# Child Care Centre Waiting List Policy and Procedures

Name of Child Care Centre: Red Apple Daycare

Date Policy and Procedures Established: January 2017

Date Policy and Procedures Updated: February 13, 2020

## Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child’s position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

## Policy

### General

Red Apple Daycare is a purpose built child care centre offering child care for children 3 months to 12 years of age. Red Apple Daycare, as a partner of the TDSB and TCDSB is mandated to give placement priority to TDSB and TCDSB children/families and children/families that reside in the school’s catchment area. We maintain a sibling priority for siblings already enrolled in our program.

* Red Apple Daycare will strive to accommodate all requests for the registration of a child at the child care centre.
* Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
* No fee will be charged to parents for placing a child on the waiting list.

## Procedures

### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via online applications, telephone and in person.

### Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child’s position on the list.

### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of the TDSB or TCDSB in nearby schools and families who reside in the schools catchment area.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

### Offering an Available Space

1. Parents of children on the waiting list will be notified via telephone call or email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 2 weeks in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

### Responding to Parents who inquire about their Child’s Placement on the Waiting List

1. The Supervisor will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.
2. The Supervisor will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space in the program.

### Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### Additional Procedures

If a family is offered a space and they do not respond within the within the timeline, the family will be put back on the waiting list. Families will be moved from each rooms waiting list to the next room until they are offered a space or they age out of the program. Three attempts will be made to contact a family before they are automatically removed from the waiting list. Families have the option of declining a space at the time they receive a call of space availability and maintain their position on the waiting list for the next available space. In the event of no space being available for an enrolled child in the next age group, families will be given 2 months notice of withdrawal.

## Glossary

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

TDSB: Toronto District School Board TCDSB: Toronto Catholic District School Board