

Step 1: Create Your KEyON Account

- Go to <https://www.keyon.ca/> and click Become a Member
- Enter Account Information
 - o Complete all required fields.
 - o If you had previously created a KEyON account, a Phone Number will now be required for contact tracing.
- Enter Adult Information
 - o Emergency Contact name and number are required
 - o 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.

NOTE: If you receive a duplication notice, this could be because you have twins or another adult has the child listed in their account. On your next participation in EarlyON Online Programming, the EarlyON Facilitator will be able to correct the duplication.

Step 2: Pre-Register for Programs in KEyON

- Login to your account at <https://www.keyon.ca/> and go to Events.
- Choose the Region 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.
- Click an available program and agree to the disclaimer
- Register the number of children you plan to attend the program with you.
- **NOTE:**
 - o **Attending with multiple adults?** 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, the child must leave with that adult and will not be able to remain in the EarlyON.
 - o **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. You will be required to bring a signed attestation (parent permission form) with you on each visit for each child. The parent / guardian will also need to complete the COVID-19 pre-screen for their child on the day of their visit and this will need to be provided to the EarlyON as requested.

Step 3: Confirmation Call

- Once pre-registration has closed, EarlyON Facilitators will call to confirm your pre-registration information is correct.

NOTE: Registration and Pre-Registration closes at midnight 48 hours (2 business days) before the program begins. Registration for Monday EarlyON programs and services will close at midnight on Thursdays.

Viewing and Changing your Pre-Registered Programs

- Login to your account at <https://www.keyon.ca/> and go to Events.
- Choose the Region of Waterloo from the first drop-down menu. Then chose 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 including you as the adult and the children you were planning to bring will be cancelled.
- **NOTE:** If the pre-registration window has closed, you are encouraged to call the EarlyON location at 519-741-8585 to cancel your pre-registration.

Receiving a KEyON Key Tag In Person

- Ensure you have pre-registered for EarlyON programming
- Visit an EarlyON location
- The location will verify your information and provide you with a KEyON key tag

Receiving a KEyON Key Tag Online

- Email earlyyearsinfo@ckw.ymca.ca with your First Name, Last Name, Address and Phone Number.
- You will be contacted with an image of your new key tag.
- The actual key tag will be mailed to you through Canada Post.
- **NOTE:** Key tag assignment could take up to 2 business days to process and the key tag could take up to 2 weeks to arrive to your address. You are able to utilize the KEyON number that is emailed to you to pre-register and attend EarlyON programs once it is received.

Participating in Indoor Programming

- Ensure you have pre-registered for EarlyON programming
- Visit an EarlyON location and complete pre-screening protocols
 - o 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 have the signed attestation (parent permission form) and the COVID-19 screening for each child has been completed by the parent/guardian.
- 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
- Visit an EarlyON outdoor delivery location and complete pre-screening protocols
 - In order to 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 have the signed attestation (parent permission form) and the COVID-19 screening for each child has been completed by the parent/guardian.
- 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, swipe your key tag on the scanner when leaving to sign yourself and your children out