# Waiting List Policy and Procedure

Name of Childcare Centre: Carleton Place Childcare Services

Date Policy and Procedures Established: September 1 2016

Date Policy and Procedures Updated: December 2023

## Policy

As of September 1, 2016, the Ministry of Education requires daycare providers to provide full transparency in their waiting list administration. This policy outlines Carleton Place Childcare Service’s waiting list process to guarantee it is fair while upholding the flexibility required when running a childcare facility.

Carleton Place Childcare Services, including our school age programs do not charge parents/guardians for the opportunity to place their child(ren) on the waiting list for an unsecured space in our childcare center.

## Who can apply:

To be on Carleton Place Childcare Service’s waiting list, a parent or legal guardian must accurately complete an application at [www.cpchildcare.ca](http://www.cpchildcare.ca) with required information. Parents/guardians can call the center to provide all information by phone if computer access us unavailable. A child cannot be placed on Carleton Place Childcare Service’s waiting list if the child has not yet been conceived. A child can be placed on Carleton Place Childcare Service’s waiting list after conception once an approximate due date is known.

### Placement on the list:

The following factors are considered when determining the order in which children are placed on the wait list:

1. Date on which the application is submitted and completed accurately and in its entirety.
2. The requested number of days per week—5 days, 3 days, 2 days and flexibility. (full time takes precedence over part time requests)
3. The age group required when starting, along with availability of space.
4. If the child already has a sibling in our care

If parents or guardians defer a space or move the start date to another month, their space on the waiting list will be dependent on the date in which they deferred the space.

If a space is not available for the month a parent or guardian would like to start care, the child will be offered a space as soon as one becomes available in the order of priority.

### Priority:

Priority is given to:

* Family of Staff: CPCC reserves the right to give priority to staff’s children**.**
* Town Employees
* Siblings: siblings of current children enrolled in the center.
* Date of application submitted by a new applicant (child/family)

\*As of November 2023, priority for families who had previously attended was removed.

### Holding your place on the waiting list:

It is the parents/ guardians’ responsibility to ensure that Carleton Place Childcare has the most up to date information to contact you. Families may be contacted periodically to determine if they wish to remain on the waiting list. If we do not receive a response within four (4) days of requesting this information, the child may be removed from the waiting list.

The purpose of this policy is to ensure that the waiting list remains as accurate and current as possible.

If a duplicate waiting list form is submitted, the original waiting list submission will be updated to include any new information and any duplicate submissions deleted.

### Request for Information:

Parents or guardians can contact CPCP by phone or email childcare@carletonplace.ca to ask about their child’s place on the waiting list.

**A child will be removed from the waiting list if:**

* They are offered a spot and accept it
* The parent/guardian tells us to remove the child from the waiting list
* They are of age to be in Junior kindergarten. You must contact us by September 1st to have your child transferred to our school age before and after care waiting list or have them remain on our waiting list because they are not attending JK.

**A child will be moved to the bottom of the waiting list if:**

* They are offered a spot that meets their registration criteria and decline it
* The childcare attempts to contact the parent/guardian by both phone and email are ignored/not returned within 3 business days

**Offering of Childcare Spaces (3 Francis Street)**

Spaces are offered based on your waiting list number and priority. The geographical location of your address has no bearing on priority for space. Director’s discretion may be given in extreme emergency situations for temporary care if spaces are available.

Spaces become available when a child graduates from a specific age group or when a family terminates care. Parents are required to give two weeks’ notice prior to leaving care. Spaces will be filled in order of response. We will contact the parent/guardian by email and the phone with the number provided. If we do not hear back after three (3) business days, we will move to the next child on the waiting list and your child will move to the end of the waiting list. Once a space is offered you will have two (2) business days to respond to accept or decline the space. If you decline an offered space your registration date will be updated to the current date. Part-time spots can only be offered, if available. Full-time spaces take precedence over part time spaces.

Your child’s name will be removed from the waiting list as they enter kindergarten, unless you specify to us that you would like your child to remain on the wait list for our before and after care. If you would like your waiting list number transferred to our Before and After school program, this must be specified as well.

**Carambeck School Age location waiting list information:**

Summer care is offered at our Carambeck location in July and August. There is a separate email list for summer care. All families on the email list will be notified by email when summer registration is open based on their group number and spaces are offered on a first come/first served basis. Parents must select full weeks during the summer.

Registration is offered in the following order:

Group 1- Children registered in our before and after school program as of the last day of school before summer begins.

Group 2- Siblings of children enrolled at our Francis St. location and any past families that requested to be on the summer email list.

Group 3- New families on our summer email list.

If a family registers for summer that does not attend our before and after school program, they are not guaranteed a spot in the upcoming school year. They must be placed on our waiting list for before and after school and wait until a spot becomes available. All children enrolled in our before and after school program are given priority to register for the following school year if they are registered as of the last day of school the previous school year. If registration is not complete by the deadline given by supervisors, they will move on to the next person on the wait list.