

HOW CHILD CARE SPACES ARE OFFERED

(How the waitlist works)

Our waitlist is **not** “first-come –first serve”. Generally, we use these steps to offer spaces. Exceptions for some centres are detailed on the bottom of this page.

Enrolment date: the date that your child first started in a TOPP KIDS program

Waitlist date: the date that your child first came onto the waitlist (Note: If there are 2 children who have the same waitlist or enrolment date, the oldest child will be offered the space first)

KINDERGARTEN & SCHOOL AGE *(Grade K - Grade 6)*

To be eligible for these programs, children must be enrolled in any of the elementary schools we operate out of.

When a space becomes available in the school age programs, we use the following priorities:

1. Children who are currently enrolled who have a sibling already enrolled in the school age program where the space is vacant
2. Children who are currently enrolled in any TOPP KIDS program
3. Children who have had to leave TOPP KIDS because of a lack of available space in this age group when they needed it.

The enrolment date is used to determine which child in #1 - #3 above gets offered the space. If there is no child that meets these 3 priorities, then spaces are offered using the waitlist date, as follows:

- Children who have a sibling enrolled at the centre where the space is vacant
- Children who have a sibling enrolled in another TOPP KIDS centre
- Children of a TOPP KIDS staff person
- All other children: in order of date fully registered

CHILD CARE WAITLIST

FREQUENTLY ASKED QUESTIONS

Q. How does the TOPP KIDS waitlist work?

A: TOPP KIDS waitlist does not operate on a “first-come – first serve” basis. There are a number of priorities for enrolment which are explained in detail on our “how child care spaces are offered” page. These priorities include our current children, siblings, and staff children.

Q. When can I put my name on the waitlist?

A: You may put your child’s name onto the waitlist when your child is registered in the elementary school that one of your programs are run out of (confirmation from the school is required).

Q. Is there a waitlist application fee?

A: No, but there is a \$50.00 registration fee at the time of enrolment

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

A: The length of time is different for each program, each year. Waitlist times can vary from 2 weeks to 2+ years. It is very difficult for us to predict when a space might become available for you, as there are many factors which are used to offer spaces (i.e.: the date you came onto the waitlist, the program you are looking for, if you have another child in the program, etc.). See details on our “how child care spaces are offered.” Typically, the majority of spaces become available September and May of each year as children who are leaving for Grade 7 move out of programs.

GIVEN THE SHORTAGE OF CHILD CARE SPACES IN CALGARY, WE SUGGEST THAT YOU PUT YOUR CHILD'S NAME ON OUR WAITLISTS AS EARLY AS POSSIBLE.

Q. Why does my waitlist number change?

A: There are a number of priorities for enrolment. For example: currently enrolled children, siblings and staff children. 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 (please see our “how child care spaces are offered” for details).

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

A: When a space becomes available, we send out a space notification by email to a number of families on the waitlist to see if they are still interested. We then offer the space to the first “eligible” child using our priorities. We attempt to give you a minimum of one month notice. 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. If you have exceeded the 24 hour window, you may reapply anytime and be placed back on the waitlist. ***It is important for you to inform us of any changes in your contact information.***

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. Your new waitlist date will be the date you decline the third space offer. ***It is important that you update us on changes to your child care needs or contact information.*** If you do not need a child care space anymore, 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 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 1 calendar month fee payment unless your notice for withdrawing is more than 1 calendar month prior to your child’s start date. Your child can be placed back on the waitlist with a new waitlist date.

Note: if you do not provide the 1 calendar month notice/pay in lieu of notice, we will not put your child back onto our waitlist.

Q. Once my child is in a TOPP KIDS program, am I guaranteed a child care space in the next age group? (Kindergarten- School Age).

A: We cannot guarantee a space in our school age program once your child finishes kindergarten. Children already in our programs always have priority for the next age group.

We will attempt to provide you with information about the chances of getting a space in the next program at the time an offer is made. We make every attempt to move each child to the next age group but due to the limited number of spaces available, we cannot always guarantee that we have a space at the time that you need it.