



Waiting List Policy

1. Call or e-mail Monkey Around Play & Learn Centre at 613-422-5138, or learn@monkeyaroundottawa.com. Please provide your name, phone number, the age of your child(ren), their birthdate(s) and the date that you require care.
2. Each age group has its own waiting list.
3. If there are any changes to your contact information or required start date, please contact the Centre to make any updates.
4. Spaces are created when a family or child leaves the Centre. Spaces can be available at any time during the month and year.
5. We are usually able to contact families 4 weeks before any given space is available as parents are required to give us a 1-month notice of the withdrawal.
6. Only once the withdrawal is confirmed in writing do we begin to find a family for the space.
7. The Learn Centre Director will call the first 5 families that are eligible to start in the age group. Parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed, if your child is still within the age group of the room they will be offered a space.
8. Once a family is called from the waiting list, they are given a specified time frame to return the call and express continued interest in the space available.
9. If your child is offered a space for an age group, we will let you know the likelihood of them moving over to the next age group, for e.g. if your child enters the infant room at 17 months there may or may not be a space for them in the toddler room right at 18 months however we will be able to give you a sense of when they will be able to move and the possibility.
10. Once your child is officially offered a space, you will be required to provide a 2-week deposit of your child's fee for the age group if you would like to accept it. This deposit will be applied to your child's first two weeks of care. The deposit is non-refundable.
11. You will remain on the Centre's list until you ask us to take you off.

We do have some priorities that we consider when inviting new families to join us. In order of priority, they are:

- Children currently enrolled and needing to graduate to the next age group; and
- Siblings of children currently enrolled.

To register on the Centralized Waiting List, go to www.childcareinformation.ca. Double click on your language of choice. Before proceeding with the on-line application, please refer to the resources located to the left of the screen. It is to your advantage to register to as many day care sites as you can, as priority on the Centralized Waiting List is based on application date. Under “What We Do,” click on “click here” to complete the on-line registration process. After registering with the Centralized Waiting List, parents may access their file on-line, using a username and password to gain access to and edit their personal information and/or chosen services.