

# Waiting List Policy and Procedures

**Name of Child Care Centre:** Toronto Waldorf School

**Date Policy and Procedures Established:** January 2017

**Date Policy and Procedures Updated:** September 2019

## 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

- TWS Child Care 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.

### Additional Policy Statements

Child Care Administrator is responsible for managing the waiting list for all Child Care applications. The Admission Director will work together with the Child Care Administrator for Kindergarten Admissions and enrolment.

## Procedures

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

- The Child Care Administrator/ Supervisor will receive parental requests to place children on a waiting list via completed application form after receiving a tour of the child care. The completed applications can be submitted via email, to [hchoi@torontowaldorfschool.com](mailto:hchoi@torontowaldorfschool.com) OR dropped off at the front office/child care office in person.

### Placing a child on the Waiting List

- The Child Care Administrator/ Supervisor will place a child on the waiting list in chronological order, based on the date and time that the application form was received.

- 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.

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

When space becomes available in the program, priority will be given to Internal Waiting List first, then External Waiting List.

### **Internal Waiting List:**

Children for whom one of the following categories applies will be placed on this waiting list in a first-come first-served basis.

- Children who currently have a sibling enrolled at Toronto Waldorf School or Child Care
- Children who are already enrolled (e.g., part-time waiting for full-time)
- Children who have taken a full semester of parenting programs such as; Joyful Beginnings and Parent & Tot
- Children of TWS Educator
- Children of TWS Alumni/ae

### **External Waiting List:**

- Children joining Toronto Waldorf School Child care for the first time
- Children returning to care after withdrawing from a TWS Program

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**

- Parents of children on the waiting list will be notified via email and/or phone that a space has become available in their requested program.
- Parents will be provided a timeframe of two business days in which a response is required before the next child on the waiting list will be offered the space.
- Where a parent has not responded within the given timeframe, the Child Care Administrator will contact the parent of the next child on the waiting list to offer them the space.
- TWS Childcare cannot guarantee the number of days or the days of the week that will be offered, but works to achieve the desired child care scenario for each family. If a family is offered a space earlier than their requested start date, or it does not meet their criteria and they decline, they will maintain their spot on the waiting list and will be offered a space when another opening is available.
- If a family has been offered a space on or after their requested start month and they decline, they will lose their place on the waiting list. They will be given the option of remaining on the waiting list or being removed entirely and will be subject to the waiting list priority.
- If parents wish to withdraw their children from care for a period of time (e.g., withdraw for the summer months or parental leave), they will be subject to waiting list priority criteria upon return.

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

- Child Care Administrator/ Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list. In order to maintain privacy and confidentiality, the position on the waiting list will only be provided to the parent(s) named in the registration.
- Child Care Administrator 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**

- 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.
- Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

## **Fees**

- No fees or deposits are charged to be placed on the waiting list.
- Upon confirmation of space, a non-refundable registration fee of \$125.00 is required. Parents are required to pay their first and last month before they start. The security deposit will be applied to the last week(s) of care upon withdraw from the centre, and having given the required notice.
- When confirming a space, parents will be advised of the start date that is available. Once the space has been accepted, the parents will be liable for all payments from the date of availability even if the child actually begins attending on a later date.

## **Waiting Times**

- Due to unpredictable variables, it is not possible for TWS Childcare to approximate an entry date at the time of joining the waiting list.
- TWS Childcare encourages wait-listed families to contact the Child Care Administrator/ Supervisor prior to the requested start date in order to confirm that they still wish to be on the waiting list.
- TWS Child Care understands that plans and situations may change for families. If a family needs to adjust their original requested child care start date, they are requested to send written notification to the Child Care Administrator/ Supervisor prior to the original requested start date. These families will still be subject to the waiting list priority criteria.