1615 Bloor St E, Mississauga, ON • L4X 1S2 • 905-625-7871
educarechildrenscentre@rogers.com

Waiting List Policy and Procedures

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

- Educare Children's Centre 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 an online application, which can be accessed on our website.

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 when care is needed and the date that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate can inform parents, upon request, of their child's position on the list. Parents can also access this information by using the link provided to them when they added their child to the online waitlist portal.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to:
    a. Children of current staff
    b. Children who are already enrolled in the centre and will require placement in the next age grouping up

c. Siblings of children currently enrolled or of alumnae
d. Children living on the condominium property (1615 & 1625) where the child care centre is located
e. Children from the surrounding community

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 email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 72hours (3 days) 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 or designate 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 or designate 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.

Updating The Waitlist

1. Every 3 months, families on the waiting list will receive an email from the online waitlist application to confirm interest in remaining on the waitlist. Parents will then have the option to confirm or remove their child's name from the list.
2. The Supervisor or designate may also send an email with regards to updating the list. The family will have 72 hours (3 days) to respond and confirm their interest to remain on the list. If a response is not received, then the child will be removed from the waitlist and the parent will need to re-register the child on the waitlist

While we understand the urgency for care, we will not tolerate harassment or abuse (verbal or otherwise) towards any of our staff, and any such behaviour will result in your child's name being removed from our waitlist, with no opportunity for future enrollment.

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).