



Child Care Waitlist Frequently Asked Questions

How does the CNH waitlist work?

We manage over 450 licensed childcare spaces for children 3 months-12 years in 10 locations throughout the Renfrew Collingwood area. Our Board of Directors has approved an Enrollment Policy with priorities for enrollment that include currently enrolled children, siblings and residents of the Renfrew Collingwood area.

Enrollment Policy

1. Families living within the Renfrew-Collingwood community who have one or more children enrolled with CNH child care programs.
2. Children of CNH permanent staff.
3. Families living within the Renfrew-Collingwood community not currently enrolled with CNH child care programs.
4. Children whose parents/guardians work in the Renfrew-Collingwood community who have one or more children currently enrolled in CNH child care programs.
5. Children whose parents/guardians work in the Renfrew-Collingwood community not currently enrolled.
6. Families outside the Renfrew-Collingwood community who have one or more children currently enrolled with CNH child care programs.
7. Others

There is no fee to submit an application.

Will I be contacted to confirm my waitlist application?

No. We will only contact you, via email, if your child is aging out of the wait list they are on and need to be moved into the next age group's wait list. You will be given 30 days to respond then will be removed from the list if there is no response, presuming you no longer need care.

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

The length of the waiting list time is different for each age group and type of care. **It is very difficult to predict when a space might become available for you.** 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, where you live and work) Typically, the majority of spaces become available between June and September of each year as children who are leaving for Kindergarten move out of our programs.

Why does my waitlist place number change?

There are a number of priorities for enrollment. For example: currently enrolled children, siblings and neighbourhood 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.

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

We attempt to give you a minimum of one month's notice. When we make you 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.

Is there a deposit to be paid when I accept a child care space?

Yes. When you accept a space, a deposit of a half-month's fee is required to secure that space for your child (For families accepting a Preschool space, the deposit is a full month's fee). This deposit is returned to you, if you have given the appropriate 1 calendar month withdrawal notice.

What happens if I turn down space?

If you turn down a child care space offer you will remain on the waitlist. There are a lot of families on the waitlist and we ask that if you do not need a child care space anymore that you remove your name from the waitlist.

What if I accept a space and then decide I don't want it?

We have a 1 calendar month withdrawal policy that applies to all parents who accept a space. If you accept a space (sign the acceptance letter) and then change your mind, you are responsible for a month's fee payment.

Once my child is in a CNH program, am I guaranteed a child care space in the next age group?

Unfortunately, we cannot guarantee a space in the next program. We make every attempt to move each child to the next age group, however, due to the limited number of child care spaces available, we cannot guarantee a space will come available when you need it.

Once my child is in a CNH program, how will spaces in the next age group be allocated?

We do follow an Internal Enrollment Policy as spaces become available for children to move to the next age group. Amongst these will be factors such as enrollment date, siblings, neighbourhood priorities and developmental readiness of children for the next age group

What is the difference between a Preschool program and a full day 3-5yr old program?

Both of these programs service children 3-5 years old. The difference is the program hours. The full day child care programs operate Monday to Friday 7.30am-6pm while the Preschool program operates Monday- Friday, 9am-12 noon or 1.15-4.15pm. Staff working in these programs all have similar qualifications (Early Childhood Education certificate and Licenses) and the program goals/curriculum/activities for the children are the same.

If you are interested in advocating for more high quality child care spaces that are affordable for parents, please visit the Coalition of Child Care Advocates of BC website at www.cccabc.bc.ca