# Waitlist Policy and Procedure

Date Policy and Procedures Established: November 25, 2019

Date Policy and Procedures Updated: January 26, 2022

Date Policy and Procedures Reviewed: as needed/annually

## Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child’s position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a home child care agency that maintains a waiting list to have related policies and procedures.

## Policy

* Little Lambs Home Daycare Inc. will strive to accommodate all requests for the registration of a child at the home child care agency.
* Where the maximum capacity of a home child care premises has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
* No fee will be charged to parents for placing a child on the waiting list.

### Additional Policy Statements

* Little Lambs Home Daycare Inc. administrative staff is responsible for the implementation, updating and general duties associated with the child care waitlist. Little Lambs Home Daycare Inc. child care providers are responsible for following the policies and procedures herein.

## Procedures

**Receiving a Request to Place a Child on the Waiting List**

1. The administrative staff will receive parental requests to place children on a waiting list via online waitlist request form available via www.littlelambshdc.com/parents. Alternatively, parents/guardians can complete a physical waitlist form by visiting the agency office.

**Placing a child on the Waiting List**

1. The administrative staff will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents that their data has been added accordingly.

**Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in a requested home child care premises/area, priority will be given to siblings of children currently enrolled with Little Lambs Home Daycare Inc.
2. Once these children have been placed, other children on the waiting list will be prioritized based on availability and the chronology in which the child was placed on the waiting list.
3. Home child care providers may interview multiple families when a child care space becomes available. This may result in a child care space being offered to a family not on the waitlist or further down the wait list. The intention of the waitlist is not to guarantee child care placement but to guarantee an opportunity to interview with a Little Lambs Provider.

**Offering an Available Space**

1. When a child care provider has a space become available in their program, they will inform the RECE Home Visitor and be provided access to Little Lambs Home Daycare Inc. waitlist data.
2. Parents of children on the waiting list will be notified via email by the child care provider that a space has become available in their requested home child care premises/area. If a response is not received within 24 hours a courtesy phone call will be conducted.
3. Parents will be provided a timeframe of 48 hours in which a response is required before their information is removed from the waitlist. The child care provider will relay any necessary amendments to the waitlist to the RECE Home Visitor.
4. If a family conducts an interview with a child care provider and either declines the placement or is not offered the placement, the family will have the opportunity to remain on the waitlist in their previous space (eg. If their child was 1st on the waitlist, the child would remain in the 1st space).

**Responding to Parents who inquire about their Child’s Placement on the Waiting List**

1. The RECE Home Visitor will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.
2. The RECE Home Visitor will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered an interview at the home child care premises.

**Maintaining Privacy and Confidentiality**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child’s position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### Additional Procedures

1. When a family has been removed from Little Lambs Home Daycare Inc. Waitlist due to an inability to contact they may resubmit a new waitlist request form via www/littlelambshdc.com/parents. The new request will be added chronology in which the child was placed on the waiting list.
2. To ensure the waitlist remains current, families will be removed from the waitlist after a period not less than 3 months from their submitted “requested start date.” Families may request to remain on the waitlist by contacting the RECE Home Visitor and extending their “requested start date.”
3. Families are requested to contact the Little Lambs Home Daycare Inc if they are able to secure child care elsewhere and no longer wish to remain on the waitlist.

**Contact Information**

* RECE Home Visitor: Kim Rodger
* Phone: 613-827-1441 ext 2
* Email: LLHDC.agency@gmail.com

## Glossary

*Licensee*: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the home child care agency.

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

*Premises:* a building, together with its land (for example, the backyard) where the home child care provider primarily resides.

Administrative Staff: Little Lambs Home Daycare Inc. founder/owner is the main administrative staff of the agency. Kristina Schwartz is available to discuss parents concerns or questions Monday-Friday during standard business hours.

### Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2)  Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.