



Wait Pool Policies and Procedures

Thank you for your interest in Duke Children's Campus. The Duke Children's Campus is a five star center managed by Bright Horizons Family Solutions. Choosing a quality childcare program is one of the most important decisions you will make. We take your decision seriously and are committed to living up to the important responsibility of caring for your child. It is highly recommended (although not required) that you tour the center before submitting the registration form and fees. Please contact the Center to make arrangements for a tour.

Registration Instructions

To register, please complete the [Pre-Enrollment Registration Form](#) and return to Duke Children's Campus, with a registration fee of \$75.00 per child. The registration fee is non-refundable and allows you to be registered with the Duke Children's Campus and two other Bright Horizons Centers. This fee also helps defray the costs of wait pool management, updates and correspondence. Upon registration, your family will also receive the "DCC News," the center's monthly electronic newsletter.

Providing the center with an accurate desired start date is very important and will allow us to more efficiently manage the wait pool. Please indicate the desired start date for your child on the Pre-Enrollment Registration Form. Expectant parents should give an approximate date of when they expect to return to work. Contact the center's wait pool manager as soon as possible if you need to change your desired start date.

When the registration form and fee are received, your child will be placed in a wait pool for Duke Children's Campus. The Duke Children's Campus wait pool manager will contact you to verify your child's placement in the wait pool. Please contact the Center Director if you do not hear from the wait pool manager within five business days. While your child is in the wait pool, *do not change your existing childcare arrangements until the Center Director has contacted you regarding the availability of space and you have accepted the space by completing the enrollment process.*

Wait Pool Placement/Status

A child's place in the wait pool is generally determined by several different priorities.

- First priority is given to children currently enrolled in the Center. Children who are developmentally ready to transition to the next age group will be moved into vacancies as they become available.
- Second priority is for children who already have siblings enrolled in the Center. This policy allows families to be together in the same center.
- Third priority is determined by the date your child was placed in the wait pool.
- Subsequent priority is based on the number of times your family has declined an offer to enroll since your desired start date. After the second decline, your family's wait pool position is recalculated according to the date of the most recent decline.

It is very difficult to pinpoint a child's exact placement in the wait pool because their position may fluctuate based on priorities and aging up of children. However, the center's wait pool manager will inform you quarterly of the total number of children in the wait pool, the total number of children per age group, the number of offers made to families during the previous quarter, as well as your percentile of the wait pool. Please keep in mind that these numbers do not guarantee or imply an offer of enrollment.

Enrollment Offers

When a vacancy matching your desired start date comes up, you will be given two chances to accept that start date without affecting your priority in the wait pool. Should you twice decline an opportunity to enroll your child on or after your desired start date, your family will go to the bottom of the wait pool. It is very important to communicate changes to your desired start date as soon as possible (and before a second decline) so that your priority in the wait pool is not adversely affected.

It is very important that you keep the center informed of your current email address because vacancies within the center will be communicated via email. If you do not have access to email, you must notify the Center Director of an alternative way to contact you. Once a vacancy is announced, you must respond within the specified time period if you would like to enroll your child. Failure to respond within the time period will be treated as a declination to the offer.

Offers will be made based on wait pool position and number of slots available. Once enrollment has been confirmed, you will need to secure enrollment by paying a deposit of \$200 and completing forms for payroll deduction. This deposit will be applied to the first month's tuition. If a family delays enrollment past the confirmed start date, the deposit will be applied to the tuition beginning at the confirmed start date. If a family does not take the space, the deposit will be forfeited. You will have at least 30 days to give your current childcare providers notice.

Early Enrollment

Early Enrollment begins in April of each year. During that time families may accept offers for fall enrollment (enrollment that coincides with the start of the school year). Once enrollment has been confirmed, you will need to secure enrollment by paying a deposit of \$200 and completing forms for payroll deduction. This deposit will be applied to the first month's tuition. If a family does not take the space or delays enrollment past September 1st, the deposit will be forfeited. This applies only to families who are new to the center, not children who are moving up within the center or already have a sibling at the Children's Campus.

Additional Information

We encourage prospective parents to concurrently investigate alternative childcare arrangements in the event Duke Children's Campus is not able to meet your needs. The center's wait pool manager can assist you with the names and phone numbers of other local Bright Horizon Centers. Additional resources or child care centers offering priority placement to Duke University staff, faculty and students can be found on the Duke Human Resource website at: <http://www.hr.duke.edu/child-family/care.html>. Families may also contact the Triangle's non profit child care resource and referral agency, CCSA (Child Care Services Association) at info@childcareservices.org or by calling 919-403-6950.

For further information, families may contact Duke Human Resources Staff & Family Programs at 919.684.9040.

Once your child has been enrolled, the Center Director will schedule a time for you to meet your child's primary caregivers to learn more about Bright Horizons' program and develop a visitation schedule for you and your child. The Center Director will review the parent/guardian policies/procedures and enrollment forms at that time as well.

Contact the Center if you have any questions or would like to make arrangements for a tour. Please complete the [Pre-Enrollment Registration Form](#) and return to the center if you would like your child to be placed in the wait pool. Thank you and we look forward to serving your needs!