

Wait List Policy

Licensed Childcare (Spots for Tots)

Intent

The intent of the wait list policy is to assist operators with effectively managing their wait lists by providing the flexibility they need to do so, and to also provide clarity and transparency to the process for families.

In accordance with the *Child Care and Early Years Act, 2014*, the following wait list policy was developed to provide a clear overview of how Spots for Tots determines the order in which children on the wait list are offered admission into the program and how wait list information is managed. Parents/caregivers are provided with their child's wait list status when requested and can review the centre's Wait List Policy in the Parent Handbook.

Applying to the Centre

- Parents/caregivers must apply to the wait list by submitting an online application through **OneList Waterloo Region** (www.regionofwaterloo.onehsn.com).

Through the online application, some details regarding the program are available for parents (including the type of care available: infant, toddler, preschool, half day, full days, curriculum model (if applicable) etc.). Once the application has been completed on OneList, an application

- The date is automatically generated in the online system which will help to determine your child's status on the wait list at the centre. In addition, once the application is completed an email notification is generated to the centre wait list administrator or centre supervisor, advising them a new application has been completed. The wait list administrator will login to view the application and will send out a welcome email to the parent confirming that the application was received, and an idea of the potential wait list time, within 1 week of receipt of the application.
- Parents can login to their online application at any time to view their current applications, update any information, or withdraw their application. There is no fee charged to parents to apply to the wait list and parents/caregivers can apply to up to 5 childcare programs online.

Waitlist Management

- The centre waitlist administrator reviews wait list information online through the OneList Administration site on an ongoing basis. Any conversations with parents/caregivers on the wait list are noted in the comments section of the wait list application within the online Administration site for reference purposes.
- If a parent/caregiver inquires about the status of their application on the wait list, administrators will provide information about the program and spaces that are

available, or may be coming available, but personal information about wait list applications is never disclosed to maintain privacy and confidentiality for all families.

- As childcare spaces become available at the centre, administrators follow up with parents to offer childcare spaces in priority order. The priority of spaces will be given first to children already attending the childcare who wish to move their space to morning or afternoon or to add a morning or afternoon space to their current enrolment. Our next priority will be given to students studying at St. Louis Adult Learning Centre and St. Louis employees. Once these spaces are filled any remaining spaces could be offered to those from the community who wish to use the childcare. In all the cases above age of the child will be taken into consideration, as there are limited spaces for children aged 24 months to 30 months, using the application date to prioritize in each of the above categories
 - Once a parent has been contacted regarding an available space, parents are asked to provide confirmation that they want to register within 48-72 hrs, unless otherwise specified. The centre will contact by both phone and email to offer a space whenever possible.
 - If a response is not received from a parent within the specified time limit, the administrator may remove the application on the OneList Administration site (*which moves the 'active' application to 'inactive'*).
 - Families that respond after the specified time has expired, and confirm that they want to register, would have their application moved back to 'active' on the OneList Administration site, with their original application date reinstated, and be placed in priority for the next available space, if the original space offered has been filled.
 - If a parent or caregiver confirms that care is no longer required or just requests to be removed from the wait list, administrators can remove the application, noting the conversation with the parent in the comments section.
- Once enrolment forms are received and a start date is in place for the child, the child is 'placed' in the program and removed from the 'active' wait list online within the OneList Administration site.

Parent Access to Waitlist Information and Status

Parents who wish to know their number on the waitlist will be informed with consideration being given to the priorities as listed above. In some cases, a parent may have been on the waitlist for a longer period but in the context of the priority categories are not next on the list. The date on which a child is placed on the wait list is not the only factor in an available space being offered. Parents will direct wait list inquiries to the supervisor.