RisingOaks
Early Learning Ontario

Policy Name: **WAITING LIST**

Policy Type: Programming
Date Revised: December 20, 2016
Supercedes: February 3, 2010
Originally Issued: February 3, 2010

1. **POLICY: Waiting List**
   1.1. RisingOaks Early Learning Ontario (hereafter referred to as 'RisingOaks') aims to implement established waiting list procedures and to grant spaces in a fair and equitable manner.
   1.2. RisingOaks has established the following priority system for offering available spaces to those on the waiting list:

A.	• Children of RisingOaks employees (to facilitate their ability to work)
B.	• Children in care who need to move into the next age group
C.	In no specific order: • Children in care who need to increase their days of care • Siblings of children already enrolled • Children of RisingOaks board members
D.	• Children wishing to transfer from one RisingOaks centre to another
E.	• All other applicants

   1.3. Notwithstanding the above priority system, applicants requesting full-time care will receive priority within a given group when a full-time space is being filled.
   1.4. RisingOaks is committed to using the OneList central registry and waitlist provided by the Region and encourages all who require care to register with OneList.
      1.4.1. If a family calls or visits the centre looking for immediate care, a space is available and efforts to fill that space from OneList have been ongoing for a minimum of two-weeks, the supervisor may offer the space without the family signing up to OneList.
   1.5. It is the applicant's responsibility to keep their OneList account up to date.
   1.6. Once offered a space, the applicant will have 48 hours to respond to the offer of enrolment.
   1.7. Applicants who do not respond to an offer of enrolment or who decline the space but request to remain on the waiting list, will be removed from the list after a 2nd offer is declined or not responded to.
      1.7.1. If an applicant is removed from the waiting list, their application can be reactivated in OneList upon request. In doing so, the supervisor will back date the application to the original application date.
   1.8. Applicants may request a status update on their waiting list application. The centre supervisor will consult OneList and provide a status update to an applicant upon request noting the following:

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        1.8.1. Their current position on the waiting list, and
        1.8.2. How that position is affected by RisingOaks' priorities for placement

2. RELATED DOCUMENTS:
    2.1.   Waiting List procedures

3. APPROVALS:

_____   _____
Chief Executive Officer - CEO   Date

_____   _____
Director of Operations   Date

Policy Reference: **WAITING LIST PROCEDURES**

Date Revised: December 20, 2016
Supercedes: February 21, 2013
Originally Issued: January 4, 2011

1. **PROCEDURE: New Waiting List Applicants**
   1.1. The centre supervisor and assistant will receive an automatically-generated email from OneList when a new child is added to one of their waiting lists.
   1.2. Within 72 hours, the supervisor or assistant will log into OneList to review and respond to the new request. At this time, he/she will confirm if the child has been added to waiting lists at other RisingOaks centres and if so, check the comments added to the child's record.
      - Every effort will be made to streamline communication from RisingOaks.
   1.3. All new applicants will be assigned a priority group code in OneList.
   1.4. An email will be sent to the applicant to acknowledge receipt of their request, confirm RisingOaks' priorities for waiting list placement and which priority group that child falls into.
   1.5. The supervisor will add a comment to the OneList account to document their actions.

See section A of the OneList Internal Control document for more details.

2. **PROCEDURE: Preparing to Offer a Space**
   2.1. If the centre has experienced difficulty with filling a space for a particularly room, it is advisable to take time to confirm child care needs with those on that specific waiting list before offering a space.
   2.2. The supervisor/assistant will download a full Waiting List Report for that class. Filter the list by priority grouping, then start date and/or age at the time the space is available.
   2.3. The supervisor will send an email to this group advising that they anticipate a space will become available in the next month (or specify timeframe). Ask families to confirm if they are still interested in this space and to respond within 48-hours.
   2.4. Remove a child, upon request of the parent, as a result of this exercise.

3. **PROCEDURE: Offering a Child Care Space**
   3.1. When a space becomes available, the Supervisor will review the waiting list and identify potential applicants to call based on the priority list as outlined in the Waiting List policy.
      - Notwithstanding the priority system, applicants requesting full-time care will receive priority within a given group when a full-time space is being filled.

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- When filling spaces in an Infant program, the Supervisor will look at the age of potential applicants in relation to the maximum age for the program. The supervisor will need to consider the following:
    a. How many families are looking for care on the waiting list?
    b. When will a spot come available in the toddler program?
    c. If a spot in the toddler room will come available 1-2 months after the child turns 18-months, proceed with offering the spot to this child.
    d. If a toddler spot will not come available for 3-4 months after the child turns 18-months, move to the next family on the list.
        - If the waiting list has been exhausted, then proceed with offering the available space(s) to the older infants.

3.2. Once potential applicants have been confirmed, including taking into account the responses to the exercise outlined in Section 2, the Supervisor will contact the first family to offer them a space. This applicant will have 48 hours to respond to the offer.
- If there is no answer, the Supervisor will leave a detailed message by voicemail and email wherever possible.
- Messages must indicate the following:
    "Please note that if you do not respond to this offer of enrolment or you decline the space but request to remain on the waiting list, you will be removed from the list after a 2nd offer is declined or not responded to. Should you be removed from the waiting list, you may follow up with us later to have your application reactivated with the original application date".

3.3. If you did not already do the steps outline above in section 2, and you are unable to reach the first applicant, the supervisor will <u>immediately</u> contact the second and third applicants. Do NOT offer them a space at this point. Rather inquire if they are still in need of care as a space may be available soon. Make note of their response.
- This is done to save time. If the first applicant turns down the spot and the 2nd applicant indicated that they do not require care in the near future, then you can skip the 2nd applicant and proceed to offer the space to the 3rd applicant giving this family 48 hours to respond.

3.4. Repeat steps 3.2 and 3.3 until the space has been filled or your waiting list has been exhausted.

3.5. Within 48 hours of contacting each applicant, the supervisor or assistant will add a comment to the child's file in OneList and, if applicable, "Place" the child within the OneList system.

3.6. Upon request, or if an applicant does not respond to an offer of enrolment or declines a space for the 2nd time at your centre, the supervisor will remove the child from that centre's waiting list and/or all RisingOaks waiting lists – depending on the circumstances.

Policy Reference: **WAITING LIST PROCEDURES**

4. PROCEDURES: Responding to Status Requests

4.1. Under the CCEYA, parents may contact the centre to request a status update on their waiting list request with the expectation that RisingOaks can confirm what # they are on the list. When a status request is received the supervisor/assistant will get their contact information and let them know that they will look into it and get back to them within 48 hours.

4.2. The supervisor/assistant will log into OneList and download the Waiting List Detailed Report. Filter the list by Priority Group, then application date.

- Also take into account their preferred start date and the age of their child (as they may now need a space in a higher age group).

4.3. Where possible, respond to the parent via email. Here is a sample email:

- *Hello (enter first name)*
  I just took a look at the waiting list for RisingOaks-xx for the xx-day xx program. It's hard to say exactly when a spot for xx might become available. As of right now, there are about xx – xx (e.g., 13-15) people ahead of you on the list. That being said, this could change if someone in a higher priority group joins the list. You are in the priority 5 group – with the general public looking for care.

  Here is an overview of our priority groups:
  1   Children of RisingOaks employees (to facilitate their ability to work)
  2   Children in care who need to move into the next age group
  3   In no specific order:
  *   – Children in care who need to increase their days of care*
  *   – Siblings of children already enrolled*
  *   – Children of RisingOaks board members*
  4   Children wishing to transfer from one RisingOaks centre to another
  5   All other applicants

  So, if someone in a higher priority group joins the list, your position moves down.

  It's a bit confusing, but I wanted to give you a sense of how our system works. At this point in time, our program is full. There often is a bit of movement in January and the next natural transition time would be the end of June. We confirm our summer-September enrolment for current families in March, so perhaps check in with the centre in April – May.

  If something happens to come up before then, the centre will contact you. You are welcome to call back in the future to request a new status update.

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    4.4. Add a comment to their OneList account to indicate that you provided a status update on xx date and the position you referenced at that time.

5. ATTACHMENTS:
    5.1. OneList Instructions/Internal Control document

6. APPROVALS:

_____   _____
Chief Executive Officer - CEO   Date

_____   _____
Director of Operations   Date