



Child Care Waitlist

Frequently Asked Questions

Q. How does the PCSS waitlist work?

A: Parkgate Community Services Society (PCSS) operates 104 licensed child care spaces for children ages 6 months to 12 years old.

When there are vacancies in our programs, priority for space will be determined as follows:

1. Children currently enrolled in a PCSS child care program who are the appropriate age and are developmentally ready to move to the next age group.
2. Children currently enrolled in a PCSS child care program where the space is available, wishing to increase or decrease days (the request must match the days that are available)
3. Siblings of children who are currently enrolled in a PCSS child care program.
4. Waitlisted children who are eligible for the specific space available (based on age) in order of waitlist date.

Q. When can I apply and place my child on the waitlist?

A: You may put your child's name onto the waitlist when your child is born

Q. Is there a waitlist application fee?

A: No, however, there is a \$75.00 administration fee when you accept a space.

Q. How long can I expect to wait to receive an offer of child care space?

A: Given that there are many factors we consider when a space comes available (i.e.: siblings currently attending, the date you came onto the waitlist, the type of



program you are looking for), it is difficult to provide an accurate prediction of how long a family might wait for a space, or even if a space will be offered at all. Average wait times range from 1-3 years.

Note: This information not intended to be a precise indicator as to when you may receive an offer of care.

Because we cannot guarantee that a space will become available, we encourage families to continue exploring child care options. North Shore Community Resources can provide more information about child care in your community.
<http://www.nscr.bc.ca/childcare/parents.html>

Q. How do I find out where I am on the wait list?

A. Given the various factors in determining who will be offered a space, we do not provide wait list numbers and are unable to respond to requests related to where your child is on the wait list. We can however provide confirmation that your child is still on the list.

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

A: We aim to provide you with a minimum of one month notice.

When a space becomes available, we send a notification by email to a number of families on the waitlist to confirm who is interested.

From the responses received, we offer the space to the first “eligible” child using our priorities. When we make a space offer, you will have 48 hours to respond. If we do not hear from you within 48 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 child care program before I accept the space?

A: Yes, if you have been offered a space, you will have an opportunity to see the program before accepting the space.



Q. What happens if I turn down a space when it is offered?

A: If you decline 3 space offers, which match 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.

If you accept a space and then change your mind, 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.