

# AURORA CHILDREN'S CENTRE

## Waiting List Policy and Procedures

**Date Policy and Procedures Established:** December 2016

**Date Policy and Procedures Updated:** June 7, 2021

### Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner at Aurora Children's Centre (herein after "ACC" or the "Centre"). 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 childcare centre that maintains a waiting list to have related policies and procedures.

### Policy

#### General

- A list will be maintained by the Supervisor for those families who have expressed an interest in having their child(ren) attend the Centre. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space.
- Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or retained until another space becomes available.
- At any time, the families may contact the Supervisor to find where their child is positioned on the wait list. The Supervisor will do this without breaching the privacy and confidentiality of other children on the list.
- ACC 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.
- 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.

### **Additional Policy Statements**

- A sibling of a child already enrolled in one of our programs will be given priority when a space in the Centre in his/her age group becomes available.

## **Procedures**

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

1. ACC will receive parental requests to place children on a waiting list via phone call or email.

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

1. ACC 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, the licensee or designate will inform parents of their child's position on the list.

### **Offering an Available Space**

1. Parents of children on the waiting list will be notified via a phone call or email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 5 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, 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 or Assistant 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. The 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.

## **Glossary**

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare 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).

## **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.