enrolled or will be enrolled in the current or following school year as students at George Jay Elementary School.*