

## WAITING LIST

### 1. PREAMBLE

The purpose of the *Waiting List Policy* is to ensure a fair process is followed and communicated to all involved.

### 2. REVIEW

- 2.1 All staff, students, and volunteers must review this policy with the supervisor or supervisor designate prior providing care and/or guidance to children. A written record of the review must be signed and dated by the supervisor or supervisor/designate, and the staff, student, or volunteer participating in the review.
- 2.2 This policy will be reviewed annually to ensure it is current and meets legislated requirements.
- 2.3 Records of all reviews are to be kept on file for at least three years from the time of entry.

### 3. POLICY

- 3.1 Each program will maintain two prioritized waiting lists:
  - 3.1.2 **Internal Waiting List**

Children for whom one of the following categories applies will be placed on this waiting list in a first-come first-served basis:

    - 3.1.2.1 Children who currently have a sibling enrolled at any Upper Canada Child Care centre
    - 3.1.2.2 Children who are already enrolled (e.g., part-time waiting for full-time)
    - 3.1.2.3 Children of Upper Canada Child Care staff
    - 3.1.2.4 Children who are transferring from another Upper Canada Child Care centre
    - 3.1.2.5 Children attending the school where the before and after school program is located
  - 3.1.3 **External Waiting List**
    - 3.1.3.1 Children joining Upper Canada Child Care for the first time
    - 3.1.3.2 Children returning to care after withdrawing from an Upper Canada Child Care program
- 3.2 When a space becomes available, the centre supervisor will offer the first space to parents of the first child on the internal waiting list, then proceed down the list and move on to the external list until all available spaces are filled.
- 3.3 When a space becomes available, parents will be notified through the contact details that they have provided at the time of registration. Parents must respond by either e-mail or phone confirming acceptance of the space within two business days. If the supervisor does not receive a response within this timeframe, the next family on the list will be offered the spot.
- 3.4 Upper Canada Child Care cannot guarantee the number of days or the days of the week that will be offered, but works to achieve the desired child care scenario for each family. If a family is offered a space earlier than their requested start date, or it does not meet their criteria and they decline, they will maintain their spot on the waiting list and will be offered a space when another opening is available.
- 3.5 If a family has been offered a space on or after their requested start month and they decline, they will lose their place on the waiting list. They will be given the option of remaining on the waiting list or being removed entirely and will be subject to the waiting list priority.
- 3.6 If families wish to withdraw their child(ren) from care for a period of time (e.g., withdraw for the summer months or parental leave), they will be subject to waiting list priority criteria upon return.
- 3.7 A child's position on the waiting list will be made available to their parent(s)/guardian(s) upon request by contacting the centre supervisor. In order to maintain privacy and confidentiality, the position on the waiting list will only be provided to the parent(s)/guardian(s) named on the registration documents.

### 4. FEES

- 4.1 No fees or deposits are charged to be placed on the waiting list.
- 4.2 Upon confirmation of space, a non-refundable family registration fee of \$40.00 is required. A family security deposit of \$200.00 is also required to guarantee a space. The security deposit will be applied to the last week(s) of care upon withdrawal from the centre, after the required notice is given.
- 4.3 When confirming a space, parents will be advised of the start date that is available. Once the space has been accepted, the parents will be liable for all payments from the date of availability regardless if the child starts their attendance at a later date.

## 5. WAITING TIMES

- 5.1 Due to many variables, it is not possible for Upper Canada Child Care staff or supervisors to approximate a start date for children joining the waiting list.
- 5.2 Upper Canada Child Care encourages wait-listed families to contact the centre supervisor prior to the requested start date in order to confirm that they still wish to be on the waiting list.
- 5.3 Upper Canada Child Care understands that plans and situations may change for families. If a family needs to adjust their original requested child care start date, they are requested to send written notification to the centre supervisor prior to the original requested start date. These families will still be subject to the waiting list priority criteria.

LICENSEE (CORPORATION) RECORD OF REVIEW
This document has been reviewed and approved on the date identified in the footer.