

## Child Care Policy and Procedure Manual

<b>Section 6: Enrolment and Registration</b>	<b>Policy: Wait List</b>
<b>Date Approved by P&amp;P Cmte: September 16, 2016</b>	<b>Policy # 6.1</b>
<b>Date Approved by BofD: September 20, 2016</b>	

### **PURPOSE**

To provide a clear overview of how Bright Starts Co-operative Early Learning Centre Inc. determines the order in which children on the wait list are offered admission into the program and how wait list information is managed.

### **POLICY**

In accordance with the Child Care and Early Years Act, 2014 parents/caregivers are provided with their child's wait list status when requested, and are able to review the centre's Wait List Policy at any time. Bright Starts CELC's Wait List Policy will be made available in the Parent Handbook and on the website.

#### **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](http://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). Once the application has been completed on OneList, an application 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, 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 are able to 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 7 child care programs online.

#### **Waitlist Management**

- The centre wait list 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.
- In the event that 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 child care spaces become available at the centre, administrators follow up with parents to offer child care spaces in priority order. Bright Starts CELC prioritizes registrations for admission as follows in order of oldest application date, considering the age of the child and the child care space that is available: Priority 1 - Bright Starts CELC staff with children waiting; Priority 2 - families with siblings already at the centre; Priority 3 - University of Waterloo affiliates (faculty, staff, post-doctoral researchers and students); and, Priority 4 - surrounding community of the Region of Waterloo.
  - 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. Contact with a parent regarding an available position will be made by both phone and email.
  - If a response is not received from a parent within the specified time frame, 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.
  - In the event that 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.
- Administrators follow up with applications that are older than one year to inquire if care is still required. If no response is received, a second follow up advises the parent that their application to the wait list has been removed.