

## 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: September 25, 2024

### Purpose

This policy and its procedures provides for transparent waiting list administration. They support the availability of information about the waiting list for prospective parents while maintaining 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 childcare centre that maintains a waiting list to have related policies and procedures.

### Policy

#### General

- **Kensington Kids Early Learning Centre** will strive to accommodate all requests to register a child at the childcare centre.
- Where the program's maximum capacity 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 spots prior to the closure.

### Procedures

#### Receiving a Request to Place a Child on the Waiting list

- Kensington Kids Early Learning Centre receives waiting list requests to place children our Centre waiting list through the centre website <https://kensingtonkidselc.ca/>
- 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

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

- Current children enrolled at the centre will receive priority for transitioning to the next age group
- Siblings of currently enrolled children will be prioritized for enrollment
- Children of current employees

- After fulfilling the above priorities, remaining spaces will be filled from the waiting list on a first-come, first-serve basis
- Additional priorities may be given based on specific criteria the centre sets (e.g. proximity to the centre, ability to support developmental/physical supports)

### **Tours**

- Tours will only be booked after the child has arrived; during the tours, we will discuss the child and families' individual needs. All tours are held in person from Monday to Friday. The child, where possible, is encouraged to join the tour.
- To follow up after the tour is completed, management will email all families a copy of the current centre Parent Handbook, sample room program plan, and the current centre menu.
- We encourage all families to schedule tours 4-6 months before their desired date to begin at the centre. This will allow you to assess any available spots and make an informed decision when a spot becomes available.

### **Offering an Available Space**

- Parents of children on the waiting list will be emailed to notify them that a space has become available in their requested program.
- Parents will be given 48 hours to respond to the email in which a response is required before the next child on the waiting list will be offered the space.
- Where a parent has not responded within the given timeframe, Kensington Kids Early Learning Centre management will contact the parent of the next child on the waiting list to offer them the space.

### **Securing a spot at the centre**

- To secure a spot in the centre, a \$500 non-refundable deposit is required upon acceptance of a spot. Once the child begins at the centre, the deposit will be returned upon the child's withdrawal only after last month's fees are paid in full.
- 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
  - Handbook signed
  - Payment Policy
- All forms are now emailed to the families to be completed. They can either email back to the centre the package or drop off the package directly to the centre office. 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**

- Kensington Kids Early Learning Centre management will email back families confirmation that their child has been placed on the centre waiting list.
- Parents are encouraged to communicate with the centre using the confirmation email to update any information, schedule tours, confirm their interest every 6 months, and email the centre to be removed from the waiting list.

### **Maintaining Privacy and Confidentiality**

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list; therefore, only the child's position on the waiting list will be provided to parents.
- Names of other children or families and 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 the inability to contact parents
- At a parent's request
- Families must confirm their continued interest in remaining on the waiting list every 6 months
- Failure to confirm will result in removal from the centre waiting list