

## WAITING LIST

### 1. OVERVIEW

In accordance with the Child Care and Early Years Act, 2014 (CCEYA), this policy outlines the Upper Canada Child Care (UCCC) process of prioritizing the order in which families who are on the waiting list for child care services are offered space(s). This policy promotes a fair process and clear communication for all those involved.

### 2. REVIEW

- 2.1 All employees must review this policy with the manager/People and Talent department prior to providing care to children and/or at the discretion of UCCC.
- 2.2 A written record of the review must be signed and dated by those participating in the review.
- 2.3 This policy is reviewed annually by the organization to ensure that it is current and meets legislated requirements.
- 2.4 Records of reviews are to be kept on file in a secure location for at least three years from the time of entry.

### 3. SCOPE

This statement of policy applies to all employees, students, and volunteers.

### 4. RESPONSIBILITY

- 4.1 **Supervisors** are responsible for:
  - 4.1.1 maintaining up-to-date Internal and External Waiting Lists;
  - 4.1.2 placement of children in centre programs;
  - 4.1.3 timely communication with individuals on waiting lists; and
  - 4.1.4 striving to maintain records (e.g. information, data, documentation) in a timely, and accurate way, without falsification.
- 4.2 **Assistant supervisors or designates** are responsible for:
  - 4.2.1 assuming all duties of the supervisor in the absence of the supervisor.

### 5. DEFINITIONS

#### 5.1 **Waiting Lists**

Records of individuals who have requested enrolment in child care programs and enrolment is not readily available, but will be in the future; Upper Canada Child Care uses both Internal and External Wait Lists.

- 5.1.1 An Internal Waiting List is comprised of individuals who meet the following criteria:
  - 5.1.1.1 children who currently have a sibling enrolled at any UCCC centre;
  - 5.1.1.2 children who are already enrolled (e.g., part-time waiting for full-time);
  - 5.1.1.3 children of UCCC employees;
  - 5.1.1.4 children who are transferring from another UCCC centre; and

5.1.1.5 children attending the school where the before and after school program is located.

5.1.2 External Waiting List is comprised of individuals who meet the following criteria:

5.1.2.1 children joining UCCC for the first time; and

5.1.2.2 children returning to care after withdrawing from a UCCC program.

## 6. POLICY

6.1 Each program will maintain an internal and external prioritized waiting list.

6.2 Children will be placed on the Internal or External Waiting List according to the specified criteria.

6.3 Individuals on the Internal Waiting List take priority over those on the External Waiting List.

6.4 Individuals are recorded on each waiting list in chronological order of the registration request and are offered spaces on a first-come, first-served basis.

6.5 To maintain privacy and confidentiality, a child's position on the waiting list will be provided only to their parent(s) named on the Waiting List Family Information form.

## 7. PROCESS

### 7.1 When a Space Becomes Available

7.1.1 The supervisor will offer the first available space to the parent(s) of the first child on the Internal Waiting List, then proceed down the list, and move on to the External Waiting List until all available spaces are filled.

7.1.2 Families will be notified via all methods of contact provided at the time of placement on the waiting list. Families must respond by either email or phone confirming acceptance of the space within two business days, after which the next family on the list will be offered the spot.

### 7.2 When Available Spaces are Declined

7.2.1 While UCCC works to achieve the desired child care scenario for each family it cannot guarantee which or how many days of the week that will be offered to families on the waiting list.

7.2.2 If a family is offered a space and they decline, they will maintain their spot on the waiting list and will be offered a space when another opening is available, provided they wish to remain on the list.

### 7.3 Temporary Withdrawal from Upper Canada Child Care

If a family wishes to withdraw their child(ren) from care for a period of time (e.g. for the summer months), they will be placed on the waiting list and subject to waiting list priority criteria upon return.

### 7.4 Fees

7.4.1 No fees or deposits are charged to be placed on the waiting list.

7.4.2 Upon confirmation of space, a non-refundable family registration fee of \$40 is required. A family security deposit of \$200 is also required to guarantee a space. The security deposit is applied to the last week(s) of care upon withdrawal from the centre, after the required notice is given.

7.4.3 Once a space has been accepted, the parent(s) will be liable for all payments from the date of availability regardless if the child starts their attendance at a later date.

## 7.5 **Start Dates**

- 7.5.1 Due to many variables, it is not possible for UCCC employees or supervisors to approximate a start date for children joining the waiting list.
- 7.5.2 UCCC encourages waitlisted families to contact the supervisor regularly prior to the requested start date for updates and in order to confirm that they still wish to be on the waiting list.
- 7.5.3 UCCC 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 supervisor prior to the original requested start date. These families will be subject to the waiting list priority criteria based upon the requested changes.

## 7.6 **Communication**

Email is the preferred method of communication between potential/existing clients and supervisors to provide reliable documentation of offers and refusals of space. It is also recommended that verbal communication be summarized in an email to the client. This documentation and written record safeguards the supervisor and the organization in the face of complaint regarding our waiting list policy implementation.

## **8. ENFORCEMENT**

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## **9. RELATED DOCUMENTS**

- 9.1 Policy Review Acknowledgement form
- 9.2 Waiting List Family Information