

WAIT LIST POLICY

POLICY:

A wait list is maintained at Trafalgar Oaks Child Care & Learning Centre for toddlers and preschool. In accordance with the *Child Care and Early Years Act, 2014*, Trafalgar Oaks Child Care & Learning Centre does not charge any fees to place a child on a wait list for care.

Note: It is important to realize that being on the wait list does not guarantee that the family will be offered a space in the program and/or in the timeline they requested, therefore we recommend families sign up with several other Centres as well.

Should there be a change in contact information, it is the parent/guardian's responsibility to contact the Program Director informing them of the change.

PROCEDURE:

1. The Program Director manages the wait list by categorizing all requests by age of child, group, date of request and date toured/ contacted the Centre. A tour must be completed prior to joining the wait list to ensure that the Centre is a "good fit" for the family. Fit determination will be discussed at the time families are added to the list.
2. Current staff and currently enrolled families have priority for enrolment regardless of their status on the wait list. The Second priority is past families.
3. For families who have multiple children, each child must be registered separately and will have their individual place on the wait list.
4. When a spot has been offered, families must submit a completed registration form and deposit within 24 hours to secure their child's enrollment. Failure to submit a payment and registration form will forfeit the available spot and families will be placed at the end of the waitlist.
5. For families that decline the offer, however choose to remain on the waitlist, they will be placed at the end of the waitlist. They must visit the Centre in person to discuss suitability.
6. For families who cannot be accommodated in the month they requested they will be automatically removed.
7. Families wishing to stay on the wait list after they were not accommodated for the month, they requested must visit the Centre in person. They will be kept on the waitlist for an additional three months after which they will be removed if a spot has not become available.
8. Families requesting to stay on the waitlist beyond the three month extension, will be added to the bottom of the list.
9. Upon request and in accordance with the Centre's **privacy** and confidentiality policies, potential families will be advised where they are on the wait list based on the month, they are requesting their child care to commence.

10. Families are removed from the wait list for the following reasons:

- A child is removed once he/she is no longer age-appropriate to attend the program.
- The family requests to be removed.
- There was no spot available on the month requested and the family has not made any indication to stay on the waitlist.
- Families had requested to stay on the waitlist for an additional three months but a spot has not been available during that time.