

Waitlist Policy

Creative Minds Children Services tries to accommodate all children and families; however, there are times when the centre will be at full capacity. During this time, families will be added to a waitlist until such time as a space for their child is made available. There is NO fee to be placed on the waitlist; however, in order to secure a spot on the waitlist, parents/guardians must provide:

- Parent's/Guardian's first and last names
- Best contact phone numbers and/or email address
- Expected start date
- The child's name
- The date of birth (unborn children may be added to the list with expected month and year of birth)

How does the waitlist work?

- If there are no spots currently available for their child, a parent is asked to provide the required information for their file on the waitlist
 - Parents are asked to be mindful and strategic of their expected start date - they may state the earliest month their child can start as well as the month they actually need the space for (this will increase the chances of gaining a spot as they become available)
- Parents are required to maintain up-to-date contact information and report any changes to the centre
- Each age group has their own waitlist
- There is no specific amount of time a family may be on the waitlist before being offered a spot at the centre
- Spaces are created when a family or child leaves the centre. Spaces can be available at any point during the year and at any point during the month
- The centre will be able to contact families within 2 weeks before any given space is available, as 2 weeks' notice is required for notice of a child's withdrawal. Only once the withdrawal is in writing will the centre contact the next family on the waitlist.
- All families waiting for a particular month are contacted when the spaces are available. Even if the month has passed, if the child is still within the age group of the room, the parents will be offered the space.
- Once a family has been contacted from the waitlist, they are given a specified amount of

time to return the call and express continued interest in the space available. If they do not respond within the specified amount of time, they will not be considered for the space and the centre will continue with the next family in line.

- From the families who return the call from the centre, within the specified amount of time, the family with the highest seniority date will have first official refusal of the available space.
- Once a parent has officially been offered a spot at the centre, they will have to provide a 2 week deposit of their child's fees for their age group. This deposit will act as either their first 2 weeks fees or their child's last 2 weeks of care, provided the appropriate notice is given.
 - Parents who will be receiving subsidy from the City, to cover the cost of their fees, a registration fee of \$40 is required upon acceptance of the available spot.
- For the families who expressed continued interest in a spot, they will be contacted to let them know that another family has filled the space.
- If a family is called for a space and they do not wish to take the spot at that time, their place/seniority on the wait list will remain the same.
- Parents/Guardians may call at any time and change the information on their file with no consequences ie. moving from the Infant list to the Toddler list.
- Families will remain on the wait list until they ask the centre to take them off.

Priority will be given to:

- Children currently enrolled and needing to move up to the next age group
- Those with siblings at the centre
- Those currently enrolled on the OneList
- Those who's schedules most closely fits the available opening
- Walk-Ins

For confidentiality, the waitlist will be kept in the centre office. Parents will be given a Creative Minds Waitlist Number on their application/registration package to use as a reference to see where they are on the waitlist.

Creative Minds Children Services, Inc. reserves the right to make changes, without notice, to the wait list policy in the best interest of the centre.