

## **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 childcare services are offered space(s). This policy supports a fair process and clear communication for all those involved.

### **2. REVIEW**

- 2.1 All employees must review this policy prior to commencing work. A written record must be signed and dated by those participating in the review.
- 2.2 Subsequent policy review, and a written record of the review may be required at the discretion of UCCC.
- 2.3 This policy is reviewed annually by the organization to ensure that it is current and meets 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 an up-to-date waiting list;
  - 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 childcare programs and enrolment is not readily available, but will be in the future.

- 5.1.1 A waiting list is comprised of families who meet the following criteria, prioritized as follows:
  - 5.1.1.1 children of UCCC employees,
  - 5.1.1.2 children who are already enrolled (e.g., part-time waiting for full-time),
  - 5.1.1.3 children who currently have a sibling enrolled at any UCCC centre,
  - 5.1.1.4 children who are transferring from another UCCC centre,

- 5.1.1.5 children attending the school where the before and after school program is located,
- 5.1.1.6 children new to UCCC and the school, and
- 5.1.1.7 children returning to care after withdrawing from a UCCC program.

## **6. POLICY**

- 6.1 Each program will maintain a prioritized waiting list.
- 6.2 Children will be placed on the waiting list according to the specified criteria.
- 6.3 Families requiring full-time care will be prioritized.
- 6.4 Individuals are recorded on a 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 the family member 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 waiting list, then proceed down the list until all available spaces are filled.
- 7.1.2 Families will be notified by any provided methods of contact. 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 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.
- 7.2.2 Once a family has declined three times, the family will be removed from the waiting list.

### **7.3 Temporary Withdrawal from Upper Canada Child Care**

If a family wishes to withdraw their child(ren) from care for a short time (e.g. for the summer months), they will be placed on the waiting list and subject to waiting list priority criteria upon return. See 5.1.1.7.

### **7.4 Fees**

- 7.4.1 No fees are charged to be placed on the waiting list.
- 7.4.2 Once a space has been accepted, the parent(s) are required to proceed with the registration process and complete paperwork within 5 business days, after which the supervisor may offer the spot to the next child on the waiting list.
- 7.4.3 Once an agreed start date has been determined parents will be liable for all payments from the agreed start date even if the child starts their attendance later.

### **7.5 Start Dates**

- 7.5.1 It is not possible for UCCC employees or supervisors to approximate a start date for children joining the waiting list.

#### 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 Waiting List Family Information