

Northview Heights Early Learning Centre – North York

Northview Heights Early Learning Centre | Northview Advent Child Care

WAITING LIST POLICY AND PROCEDURES

Date Policy and Procedures Established: January 2016

Date Policy and Procedures Updated: July 24, 2023

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

Northview Heights Early Learning Centre – North York will strive to accommodate all requests for the registration of a child at the child care 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.
- During a state of emergency order issued by the government. The centre will offer registered families prior 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 telephone, in-person meeting, e-mail etc.

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

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Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, and children of employees of nearby organizations, .
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 e-mail or telephone that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours 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, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Supervisor 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 family may be removed from a waiting list
 - due to inability to contact parents after multiple attempts
 - at a family's request

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Pandemic/Outbreak or State of Emergency Order Reopening Process

Access to Child Care Spaces and Prioritizing Families

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

- **Category 1** - *Emergency Child Care recipients who previously used child care in the agency*
 - Returning children served through emergency child care to their original placement and continuity of service for these families;
- **Category 2** – *Essential Workers who were not placed in Emergency Child care*
 - 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
 - Return those families who are considered essential workers as defined by the province at: <https://www.ontario.ca/page/child-care-health-care-and-frontline-staff>.
 - Single parent families;
- **Category 3** – *Employed/Self-Employed (and were previously receiving care in the centre)*
 - Return families who are employed or self-employed in any other sector.
 - Toronto Children's Services recommends that operators consider the following factors:
 - Single parents who are currently working or returning to work;
 - Two families where both parent(s) are either currently working or must return to work;
- **Category 4** – *Families with special circumstances (and were previously receiving care in the agency)*
 - Return families with special circumstances that would benefit from children returning to care, such as children with extra support needs or families facing systemic barriers.
- **Category 5** – *Students (and were previously receiving care in the agency)*
 - Return families who are students
- **Category 6** – *Looking for work (and were previously receiving care in the agency)*
 - Return families who are looking for work

Assessing demand for care prior to re-opening, for example the centre Supervisor and Board of Directors will conduct a family survey via email, phone or SurveyMonkey.

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 age out of their room will be moved to the appropriate age group if space is available or the supervisor will request overage approval.
- Families who have received withdrawal prior to closure-
 - if reopening is prior to the withdrawal date, children can return during the time left.
 - if reopening occurs after withdrawal date; if care is needed pending on spots available families may not be able to return.