

Step 1: Create Your KEyON Account

- Go to <https://www.keyon.ca/> and click Become a Member
- Enter Account Information
 - Phone Number is now a required field for contact tracing
 - Email is now a required field for KEyON membership to reduce duplicate accounts.
- Enter Adult Information
 - Emergency Contact name and number are required
 - Address is needed to differentiate you from others in Ontario with the same name
- Enter Child Information
- Repeat the last step for additional children in your household or under your care.
- **NOTE:** all adults must complete their own account.
- For support with creating your KEyON account, email earlyyearsinfo@ytr.ymca.ca or call 519-741-8585 x 3001. You can also watch [these videos](#).

Step 2: Pre-Register for Programs in KEyON

- Login to your account at <https://www.keyon.ca/> and go to Calendar.
- Choose the Regional Municipality of Waterloo from the first drop-down menu. Then chose the EarlyON location of your choice from the second drop-down menu.
- On the calendar, the legend at the top will tell you which programs are available and which programs are full and the colour of the program will tell you if it is indoor or outdoor.
- Click an available program and agree to the disclaimer
- Register the number of children you plan to attend the program with you.
- **NOTE:** As part of our reopening guidelines, families must be cohorted to one in-person EarlyON location. You will not be permitted to attend in-person EarlyON programming at a new EarlyON location within 14 days of your last in-person visit to another in-person location. You may attend one location multiple times.

What if multiple adults are attending with one child? Each adult needs to complete the pre-registration. If your child is attending with multiple adults, please ensure the adult that is staying the longest pre-registers with the child. When the adult who has pre-registered with the child leaves the centre, or outdoor EarlyON program, the child must leave with that adult and will not be able to remain in the EarlyON or remain at the EarlyON outdoor delivery location.

What if I am not the parent/guardian? If you are bringing a child that you are not the parent or guardian of, you can still complete the pre-registration in KEyON. Please ensure that all children that you are bringing have been added to your KEyON account. When our EarlyON team talks with you at your pre-attendance call, please let them know that the child will be attending with a caregiver other than the parent/legal guardian. Our team can then email you the COVID-19 screen to be completed by the child's parent/legal guardian on behalf of themselves and their child. This screen is required to be completed by **9:00am on the morning of their visit**. The attending caregiver will be asked to complete their own COVID-19 screening on arrival at the

location. If the parent/legal guardian does not complete the COVID-19 screen prior to 9:00am you will not be able to attend the program that day.

Step 3: Confirmation Call

- Once pre-registration has closed, our EarlyON team will ensure that you are only registered to attend at one in-person EarlyON location (indoors/outdoors). If you have registered in the past 14 days at more than one EarlyON in-person location, we will call you to notify you that your registration for the new location will be cancelled.
- Once cohorting has been confirmed by our EarlyON Admin Team, an EarlyON team member will call you at the number listed in your KEyON account to confirm the details of your visit. You can expect this phone call one business day before your visit. Please ensure that your contact information in your KEyON account is correct. Please watch this [video series](#) to learn more about updating your account information.
- **NOTE:** Registration and Pre-Registration closes at 9:00 am, 2 business days before the program begins. If a program registration ends earlier, it will be noted in the comment box for the program on the KEyON calendar. Registration for Monday EarlyON programs and services will close at 9:00am on Thursdays.

Viewing and Changing your Pre-Registered Programs

If you are no longer able to attend your pre-registered program or you would like to make an adjustment to the number of children you have registered, please make these changes in your KEyON account. To change or cancel your registration, please login to your KEyON account and follow the steps below. Please watch this [video series](#) to learn more about adjusting or canceling your registration.

- Login to your account at <https://www.keyon.ca/> and go to Calendar.
- Choose the Regional Municipality of Waterloo from the first drop-down menu. Then choose the EarlyON location of your choice from the second drop-down menu.
- Click View Pre-Registered Programs.
- Click Edit to change the number of children registered for the program. Please ensure that any children you plan on bringing to the EarlyON have been added to your EarlyON account.
- Click Cancel to cancel your registration for the program. All pre-registrations associated with your account for that program for both the adult and the children you were planning to bring will be cancelled.

For support with the above, you can also call us at 519-741-8585 ext. 3001 or email earlyyearsinfo@ytr.ymca.ca

Receiving a KEyON Key Tag in Person

For easy no-contact sign-in at EarlyON locations, bring your KEyON key tag with you! If you do not have a KEyON key tag, you can receive a key tag at your first visit to an in-person location. To do this, follow the steps below.

- Create a KEyON account, and pre-register for in-person programming
- When our team calls you the day before your visit, let them know that you do not have a KEyON key

tag.

- Visit the EarlyON program location at the time you are pre-registered to attend.
- The location will ask you some questions to verify your KEyON account, and they can provide you with your KEyON key tag at your program site.

Receiving a KEyON Key Tag Virtually

- Create your KEyON account.
- Email earlyyearsinfo@ytr.ymca.ca with your first name, last name, full address, postal code and phone number. This information will be used to verify your information and provide you with a KEyON key tag.
- A photo of your KEyON key tag will be emailed back to you and your physical key tag will be mailed to your home.
- On your next visit to an in-person location, bring your KEyON key tag with you if it has arrived or bring the picture sent to you via email of your KEyON key tag. You are able to scan in using the picture of your key tag.

Note: It takes approximately 5-7 business days for your new KEyON key tag to reach you through Canada Post. While you await arrival of your KEyON key tag, please bring the picture of your KEyON key tag with you in print, or as a photo on your cell phone.

Participating in Indoor Programming

- Ensure you have pre-registered for EarlyON programming using your KEyON account.
- Visit an EarlyON location and complete pre-screening protocols
 - In order to enter the building, you and all children you are bringing to the EarlyON must have passed the COVID-19 pre-screening; you should have your key tag ready, you and any children (5+ required, 2-4 recommended) are wearing a mask, and you have all the items needed for your visit with you
 - **NOTE:** Leaving the building and re-entering during the same scheduled EarlyON program / service will not be permitted.
 - If you are bringing any child(ren) that you are not the parent / guardian of, ensure that you tell our team this during your pre-registration phone call. You will be required to ask the parent/legal guardian of the child to complete an online COVID-19 screen for themselves and their child on **the day of their visit before 9:00am**. This screen will be emailed to you, and you will be asked to forward the email onto the applicable Parent/Legal Guardian. EarlyON staff are not permitted to email the Parent/Legal Guardian directly unless they contact us and provide us with their consent.
- Once the above steps are complete, you will be invited to enter the EarlyON and swipe your key tag on the scanner to sign yourself and your children in
- To ensure physical distancing, please remain in your assigned family cohort area throughout your visit to EarlyON
- Once your programming time has ended, swipe your key tag on the scanner when leaving to sign yourself and your children out

Participating in Outdoor Programming

- Ensure you have pre-registered for the EarlyON outdoor programming using your KEyON account.
- Visit an EarlyON outdoor delivery location and complete pre-screening protocols
 - In order to enter join the EarlyON programming, you and all children you are bringing to the EarlyON must have passed the COVID-19 pre-screening; you should have your key tag ready, you and any children (5+ required, 2-4 recommended) are wearing a mask, and you have all the items needed for your visit with you
 - If you are bringing any child(ren) that you are not the parent / guardian of, ensure that you tell our team this during your pre-registration phone call. You will be required to ask the parent/legal guardian of the child to complete an online COVID-19 screen for themselves and their child on **the day of their visit before 9:00am**. This screen will be emailed to you, and you will be asked to forward the email onto the applicable Parent/Legal Guardian. EarlyON staff are not permitted to email the Parent/Legal Guardian directly unless they contact us and provide us with their consent.
- Once the above steps are complete, you will be invited to join the outdoor EarlyON programming and swipe your key tag on the scanner to sign yourself and your children in
To ensure physical distancing, please remain in the area designated for your family cohort throughout your participation in the outdoor EarlyON program.
- Once your program is complete, you will be asked by our EarlyON team members to sign out using your KEyON key tag, and/or our team members can sign you out manually.