



**CHILDSPACE DAY CARE CORPORATION
ENROLLMENT AND WAITING LIST POLICY**

Created: April 20, 2016 Approved by the Board: April 27, 2016 Revised: March 30, 2017

Childspace Day Care Corporation (Childspace) endeavours to provide equal opportunity for all families in search of quality child care. We realize the struggle that parents face when trying to secure a spot at a centre when centres cannot provide certainty until a few of months before the start date at best. Once Childspace can offer a family a space in one of its centres there are several measures put in place to confirm the space, minimize the turnover of families, and provide families with as much notice before their start date. These measures also help us in planning for as many families as possible. All families enrolled in Childspace centres are first registered on our waiting list.

Once a parent/guardian is offered a space for their child (ren) in one of our programs, parents are required to pay a non-refundable membership fee of \$15/ child. See Childspace Constitution and By-laws

Parents/guardians are also required to pay a Last Week Deposit (LWD) to secure the space. The LWD is required within the period specified by the Supervisor at that centre, normally up to one week. The LWD is determined by the program in which the child is scheduled to enter. If the family pays a subsidized rate, they are required to pay the equivalent of the daily rate X 5 which constitutes the equivalent of a LWD. The LWD is refundable to the parent/guardian and is applied to the child's last month at the centre, provided that the appropriate notice of a month is given. LWD's paid will only be refunded or applied to the Child(ren) last month in care.

From time to time LWD's may need to be adjusted to reflect the correct amount. This may occur if subsidized families' daily rates increase/decreases or if they started the centre with a nil fee and/or after a re-assessment which they qualified for a fee. This may also occur if a family registers another child at Childspace. Where families are paying our private rate, each child requires their own LWD for the program they are entering.

LWD's paid for children more than one month before their start date may only be refunded if notice is given at least one month prior to the planned start date. LWD's are non-transferable. Once your child(ren) is enrolled at Childspace, we endeavour to have each child transition to their new age group at the appropriate time related to their date of birth. Parents/guardians sign our consent form to state they understand that although their child is enrolled there is no guarantee that we will be able to move the child on the date of their next milestone e.g. 18 months, 2.5 years, etc. Childspace may utilize underage and over age mixed grouping variances to accommodate children. This is specified in the CCEYA. Families are responsible for the fees associated to the room that their child is enrolled in unless otherwise stated by the City of Toronto. In the event that a child is in an age grouping as an overaged child, the parent/guardian may choose to withdraw their child but are still required to provide the withdrawal notice of one month.



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When planning the progression of children in each centre, each Supervisor will follow the following priorities to ensure fairness to all families.

The age of the child is one of the determining factors when moving a child to the next age group. Development and start date are also factors that determine which child in a program moves first. In some cases, development may exceed the importance of age and start date however every effort will be made to accommodate multiple children of similar development.

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Priorities given to children currently enrolled in Childspace that require transition to the next age grouping are:

1. First priority is given to the progression of children in their centre from room to room based on their age/starting date and development.
2. The second priority is given to the progression of children at other centres to transfer to a vacant spot based on age/starting date.
3. The third priority will be based on the situation where Childspace offered a space at another site because no spot was available at their child's original centre and a spot opens at the original site. The parent/guardian will be given the choice to return to the original site.
4. The fourth priority is given to children who have siblings enrolled in the centre ahead of the children on the centre's waiting list. In the case where there are two children with siblings in the centre and only one spot is available, the family with the earliest starting date has the seniority to enroll.
5. A child with a sibling within a centre receives priority over a child with a sibling at another site
6. A child with a sibling at another centre would receive priority ahead of het waiting list.
7. **Centre 1** Before and After School (BASC) kindergarten children will have priority to go to School Age Rooms at Centre 1. The spots left in the BASC room will be filled using the starting date of kindergarten children from all centres. If more families apply than spaces allow, families from the waiting list will not be enrolled.
8. **Centre 2:** Kindergarten aged children will have priority to go to the BASC kindergarten program provided that there are enough spaces at Centre 2. Based on availability kindergarten children may be enrolled at preschool room rates if there are not enough spaces in the BASC program.
9. **Centre 3:** Kindergarten aged children will have priority to go to Centre 1 or Centre 2 BASC Kindergarten programs. Kindergarten aged children will not be accepted for enrollment at Centre 3 unless they are enrolled full time in the preschool room at preschool rates.



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10. Parents/guardians of children who leave Childspace on their own accord and wish to have their child return to Childspace will be placed on the waiting list on the date they made their request to return. No priority will be given.

Vacancies

Vacancies in each Centre must be communicated to the Executive Director and Board of Directors through the monthly Supervisor's Report. They must also be reported to the City of Toronto Subsidy office.

Planned vacancies for more than one month should be discussed with the Executive Director to ensure appropriate planning.

When planning vacancies, supervisors are to be mindful of the cost associated with the vacancy and are to plan vacancies for the least loss of revenue to the centre. The supervisor is also to ensure that staffing meets the needs of the enrollment and does not exceed the required ratio in accordance to the CCEYA, except where safety or development warrants or permission from the Executive Director is obtained.

Waiting List Procedure

There is no fee to be added to our waiting list.

1. Each family may call, walk in or e-mail each [centre](#) to be added on the appropriate waiting list
2. Each age group at each centre has its own individual waiting list. The supervisor or designate will ask the parent/guardian questions to determine which age groups waiting list is most suitable.
3. The day that a parent/guardian calls, visits, leaves a voicemail or sends an email will determine the family's seniority date on the waiting list at that centre. The supervisor will contact the parent through phone call or email and inform them of the date in which they are placed on the waitlist, (seniority date) and the position of their child on the list. The seniority date is used to determine which families have first refusal of available spaces in the desired age group. Each child has their own seniority date even though they may be the same age.
4. Only once a withdrawal is confirmed in writing will the supervisor actively begin to find a new family from the waiting list for the soon to be vacant space. All internal transitions will be planned for to determine the space available to the waiting list.
5. If all spaces available in the centre, the supervisor will call all families that are eligible to start in a specific age group. All parents/guardians who are waiting for a particular month are contacted when spaces are available for that specific month. Even if the month specified has already passed, if the child listed is still within the



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- age group of the room they should be offered a space with as much detail and background knowledge possible. For e.g. expected transition month.
6. Once a family is called from the waiting list the supervisor is to give them a specified time frame to return the call and express continued interest in the space available.
 7. From the families that return our call with in the specified time, the family with the highest seniority date is to be given the option to enroll or first official refusal of the available space.
 8. When a child is offered a space for an age group the supervisor should let the parent/guardian know the likely hood of them moving over to the next age grouping, for example. child enters the Infant Room at 17 months there may or may not be a space for them in the Toddler Room right at 18 months. However, the parent/guardian will be given a sense of when they may be able to move and the possibility.
 9. Once a supervisor offers a space and the family plans to accept it, they are required to provide a one-week deposit of the child's fee for the age group. See above.
 10. For all families that express continued interest in a space and are not successful the supervisor is to contact them to let them know that the space had been filled.
 11. If a family is called for a space and they do not decide to take it at the time, their seniority is not affected.
 12. Supervisors are to encourage parents/guardians to call in and maintain accurate information for their file on the waiting list.
 13. Families will remain on the centers wait list until they have asked to be taken off, or until their child has surpassed the age group for care in that centre.
 14. [Parents can know their position on the waitlist while maintaining privacy and confidentiality](#) by visiting or calling the Centre. Parents are encouraged to do so as often as they wish as their position may change due to many circumstances. E.g. A family ahead withdrawing their names from the waitlist.

No program staff is to make promises to parents/guardians about enrollment, they may speak to parents/guardians about the waiting list and refer them to the Supervisor/ Assistant Supervisor when confirming spaces.

This policy will be reviewed with all staff, student, and volunteer prior to employment and annually thereafter. Staff and students and volunteers will sign to demonstrate they have read and understood the policy.