

# *Northview Heights Early Learning Centre – North York*

Northview Heights Early Learning Centre | Northview Advent Child Care

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## **WAITING LIST POLICY AND PROCEDURES**

Date Policy and Procedures Established: January 2016

Date Policy and Procedures Updated: September 25, 2024

### **PURPOSE**

This policy and its procedures ensure the transparent administration of the waiting list, providing clear access to information for prospective parents while safeguarding the privacy and confidentiality of the children.

The procedures outline the specific steps for placing children on the waiting list, offering admission, and informing parents about their child's position on the waiting list.

This policy complies with the Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/15. The policy will be reviewed annually and updated to ensure ongoing compliance with legislative and regulatory requirements.

### **POLICY**

#### **General**

**Northview Heights Early Learning Centre – North York** will strive to accommodate all requests for the registration of a child at the childcare centre.

- Where a program's maximum capacity has been reached, and spaces are unavailable for new children to enroll, the following waiting list procedures 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 before the closure spots.

### **PROCEDURES**

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

1. The centre Supervisor or their designate will promptly and efficiently handle requests to place children on a waiting list, whether received via telephone, in-person, or email.
2. Families must complete a waitlist application form, available on our website ([www.northviewheightselc.ca](http://www.northviewheightselc.ca)) or QR code at the centre. A copy is provided to confirm each completion. All information must be accurate and up to date.
3. Applications are accepted year-round and are date-stamped upon receipt.

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

1. The child will be placed on the waiting list chronologically in order of the form completion date (date and time).
2. Parents can contact the centre Supervisor to check their child's position after placing them on the waiting list.

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

1. Children currently enrolled in our program will receive priority for transitioning to the next age group.
2. Siblings of currently enrolled children will be prioritized for enrollment.
3. Children of employees.
4. General Public: After fulfilling the above priorities, remaining spaces will be filled from the waitlist on a first-come, first-served basis.
5. Additional priority may be given based on specific criteria the centre sets (e.g., proximity to the centre, ability to support developmental/physical supports).

## **Tour and Visits**

1. Families on the waitlist are encouraged to schedule a facility tour.
2. Tours will provide insight into the program and environment, helping families make informed decisions.
3. Tours can be scheduled by contacting the centre Supervisor via telephone or email and will be offered at designated times. Tours are conducted Monday through Friday between 9 a.m. and 11 a.m. or 3 p.m. and 5 p.m.
4. Follow up after the tour is completed. The centre Supervisor will email families a copy of the current Parent Handbook.
5. We encourage 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 decide when a spot becomes available.

## **Offering an Available Space**

1. Parents of children on the waiting list will be notified via e-mail that space has become available in their requested program.
2. Parents will have 48 hours to respond before the space is offered to the next child on the waiting list.

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3. Where a parent has not responded within the given timeframe, the centre Supervisor will contact the parent of the next child on the waiting list to offer them the space.

## Securing A Spot at The Centre

1. To secure a spot at the centre, a 50% deposit is required upon acceptance of a spot, which is non-refundable. Once the child begins at the centre, the deposit will be used towards the first month's tuition fees.
2. The following forms must be completed before enrolment at the centre: Registration Forms, Toronto Public Health Immunization Form, and a copy of the child's up-to-date immunization record.
3. All forms are now emailed to the families to be completed. They can also be emailed to the centre or dropped off at the office. For families unable to complete the forms online, the centre Supervisor will print a hard copy for them to pick up and complete.

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

1. Centre 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. Parents are encouraged to communicate with the centre using the confirmation email to update any information, schedule tours, confirm their interest **every six months**, and email the centre to be removed from the waiting list.

## Maintaining Privacy and Confidentiality

1. The waiting list will be maintained to protect the privacy and confidentiality of the children and families; therefore, only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and their placement on the waiting list will not be shared with other individuals.

## Additional Procedures

1. When a family may be removed from a waiting list
  - a. due to inability to contact parents after multiple attempts
  - b. at a family's request
  - c. families must confirm their continued interest in remaining on the wait list **every six months**
  - d. failure to confirm will result in removal from the centre waitlist.
2. The waitlist is reviewed and updated regularly to ensure accuracy.
3. Families will receive an annual update regarding their status on the waitlist.

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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 childcare in the agency*

→ Returning children served through emergency childcare to their original placement and continuity of service for these families;

#### **Category 2** – *Essential Workers who were not placed in Emergency Childcare*

→ Care for families where parents must return to work and who 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 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 circumstances (and were previously receiving care in the agency)*

→ Return families with circumstances that would benefit from children returning to care, such as children with extra support needs or families facing systemic barriers.

#### **Category 5** – *Students (who 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

To assess the demand for care before re-opening, the centre Supervisor and Board of Directors will conduct a family survey via email, phone, or SurveyMonkey.

### When cohorts increase or when total capacity is permitted

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

- Based on the room before closure and enrollment at the 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 before closure-
  - if reopening is before the withdrawal date, children can return during the time left.
  - if reopening occurs after the withdrawal date; if care is needed pending on spots available, families may not be able to return