

## Suncrest Childcare and Early Learning Center

### Waitlist Frequently Asked Questions

We understand that being on a waitlist can be frustrating. This information is to help answer some questions you may have regarding our waitlist and the process.

#### **What is the process for adding my child to the waitlist?**

Families will complete a waitlist form application and submit a \$25 per child fee to be added to the waitlist. Children are placed on the waitlist in the order in which the applications are received according to their age and priority (employee child or sibling). Families will receive a confirmation email that informs them that the application and fee have been received.

#### **How long is the waiting list?**

Children are entered onto the waitlist and determination of which classroom waitlist the child is placed on is based on the age of the child/ren. The center places children in classrooms by date of birth. The classrooms are designed to have children within a six month range of birthdates. There are ten possible classrooms in which children can be enrolled. Some classrooms (the infants and toddlers for example) have long waitlists and other classroom waitlist may be shorter.

#### **How many people are ahead of me on the waitlist?**

It is difficult to answer this question because the waitlist can change. If someone with a higher priority submits a waitlist application after you, they will be placed at the top of the list, which changes the “number” at which you were on the waitlist. We also don’t know if all the people ahead of you will take a spot should it be offered to them, which can “bump” you up to a higher number. Due to these unpredictable factors, we really try to refrain from telling someone where they are on the waitlist. We encourage every family who comes on the waitlist to have a back up plan should your child not get in the center in the time frame in which you were expecting it to happen.

#### **When will I hear from you about where I am on the waitlist or when my child can get in?**

It’s simply not feasible for us to contact each of the waiting families to tell them where they are on the continually changing list. Families are welcome to contact the center via email at any time. However, it is very hard to predict when an opening will occur. Families are contacted promptly as soon as we are aware of an opening for their child.

#### **Can I stop in anytime and have a look around?**

While we welcome your visit, in order to provide a safe and secure environment for the children, we can only permit you to enter the childcare areas if you are accompanied by a staff member. Furthermore, the center has a secured entrance that can only be accessed by current families and staff. To arrange a tour please call the center at 304-641-7625.

### **How is it possible someone who applied after I did was offered a space before me?**

SCELC offers an enrollment priority to SCELC staff, SUMC staff, and siblings of currently enrolled children. Otherwise all waitlist applications are given an application number that is determined by the date in which the registration and payment is received.

### **When can I expect to be informed of a childcare opening?**

August is the transition month when we move children from one age group to the next, opening up spaces for the admission of new children from our waitlist. We will fill these spaces by contacting families mid to late July in the order in which they appear on our prioritized waitlist. If a space opens in any group during the course of the year, we again will turn to our waitlist in the order they are prioritized.

We make every effort to notify a family when a space opens for their child. We will always appreciate your prompt response and will expect to hear from you **whether or not** you decide to enroll your child in our program. If we have not heard from you within a week after we contacted you, we will assume that you are no longer interested in the space and will remove your name from the waitlist.

### **I was told...(Not technically a question, but something we hear a lot)**

Well meaning people sometimes inadvertently provide misinformation. To get accurate answers to your questions about childcare at SCELC and its waiting list, email your questions to [earlylearningcenter@suncrestumc.org](mailto:earlylearningcenter@suncrestumc.org) and someone will respond promptly to you.