

Wait List

PURPOSE

This policy provides for the Centre's wait list to be administered in a clear and transparent manner while maintaining the privacy and confidentiality of children.

The procedures provide steps taken by the Centre in determining the order in which children on the wait list are offered admission when space becomes available.

POLICY

The Centre will maintain a wait list for each of the different age groups. Parents will not be charged a fee to place a child on the wait list.

Determining Placement Priority

Primary consideration will be given to children who are, or will be, attending John English Junior Middle School or St. Leo Catholic Elementary School. Children are placed on the wait list in chronological order based on the date and time that the request was received.

Spaces that become available will be offered first to parents whose placement need are within 2 months of the available date, on a first-come, first-served basis. After which, if not taken, the space will be offered to parents with placement needs beyond 2 months.

PROCEDURES

Contact Person and Responsibilities

The Supervisor is responsible for creating and maintaining the Centre's wait list. The Supervisor will:

- ◆ inform parents of their child's position on the list;
- ◆ address any inquiries regarding the status of placement on the waiting list; and
- ◆ offer parents spaces that become available based on their order of priority on the list.

Placement on the Wait List

To place your child on the wait list you must submit an email request or a written request made in-person at the Centre. Enquiries made through conversation, phone call or online through the Centre's website will not be accepted as an official request. You will be required to provide the following:

- ◆ Date when request was made;
- ◆ Name and contact information (i.e. email, phone no.);
- ◆ Child's name and date of birth;
- ◆ Program of interest and the intended start date; and

- ◆ Other information (e.g. how the parent knew of the Centre e.t.c.)

You must ensure that your contact information is up-to-date as the Centre will not be responsible for any missed messages. Consider adding the Centre's email address to your contact list or safe sender's list to ensure Centre emails do not end up in your spam/junk folder.

Updating the Wait List

On a regular basis, parents on the wait list will be contacted to update their intention – i.e. whether they wish to remain on the list. Parents who are no longer interested in a placement or who do not respond in a timely manner will be removed from the list.

If a parent decides to delay the intended start date, the child's name will be added to the bottom of the wait list.

Offering an Available Space

Every effort will be made to notify a prospective parent of the availability of space by telephone and/or email.

1. The parent will have 2 business days to respond to the offer and to indicate their intention.
2. Where a parent has declined to accept an offer, or has not responded within the given timeframe, the Supervisor will contact the parent of the next child on the wait list to offer them the space.
3. Generally, spaces are not held past the availability date. Exceptions may be made, at the discretion of the Centre.

Accepting and Reserving a Space

To accept and reserve an offer of placement, the prospective parent must:

1. **Within 2 business days** of offer date - confirm acceptance by email or written note in person. A registration link/package will be sent to the parent.
2. **Within 5 business days** of offer date -
 - i. arrange for a tour of the Centre (optional);
 - ii. submit all the necessary enrolment forms; and
 - iii. remit a 2-week non-refundable fee deposit, to be e-transferred.

Failure to provide **either** of the enrolment forms or the fee deposit will result in the rejection of the application and the space being offered to the parent next in line.

Declining an Offer and Non-Responses

Wait-listed children who have been offered placement will be removed from the list if:

- the parent declines to accept an offer of placement that is past, or falls within 2 weeks of, their intended start date; or
- parent does not respond within the given timeframe.

If a parent, whose child was removed, wishes to be put back on the list, the child's name will be added to the bottom of the wait list.

Parents with intended start dates that are beyond the offer date will not lose their placement priority if they decline to accept the offer.

Maintaining Privacy and Confidentiality

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

REGULATORY REQUIREMENTS: ONTARIO REGULATION 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

- (a) explain how the licensee determines the order in which children on the waiting list are offered admission; and
- (b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

GLOSSARY

the "Centre": Rec Room Child Care

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.