

	POLICY TITLE	CATEGORY
	Wait List (Child Care Centres, Before & After School Programs, Home Child Care)	Programs
	APPROVING BODY OR POSITION	APPROVAL DATE
	Director , Programs	May 2023
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)	
	Child Care and Early Years Act, 2014 (CCEYA)	

POLICY

The high demand for child care in the Greater Toronto Area means space is limited and wait lists often exist for Family Day programs. Family Day does not charge a fee or collect a deposit when placing children on the wait list for admission into a child care program.

Scope

This policy, its principles and practices, applies to all Family Day staff, students and volunteers that work directly with children.

Procedure

A child is put on the wait list when a parent/guardian contacts Family Day. This contact can be made through the parent portal, a subsite of Family Day's online child information management system which is accessible through the agency's website.

Once an intake is received by our system, the intake is distributed to the appropriate program location. Email confirmation that a child has been placed on the wait list will be sent within one (1) business day of the initial request. This intake form is not an application and does not guarantee the child's enrolment into a program. The individual program supervisor will reach out to the parent/guardian within three business days to discuss space availability and next steps.

Waitlists are confidential, and positions of children on the waitlist are only discussed with the individual child's parent/guardian. Parents/guardians, who wish to inquire, may contact the child care centre supervisor to determine their position on the wait list and approximate wait times.

If parents/guardians want to make changes to their intake profile, they must log into the Parent Portal registration system and change their information. Duplicate or incomplete intake information may cause a delay in processing the child's wait list intake. Intake forms are filed in the order in which they are received by Family Day program location.

A space in a child care program is created when a child leaves a centre or changes programs. Spaces can become available at any time throughout the year. When a space becomes available, parent/guardians are contacted by phone, or email in the sequential order of their placement on the wait list. After being contacted, parents/guardians must notify a centre within two (2) business days of their intention to either accept or decline the space. If a parent/guardian has been contacted three (3) times within a six (6) month period and has declined the space; they will be removed from the wait list. If the parent/guardian declines the offered space, the next parent/guardian on the list is contacted; this process continues until the space is filled.

There are various circumstances that affect wait list times and access to programs:

- Priority is given to families with siblings already in the child care program
- Children transferring from one Family Day program to another
- Ages of children in the younger age group and their readiness to progress to the next age group the parent/guardian may be waiting for
- Ages of children in the current age group and space availability in the next grouping they are due to move into
- Number of children already on the wait list
- Intakes identified as “high-risk” would have a priority placement.

Once a child is officially offered a space and the space is accepted, the parent/guardian will be required to pay one month’s fee. This will be applied to their child’s first month of care. If a child is withdrawn from a program and would like to be readmitted, they begin the wait list procedure over again.

Policy Review and Sign-off

Educators, students, volunteers and centre supervisors review and sign off on this policy at the time of hiring (via the Orientation to Policies & Procedures Signoff form) and thereafter on an annual basis.