

# 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: 2025-09

## 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 outline the steps to be followed for placing children on the waiting list, offering admission, and providing 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

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

## 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 online. This can be done before or after receiving a tour of the child care. The child care applications can be submitted directly online (<https://www.securedocs.ca/Form.aspx?f=1305>).

### Placing a child on the Waiting List

- The Child Care Administrator/ Supervisor and/or the Assistant 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, parent(s) will be informed 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 the Internal Waiting List first, then the External Waiting List.

#### **Internal Waiting List:**

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

- Children who currently have a sibling enrolled at Toronto Waldorf School or TWS Child Care
- Children of TWS Educator
- Children of TWS Alumni/ae
- Transfer from another Waldorf school

#### **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.
- If a family is offered a space earlier than their requested start date, or if it does not meet their criteria and they decline, they will maintain their spot on the waiting list. They 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 have the option to remain on the waiting list or be removed entirely, subject to the waiting list priority.
- If parents wish to withdraw their enrolled 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 and/or the designate This person will be the contact for parents inquiring about the status of their child's place on the waiting list. 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 and/or the designate will respond to parent inquiries and provide the child's current position on the list, along with 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 and signing of the enrollment contract, parents are required to pay their last month's deposit to secure the enrollment space. The security deposit will be applied to the last week(s) of care upon withdrawal from the centre, provided the required notice has been given.
- When confirming a space, parents will be advised of the available start date. Once the space has been accepted, the parents will be liable for all payments from the date agreed to on the enrollment contract, even if the child actually begins attending at 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 before the requested start date 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 asked to send written notification to the Child Care Administrator/ Supervisor before the original requested start date. These families will still be subject to the waiting list priority criteria.