

## **Child Care Centre Waiting List Policy and Procedures**

Name of Child Care Centre: **Kensington Kids Early Learning Centre**

Date Policy and Procedures Established: April 2018

Date Policy and Procedures Updated: August 10, 2021

### **Purpose**

This policy and the procedures within provide 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 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.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

### **Policy**

#### **General**

- **Kensington Kids Early Learning Centre** will strive to accommodate all requests for the registration of a child at the childcare centre.
- 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.

#### **Additional Policy Statements**

After a state of emergency/closure order issued by the government the centre will offer registered families prior to the closure spots first.

### **Procedures**

#### **Receiving a Request to Place a Child on the Waiting List**

1. The licensee or designate will receive parental requests to place children on a waiting list via online application using the centre website, emailing the childcare centre directly to [childcare@kensingtonkids.info](mailto:childcare@kensingtonkids.info).

### **Placing a child on the Waiting List**

1. Kensington Kids Early Learning Centre will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, Kensington Kids Early Learning Centre Manager or Assistant Manager will inform parents of their child's position on the list.

### **Determining Placement Priority when a Space Becomes Available**

1. Kensington Kids Early Learning Centre prioritizes enrollment by the following:
  - Children presently enrolled in the centre priority to move to the older age group
  - Siblings to children enrolled in the centre
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 by email or telephone that a space has become available in their requested program.
2. Parents will be provided a timeframe of 5 business days 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, Kensington Kids Early Learning Centre Manager or Assistant Manager will contact the parent of the next child on the waiting list to offer them the space.
4. Once you have been offered a spot, parent and their child are encouraged to come and visit the centre, if they have not already don so. Tours are currently all done virtually while on the virtual tour meeting the child where possible is encouraged.
5. Parents are emailed a copy of the centre Parent Handbook and Pandemic Procedure.
6. To secure a spot in the centre a \$500 deposit is required upon acceptance of a spot which is non-refundable. Once the childe begins at the centre it will be placed towards the child's first month's fee.

The following forms are required to be completed prior to enrolment at the centre:

- Registration package
- Toronto Public Health immunization form & a copy of the child's up to date immunization record
- Parent Handbook signed
- Payment Policy

All forms are now emailed to the families to complete and to email back to the centre. For the families that are unable to complete them online the centre will print a copy for them to pick up and complete.

### **Responding to Parents who inquire about their Child’s Placement on the Waiting List**

1. Kensington Kids Early Learning Centre Manager or Assistant Manager will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.
2. Kensington Kids Early Learning Centre Manager or Assistant Manager 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.

### **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.

### **Additional Procedures**

When a child may be removed from the waiting list:

- Due to inability to contact parents after multiple attempts
- At a parent requires

[Click here to enter text.](#)

## **Glossary**

*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, but will be referred to as “parent” in the policy).

[insert additional definitions]

## **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.

**\*UPDATE\* State of Emergency Order closure by Toronto Public Health and/or Ministry of Education**

**Before & After School Admission Policy Priority is given based on the following:**

- Children require both AM and PM care
- Children currently attending Kensington Kids Early Learning Centre
- Siblings currently attending the centre

**Access to Child Care Spaces and Prioritizing Families**

When determining prioritization of limited childcare spaces, during reduced cohorts and as cohorts increase

- Returning children served through emergency childcare to their original placement and continuity of service for these families.
- Care for families where parents must return to work and that work outside of the home.
- Families with special circumstances that would benefit from children returning to care, such as children with special needs; and
  - o Other local circumstances.
- Assessing demand for care prior to re-opening, for example the centre Manager and will conduct a family survey via email or calling families.

**When cohorts increase or when full capacity is permitted**

Families who were registered prior to closing who did not return when reopening occurred will be contacted to begin.

- Based on room prior to closure and enrolment to centre.
- Children who are aging out of their room will be moved to the appropriate age group if space is available or the Manager will request overage approval.