



## WAITING LIST POLICY

### Policies and Procedures

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**Effective Date:** August 2016

**Revised Date:** February 2018  
September 2019

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It is the policy of Faith Infant and Early Education Centre to have every family view the Centre before being placed on our waiting list. There is absolutely no charge for this process; however, to ensure that the Centre is compatible with the family, their values and their expectations, it is the policy of the Centre not to place anyone on the waiting list over the phone or Internet.

#### *Initial Tour:*

During the initial tour of the Centre, each family will complete a registration card, which will indicate the date of the tour, the child's name, parent's name and contact information. Also included is an estimated start date and the program the family is looking to enroll their child in. Once the tour is complete and any questions have been answered, the registration card will act as the placeholder on the waiting list placed by the tour date. Parents are informed at the time of the tour approximately how many children are on the waiting list ahead of them.

The Centre maintains its waiting list in the main office. Faith Infant and Early Education Centre works diligently to protect the privacy of each family on the list and ensure that their information is kept confidential. At no point during a tour are the names of families or children enrolled, waitlisted, or otherwise shared with potential clients.

#### *Contacting Families:*

When the Centre becomes aware of upcoming vacancies, the Supervisor will call through the waiting list or email the potential families, based on the date of the tour, to inquire if the family would like the upcoming vacancy or if they would prefer to wait until something closer to their start date comes up. Should a family indicate that they would like to wait, then the next family in line will be contacted. Contact will continue until the vacancy is filled.

If a family indicates that they have found care elsewhere or are no longer interested in the Centre, their registration card will then be removed from the binder and discarded.

### *Waiting List Placement:*

Should, at any time, a family like to inquire about their placement on the waiting list, they may do so by calling the Centre at 905-737-4493 and speaking with the Supervisor. It is sometimes difficult to secure an exact date or an exact number of children ahead on the waiting list as there are varying factors such as age, start dates, multiple children, etc.; however, it will be noted as to how many families have registration cards in the waitlist binder ahead of you to be as accurate as possible.

### *Choosing Faith:*

Once a family chooses Faith Infant and Early Education Centre as their childcare Centre, all of the registration forms will be sent via email to the family. If the parent prefers, they can also be picked up from the Centre. The Supervisor will set up the child's transition week to start at the Centre and answer any additional questions that may arise.

At this point, the family's registration card will be moved to the 'accepted' section of the binder.

The family will then be required to pay the Advance Payment to secure their child's space. The advance is applicable to private families only and is refundable with 30 days written notice of withdrawal.

If the child being enrolled has severe allergies or dietary restrictions, an appointment must be booked with the Supervisor or Cook prior to their transition week. During this appointment, a review of the menu will be had along with the allergy and reaction. We want to ensure that every child is safe during their time with us.

At this appointment, all registration forms can be submitted. The Supervisor will review all of the documents and request additional information as needed.

### *Current Families of Faith:*

Any family currently enrolled at Faith Infant and Early Education Centre is given priority for registering additional siblings into care indicative of their start date. We truly believe in family, and the Centre will do its very best to keep your family together under one roof.

#### **Subsection 10.6 - Waiting Lists**

##### **Ontario Regulation 137/15**

75.1 (1) No licensee shall charge or collect a fee or deposit for the placement of a child on a waiting list for admission in a child care centre or home child care agency.

(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.