

Frequently Asked Questions

Q: Where are you located?

We are located at 2685 Cambie Street. We are not located at City Hall! Our building is located in between Cambie and 12th and Cambie and 10th on the west side of Cambie. We are across the street from the City Hall building.

Q: Is the daycare for City Hall Employees only?

CHCCS is a non profit society serving the community. Although we give priority to City Hall Employees, the spaces are also open to families in the community.

Q: How many children do you enroll per program?

The Infant program enrolls 10 children. The Under Three program enrolls 12 children. The Over Three program enrolls 25 children. We also have an inclusion contract with Center for Ability and we accept children who have consulted for inclusion spaces.

Q: When should I go on the waitlist?

Infant Program – Most people go on the waitlist when they are pregnant, when you have a due date would be a good time.

Q: How do I know if I am on the waitlist?

The withdrawal of the waitlist amount (\$20.00) from your account is confirmation your waitlist application has been processed. We are unable to confirm receipt of waitlist applications.

Q: Do I need to put my child on all three program's (Infant, U3 and O3) waitlists?

Once you are on the infant waitlist, your child will roll on to the next waitlist as he/she ages out of each program. You do not have to put your child on three different waitlist. He/she will stay on the waitlist till they are 5 years old.

Q: I would like to add a sibling to an existing waitlist application?

Please email the daycare indicating the additional child along with the DOB or expected due date and we will update for you. WE do not charge an additional fee for siblings.

Q: Can I drop off my waitlist or visit the centre if I am in the area?

Please email your waitlist application and e transfer the waitlist fee \$20.00 to cityhallchildcare@telus.net

Or

Mail Application along with a cheque to City Hall Child Care Society * 2685 Cambie Street * Vancouver * B.C. * V5Z 4K2

Q: Do you accept drop in care?

We do not accept drop in care. We are a non profit society that accepts children on a full time or part time basis only. A one month notice is required for cancellation of enrollment.

Q: Do you have a hot lunch program?

No.

Q: Do you have parking?

We have three parent drop off spots in the City Hall employee parking lot for parents of the children enrolled at CHCCS. These spots are for drop off and pick up only and must not have vehicles parked in it for more than 10 minutes. If you expect to be at CHCCS for longer than 10 minutes, you may park in the City Square Mall parking lot.

Q: Can I visit the facility?

Due to COVID -19 we are currently not offering visits or tours.

Q: Do you close for summer and spring break?

We are not closed to public school summer, spring, and winter breaks. CHCCS closes for all statutory holidays or subsequent holidays and Easter Monday, Family Day, Christmas Eve, and New Year's Eve.

Q: What are your hours?

We open our doors at 8:00 A.M and children must be ready to leave the centre before 5:45 P.M.

Q: Can we put our enrollment on hold if we go on holiday or want to take a break?

When you go away on holiday the expectation is that the space you occupied be held for you until you return. Since CHCCS is unable to fill spots for short term care, your account will be debited for full program fees.

Q: Do parents have to contribute time to the City Hall Child Care Society?

Once enrolled at City hall Child Care Society you will be required to participate in the operation of our Centre by committing to a Parent Task each month. The Task List is a comprehensive list of detailed maintenance, upkeep and other needs of the Society.

A task list for the centre is provided in your child's program, each month you can schedule a task and ensure it is completed within the month or combine a few task and bank hours, we also have some tasks which require long term commitment as well.

Full time enrollment requires 1hr per month or \$20.00 fee, part time enrollment requires ½ hour per month or \$10.00 fee. In lieu of Parent Tasks a fee is required which you can have scheduled to pay along with the monthly childcare fees.

Q: How much notice do I need to provide if I want to withdraw my child from care at CHCCS?

Notice is required on the 1st day of the month, two months in advance of your withdrawal from CHCCS.

If you do not provide the required 2 months notice your parent deposit will be forfeited.