

Child Care Centre Waiting List Policy and Procedures

Name of Child Care Centre: **Cedar Oak Childcare Centre**

Date Policy and Procedures Established: January 1, 2026

Date Policy and Procedures Updated: January 1, 2026

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 child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

Policy

General

- Cedar Oak Childcare Centre will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program 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

The Waitlist will be managed by the Program Supervisor, and the Centre Director may be consulted.

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Procedures

Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via the Lilio application, which is linked to the Centre website.

Placing a child on the Waiting List

1. The licensee or designate 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 of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to
 - Children currently enrolled at Cedar Oak Childcare Centre who are transitioning to the next age group and require continuity of care.
 - Siblings of children currently enrolled at the centre, to support family continuity and stability.
 - Children of staff members, where applicable, in recognition of staffing retention and operational stability.
 - Children are prioritized in accordance with CWELCC guidelines, with consideration given to families who are enrolled for CWELCC subsidy, families from low-income households, and newcomer families, where applicable. Placement will also be subject to program room availability, age eligibility, and the chronological order in which the request for care was received.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email or telephone that a space has become available.
2. Parents will be provided a timeframe of five (5) business days in which a response is required before the next child on the waiting list is offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

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

1. The Program Supervisor 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 Program Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

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

If a parent contacts the child care centre after the response timeline has elapsed, the offered space may no longer be available. In such cases, the child will remain on the waiting list in their original chronological position unless the parent requests otherwise.

A family may be removed from the waiting list if the licensee or designate is unable to contact the parent after a minimum of three documented attempts using the contact information provided.

Families may also request removal from the waiting list at any time by notifying the child care centre in writing.

Parents are responsible for informing the child care centre of any changes to their contact information. Failure to do so may result in removal from the waiting list if contact cannot be established. Consider including additional procedures, as applicable, e.g. what to do if a parent contacts the child care centre after the timeline to respond, when a family may be removed from a waiting list (e.g. due to inability to contact parents after multiple attempts), etc.

Glossary

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

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).

Waiting List: A record of children who have requested care but cannot be accommodated due to program capacity limitations.

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.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.