



Waiting List Policy and Procedures

Name of Child Care Centre: **Kidsville Early Learning Center**

Date Policy and Procedures Established: **July 07, 2023**

Date Policy and Procedures Updated: [Click here to enter text.](#)

Purpose

This policy and the procedures outline 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 at Kidsville Early Learning Center 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.

Policy

General

- Kidsville Early Learning Center will strive to accommodate all requests for the registration of a child at the child care center.
- 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. Kidsville Early Learning Center will not accept any fees nor deposits to improve a child's opportunity for enrollment.

Additional Policy Statements

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| <ul style="list-style-type: none">• The On-Site Supervisor will manage and monitor the wait list binder on a monthly basis and follow the proper procedures for placing children. |
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Procedures

Receiving a Request to Place a Child on the Waiting List

1. The On-Site Supervisor will receive parental requests to place children on a waiting list via **Telephone, Website waitlist form or In-person. Kidsville Early Learning Center will need the following information to be added to the waitlist: Parents first and last names, contact number and/or email, Expected start date, child's name, and child's date of birth.**



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Placing a child on the Waiting List

1. The On-Site Supervisor will place a child on the waiting list in chronological order, based on the date and time that the request was received and/or the month they are needing care for.
2. Once a child has been placed on the waiting list, the On-Site Supervisor and/or Assistant Supervisor will inform parents of their child's position on the list.
3. If there are any changes to parents' contact information, it is the family's responsibility to update the centre.
4. There is no specified length of time that you need to be on the waitlist to be offered a space.
5. Spaces are created when a family/child leaves the centre. Spaces can become available at any time of the year and at any point in the month. Keep in mind the months of July, August and September do have the most movement.

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, siblings of formerly enrolled students, children of employees.
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 Phone call that a space has become available in their requested program. Kidsville Early Learning Center will be able to contact families 4-6 weeks before any given space becomes available, as enrolled children's parents are required to give us 6 weeks' notice of their withdrawal. Only once the withdrawal is confirmed in writing, Kidsville Early Learning Center will begin to find a family for the space.
2. Parents will be provided a timeframe of 48 hours 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 On-Site Supervisor will contact the parent of the next child on the waiting list to offer them the space.



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4. If you are called for a space and do not wish to take it at that time, your place/seniority on the waitlist remains the same.
5. Once your child is officially offered a space, and you accept it you will have 48 hours to provide the required 2-month deposit for your child's fee for the age group along with the \$100 registration fee and enrollment package. This deposit will be applied to your child's first and last month of care provided that the appropriate notice is given.
6. For all families that express interest in a space and are not successful will be contacted to let them know that another family has filled the space.
7. Kidsville Early Learning Center reserves the right to enroll children upon the discretion of the Owner / Operator.

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

1. The On-Site Supervisor and/or Assistant 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 On-Site 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.
3. Families may call at anytime to change the information for our file with no consequence for e.g., moving from toddler list to the preschooler list.
4. At least once per year, Kidsville Early Learning Center will contact everyone on the Waiting List via e-mail to keep it current. Those that do not reply to the e-mail by the deadline, will be removed from the Waiting List.
5. Parents/Guardians that decline enrollment will be removed from the Waiting List unless otherwise directed.

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.