



## Frequently Asked Questions

We understand that being on a waiting list can be frustrating. We have compiled answers to questions parents frequently ask with the hope this information will be helpful to you. If you have a question that isn't answered here, please contact us at 717-266-0114 or email the director at otterbeineec@aol.com.

**How long is the waiting list?** The waiting list is quite lengthy with infants and toddlers being our longest lists.

**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 child care areas with a staff member. Group tours are offered twice monthly. To arrange a tour please contact the center at 717-266-0114.

**When can I most expect to be informed of a child care opening?** We transition our classes mid-August when Northeastern School District starts their new school year. This opens up spaces in most classes. We fill these spaces beginning in early June by contacting families as their names appear on the waiting list. If a space opens up in any group during the year, we again turn to our waiting list.

We make every attempt to notify a family when a space opens for their child. We appreciate your prompt response and expect to hear from you **whether or not** you decided to enroll. If we have not heard from you in two days of contacting you, we will assume you are no longer interested in the space and will remove your name from the list.

**How is it possible someone who applied after I did was offered a space before me?** The only priorities we offer are to OEEC staff, Otterbein Church members and siblings of already enrolled children.

**What if I am offered a spot for my child, but would like to wait until a later date to enroll?** The purpose of our waiting list is to immediately fill open spots in our classrooms. If your child is offered a spot and you do not accept, you will be moved to the bottom of the waiting list.

**I didn't return my update form. Do I go to the bottom of the list?** We will ask you to formally update your waiting list application in January by mailing you a waiting list update form asking that you return it to us by the end of the month. It is your responsibility to contact us if you do not receive an update form by the end of January, if you wish to remain on the waiting list. The names of those who do not return the update will be deleted with no exceptions.

If your update form is not returned by the due date, or at any time we find your contact information is no longer current, your application will be deleted from the wait list. Reinstatement on the list will require a new application.

**I returned my update form. When will I hear from you about where I am on the list?** It is simply not possible for us to contact each of the waiting list families to tell them where they are on the list. Families are welcome to call about our child care waiting list at any time.