

## **PR34 - Wait List Policy**

### **Policy**

The Family Place maintains a wait list when there are no spots available or for a future spot in a program. Parents are encouraged to place their child's name on the waitlist which can be completed on our website. These forms are date and time stamped to ensure fairness when filling spots. The Supervisor will review the Wait List book once a spot opens up, contacting the parent on a first come, first served basis depending upon the available space and to match the age of the group in the room.

When filling a spot, The Family Place will prioritize admission (in their respective order) while continuing to maintain order through the date and time stamp from the waitlist.

1. Internal Families
2. Students and staff of Bishop Reding High School
3. Previous families in good standing with The Family Place
4. Community families

### **Procedure**

1. Parents who phone or email a request for registration at The Family Place, are directed to fill out the wait list form found on our website. There is no charge for being on the waitlist.
2. The waiting list contains:
  - date of request
  - child's name
  - child's date of birth
  - parent's name
  - telephone number where available during the day
  - date when care required
  - centre requested
  - a list of any professionals or services involved with the child
  - any comments regarding abilities, moving dates, visits to the centre, etc.
3. The wait list form will be emailed back to the Family Place email address, where the Supervisors will review the wait list form. The Supervisors will send a confirmation email to parent(s).
4. If a parent asks for a tour, the Supervisor will contact the family to set up a tour. During the pandemic, there is a virtual tour available on our website.
5. The Supervisor prints off the waitlist form and places it in their Waitlist book according to age of the child and desired start date.
6. When a parent requests their position on the waitlist, the Supervisor will invite the parent into the centre to review the wait list binder. The Supervisor will prepare the wait list pages of the specific age group by folding the pages in half to ensure privacy of other families. The Supervisor will count the number of pages ahead of the parent, showing

them their position on the waitlist. If a parent prefers to be told of their position over the phone, the Supervisor will count the number of families ahead of them in the specific age group.

7. When a spot opens up, the Supervisor will review the Waitlist binder, and then contact the next person in the specific program. The Supervisors will look to the date to ensure they contact parents on a first come first serve basis.
8. Once contacted, the family has 48 hours to respond to the offer of the open spot. If the parent does not respond within this time frame, the Supervisor will move on to the next person on the waitlist. It is up to the parent who did not respond in time to inform the Supervisor if they would like to remain on the waitlist. The parent will be informed of this policy when they are initially contacted for the open spot. If the parent requests to stay on the waitlist, they will become the next person in line for an open spot. If we do not hear back from the parent within 48 hours, we will assume they do not want to be on the waitlist any longer. The hard copy will be discarded, as we have the soft copies archived.
9. Once the parent has chosen to take the spot, the Supervisor will email the parent information on the steps to register their child and their start date. To guarantee the spot, the parent must pay a Parent Security Deposit, which is equal to 10 days of fees, (two weeks of care). The Parent Security Deposit must be e-transferred the day of the email or the next day at the latest. This deposit guarantees the spot at the centre for their child's specific start date. The Parent Security Deposit is only refundable once the child attends the child care centre, where the child is considered enrolled in the centre. If a parent registers their child and changes their mind, the Parent Security Deposit will not be refunded.
10. If parents have not heard from the centre 3 months after the parents **requested start date**, they will need to either reapply or contact the office to update their waitlist information.

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**Revised -**

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