



# ROGERS CHILD CARE CENTRE

growing together

## *Waitlist FAQ*

*Q. How does the waitlist work?*

A: Rogers Child Care Centre operates over 100 licensed child care spaces for children ages 3 to 12 years old. While our goal is to provide child care for as many Roger's Elementary 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 member families and to families whose children are enrolled at Rogers Elementary, living in the neighbourhoods around our Centre. We do not offer Before or After School or Early Year spaces to families or children enrolled in any other schools in the district however, our Extra Care Days and Camp days are open for enrollment, when space allows.

*Q. When can I put my child's name on the 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 \$75.00 annual membership fee if you accept a space.

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

A: 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, etc.). We always suggest that you 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 enrollment. For example: currently enrolled children and siblings are our 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.

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

A: 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 confirming acceptance of 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 (submit an online registration form, including an e-signature confirming your agreement with all of the Centre’s policies and agreement to pay the \$75.00 membership fee), 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 program, am I guaranteed a child care space in the next age group?*

A: If you are offered an Early Years space, you will be guaranteed care until your child graduates into Kindergarten. We cannot guarantee space beyond Kindergarten 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.