

# Child Care Waiting List Protocol



A waiting list for families requesting child care is maintained when child care spaces are not currently available.

- When a child care space has been offered and accepted a deposit and a non-refundable registration fee are required to hold the space.
- When a family requests care that is not immediately available, their child's name is added to the waiting list along with the following information:
  - Date of birth of the child.
  - Contact information of family: name, address, phone and e-mail.
  - Start date requested.
  - Type of care: full-time or part-time.
  - Previous relationship/sibling in care.
  - Date of contact & name of staff contacted.
- The privacy of all families on the waiting list is maintained at all times.
- The position on the waiting list of a child awaiting child care is available to any family who requests it.
- The following criteria is considered and may affect a family's position on the waiting list:
  - The age category/room of the available space.
  - The date child care is needed.
  - The date the child's name was placed on the waiting list.
  - A family needing part-time care will be matched with another part-time family as soon as possible. If a matching family has not been found when a full-time space becomes available, the full-time space is offered.
  - Priority is given to Compass ELC staff, and children with siblings already in the program (space is held for a maximum of one week).
- When a space becomes available:
  - The first family on the list who meets the criteria is contacted by email and telephone.
  - If the first family on the list does not require the space at that time, they are given the choice to hold their current position on the waiting list or be removed.
  - If the first family on the list does not answer, a message is left letting them know a space is available and to call as soon as possible. If they do not call within 48 hours, a second call is made letting them know if they do not respond within 24 hours the next family on the list will be contacted. If there is no response, their name is removed from the waiting list and the next family is contacted.