



Mission

To support and enhance each child's physical, social, emotional, creative and intellectual growth through play-oriented learning.

Arbutus Grove Wait pool FAQ

1) Who can apply to be in the wait pool?

Anyone who is looking for care for September of that calendar year, can complete the program interest form and be added to the wait pool.

2) What are the different categories within the wait pool?

All children will fall into one or more of the following categories. If a child falls under multiple categories, this may or may not increase their chance of securing a spot. These are the categories that we review when a space is available:

- a. Currently enrolled children re-registering for the following year
- b. Siblings of currently enrolled children
- c. Children of currently employed staff members
- d. Frank Hobbs catchment
- e. Date of birth
- f. Date added to the wait pool
- g. Alumni
- h. New families

3) When can I add my child to the wait pool?

Each year in January, we will open the wait pool for families looking for care for that September school year. We may limit the number of spaces we have in the pool based on anticipated spaces that we will have opening. For example, in September 2020, we anticipate having 10 spaces for children born in 2016 therefore we may open up 30 spaces in the pool and start registration based on the above categories.

4) When will I be contacted about a spot?

You will be contacted either when we are in the process of completing our registration or when a spot becomes available throughout that school year.

5) When does registration occur?

Depends on the program. Early Years and Nature program begin their registration process on Feb 1st each year. School Age program begins their registration process on Feb 15th each year.

6) Where do I join the wait pool?

You can complete a program interest form that will be available on our website, starting in January each calendar year.

7) Why is it called a wait pool instead of a wait list?

When we register a new child into our program, there are many factors that go into the process. We will look at the space that is available and review the children in our wait pool to decide who will be the best fit for our program by reviewing the children in the priority categories listed above. For example, if we have an opening in our school age program it will be for a child of a specific age/grade to fill that spot, who may not be the first child chronologically on the list. We are not able to just go down our wait list and fill that spot with a different child that may be higher on the wait list. The wait pool is a more accurate and transparent representation of how we register new children into our program.

8) Do I need to resubmit my application each year?

Yes, each year the applications will be open in January and may be open only for a limited time. We do our best to ensure that our pool does not become so overcrowded that we are not able to safely supervise the children that are in there.

9) If I am offered a spot, how long do I have to make the decision to register?

You will have 24 hours to accept and pay the \$60 deposit to secure the spot. You will then have one week to submit completed registration forms. If either of these are not completed in time, you will be added back into the pool and another child will be offered the spot.

10) How will you contact me if I am offered a spot?

The initial form of contact will be via email. If there is no response within 24 hours, we will follow up with a phone call. If there is no response after 24 hours from the phone call, you will be added back into the pool for up to one week for future spaces. If no response after one week, you will be removed from the pool.

11) How long will my child remain in the wait pool?

Due to high demand for spaces, the dynamic prioritization system, and the unpredictability of withdrawals through the year, we are not able to provide a timeline or estimate of when or if a space may become available for your child. Your child will remain in the wait pool for the duration of that school year (September to June annually).

12) Why can't I add my child to stay in the wait pool until they get a spot? Why do I need to keep re-applying?

Many factors change for individual families throughout the year. Some move, require different care, find alternate care. This way we can ensure that our wait pool is always current and updated each year with the most current family information available.

13) Are we able to start sooner than September each year?

This enrollment process is for our annual September registration. We will fill spaces that become available throughout the school year and we will contact families in our wait pool for any available spaces. However, the majority of our registration and spaces are available at the beginning of September when all our currently enrolled children transition up to the next grade/program.

14) What is the youngest that you accept into your program?

There are a few factors that go into the youngest child that we can accept into our program. The child must turn 3 years old by Dec 31st of that year, the child must be toilet trained, the child must be developmentally ready to be in a group childcare program and we are only able to take on two children who fall into this description, each school year.

15) What about your summer program? Can we register for that?

Our Early Years and School Age summer programs are only available for currently enrolled children in our programs. If your child is scheduled to start the in September, they will be eligible to attend the summer programs the following year.

16) Once my child is registered at AGCC, are they guaranteed a spot until we withdraw?

All currently enrolled children will have priority when re-registering their child for the following school year. We do not guarantee continuous annual enrollment through the duration of their time at AGCC, however we do provide advance notice and information to all families during the re-registration process.