

EarlyON-Lumenus Programs FAQ

EarlyON-Lumenus programs:

1. What and where are all of your locations?

EarlyON-Lumenus offers 3 locations:

- a. **McNicoll** site – 155 McNicoll Avenue, Toronto ON M2H 2C1 (free parking)
- b. **Yonge Sheppard Centre** site (YSC) – Suite 402, 30 Sheppard Avenue, Toronto ON M2N 5X8 (NO free parking). [How to Find Us](#)
- c. **St.Theo's** site – 111 Cactus Avenue, Toronto ON M2R 2V1 (free parking) [How to Find Us](#)

2. Where can I find the program calendar?

Our most updated program calendar is sent to families before registration day. Please subscribe to our email list to receive program calendar. We also update our program calendar on our website (<https://www.lumenus.ca/programs-and-services/earlyon/>) under 'Our Program Information'. If you don't see our most updated calendar on the website, **please refresh the page** a few more times.

3. When I register for an age-specific program, must we attend all the sessions offered?

Yes this is strongly encouraged. Attending 6 sessions will maximize the learning and connections you will make with other families. We also know that our Centre has a limited number of programs/spaces we can offer so we ask families be committed to attending all sessions. We always have families waiting for a spot.

Registration (occurs around every 6-8 weeks):

1. How do I register for your programs?

Please follow the steps below:

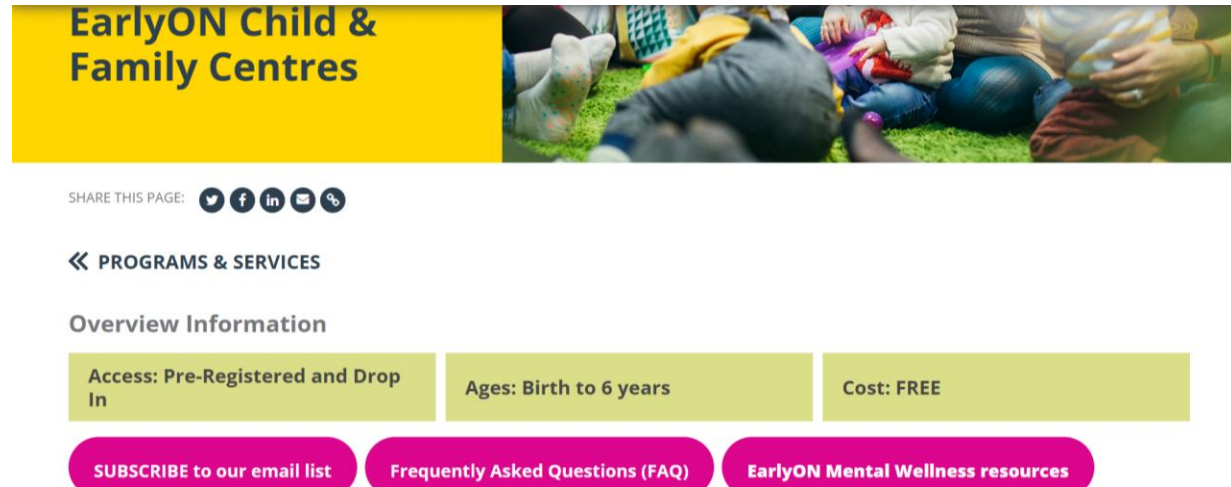
- a. Subscribe to our email list: <https://adventureplace.us19.list-manage.com/subscribe?u=06d451b65e7c724185b36cd5d&id=6037a02456>
- b. Registration links are sent out in advance of the **Registration Date**
- c. Register online using the link sent and fill all the information required on the registration form (please ensure all information entered are correct, incorrect DOB or names will be cancelled)
- d. After you clicked submit, you will receive a confirmation email (please keep your confirmation email as we may ask for it)

Please refer to our program calendar for the most updated information.

2. What is the purpose of subscription to your email list?

When families subscribed to our email list, you will be able to receive all the email updates, including registration details, registration reminders, registration links, workshops, special events, closures and many more important announcements.

<https://www.lumenus.ca/programs-and-services/earlyon/>



The screenshot shows the EarlyON Child & Family Centres website. It features a yellow header with the text 'EarlyON Child & Family Centres' and a photo of children playing. Below the header, there are social media sharing icons and a navigation menu with 'PROGRAMS & SERVICES'. Under 'Overview Information', three green boxes display: 'Access: Pre-Registered and Drop In', 'Ages: Birth to 6 years', and 'Cost: FREE'. At the bottom, there are three pink buttons: 'SUBSCRIBE to our email list', 'Frequently Asked Questions (FAQ)', and 'EarlyON Mental Wellness resources'.

3. When and where will I receive registration details & registration links?

Registration details are sent out in advance of **Registration Date**. Please refer to our program calendar for the most updated information.

4. When will I receive the new program calendar?

The new calendar will be sent out one week before registration day.

5. When registering online for the program, I receive the message 'all appointments are private' or I didn't receive any confirmation email, what does it mean?

When families receive the message 'all appointments are private.' Or if you clicked on SUBMIT, but didn't see a confirmation page nor received a confirmation email, it means the program is FULL.

OR

If you click onto the link before registration opens. The registration links have not launched yet, therefore families will receive this message.

Lumenus

Choose Appointment

Your Info

Confirmation

Returning? [Log in](#)

All appointment types are private, none are available for scheduling.

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ACUITY SCHEDULING

6. Do I need to keep the confirmation email?

Yes, please keep the confirmation email as we may ask to see it. Our team reserves the right to ask for proof of registration upon arrival.

7. Is there a waitlist if the program is full?

Yes, there is a waitlist. Our waitlist is on a first-come-first-served basis. However, waitlist families are not guaranteed a spot, we will only contact you if a spot becomes available.

8. Where can I find the waitlist?

The waitlist link is on the same email as the registration link, underneath the age-specific programs registration links.

Toddler 1 Fun (13 - 18 months) YSC Thurs AM (Children born January 2024 - July 2024)

Infant Fun (0 - 12 months) YSC Fri PM (Children born July 2024 - August 2025)

All Age-Specific Programs Waitlist

All Age-Specific Programs Waitlist

←

YSC Family Fun

YSC Family Fun Mon PM 4:30 PM - 7:30 PM

YSC Family Fun Tue AM 9:00 AM - 12:00 PM

9. When will I be contacted after I am on the waitlist?

Staff are not able to disclose where your name is on the waiting list. Please trust that an EarlyON staff will contact you if/when a spot becomes available and your name comes up on the list.

10. What if I learn about the programs after registration day or subscribed after the registration links are sent?

If you are a new family who just learned about our programs after registration day, you are still able to join our waitlist! Please email earlyon@lumenus.ca and simply provide us your **first and last name, email, phone number, child's DOB (mm/yyyy), and location you are interested in**, day of the week and morning or afternoon you are available to join a program (for YSC only).

11. Do I need to create an Acuity account/ log in to my account to be able to register?

Registering an account on Acuity Scheduling is not required. Families can simply click on the registration link and fill up all the information on the registration form. It is personal choice to register for an account as the system does save your information and families report being able to complete registration forms quicker.

For more information: please email us at earlyon@lumenus.ca