Perth Care for Kids
Wait List ~ Frequently Asked Questions:

1. If I want to sign my child up for PCFK, can I just call in?
    a. No – all families must register for child care by using the City of Stratford, St Marys and Perth County Child Care Registry and Waitlist. Parents/Guardians will create an account and enter all their details as well as those for their child(ren). Centres available within your geographical area will be available for you to apply to if you choose. It is your responsibility to ensure the information on the application is correct and kept current, and also to login every 90 days to review so that your applications remain active.

2. I really want my child to get a spot – should I select all of PCFK's programs?
    a. Children will move through the wait list based on their age. If your hope is that your child starts care as an infant, then please *only* apply to the infant program – you will be contacted when a space is available even if your child is a toddler by that time. HOWEVER, Nursery School and Before/After School are 2 separate waitlists and if you want your child(ren) to be on the list for these programs then please *also* select these program options.

3. I was told that I have a better chance of getting a spot if I keep calling in?
    a. That is not correct information – at this time, the best way for our coordinators to address all waitlist questions is for you to send an email directly to waitlist@pcfk.on.ca and wait for a response. Coordinators will check this email once per week, typically on Fridays, to answer questions.

4. If I send you an email, will you tell me my exact spot on the list so that I know if I need backup care?
    a. No, we will not ever share an exact number with you because it will not remain accurate. There are so many factors that impact when children are taken off the wait list and therefore it is best that we only share a range of placement (i.e. you're 30-50 on the list) so as not to give any false hope.

5. I put my child on the wait list as soon as I found out I was pregnant, how can I possibly be this far down on the list?
    a. While children are pulled from the wait list based on their application date, there are also a number of other factors that impact how vacant spaces are offered, including but not limited to: specific age group of the child; site capacity; projecting ahead knowing current children continue to transition up to the next age group; start dates; and schedules.

6. I put my child on the wait list as soon as I found out I was pregnant, am I really going to need to think about a backup option?
    a. Yes we strongly encourage all families to have alternate and backup care arranged – even if a space becomes available in time, it might not match your exact care needs and it is always helpful to know your options ahead of time.

7. I don't know my exact care needs and/or I might want some grandparent days, how can I share that information with you?
    a. When completing your application, select full time as your schedule and then when we call you to talk about what spaces are available, we can determine your exact schedule.

8. Does PCFK have an emergency child care list?
    a. While PCFK does not offer emergency care or have a separate list for this, PCFK is able to offer Drop-In care. Drop-In care is a type of schedule available to children registered on the wait list where available spaces are offered once all other schedules have been confirmed. There is no guarantee in this type of care. Families interested ONLY in drop-in care are invited to email waitlist@pcfk.on.ca once their OneHSN application is completed to notify PCFK that they would accept short-notice drop-in care *if* it were available.