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| Licensee  **The Governing Council of The Salvation Army of Canada** | Last Updated  **March 10, 2017** |
| Policy Title  **Waiting List** | Page  **1 of 2** |

**POLICY STATEMENT**

The Salvation Army Day Care maintains a wait list for families seeking to enroll in our Day Care.

The purpose of the Waiting List Policy is to ensure a fair process is followed and communicated to parents.

Our centre will not charge or collect a fee or deposit for placement of a child on the waiting list.

The waiting list is organized using the following information:

* Registration Date
* Age Group
* Space Required Date
* Sibling Priority
  + Families with a child already enrolled in the program will get a child into the program ahead of someone who applies earlier because of their “Sibling Priority”

**WAIT TIMES**

It is impossible for us to predict how quickly our waiting list will progress. Therefore, we can NOT give an approximate entry date. The waiting time is affected by our license capacity and our “Sibling” priority. From past history, July, August and September are the times when spaces come available due to children leaving the centre to attend FDK (Full Day Kindergarten)

**WAIT LIST MANAGEMENT**

When a space becomes available the following practices are put in place:

* You will receive a call, letting you know that a space has become available. If we are unable to speak to you directly we will leave a message asking you to return our call within five (5) business days.
* If we do not hear from a parent within five (5) business days then we will contact the next family on the list
* A family who refuses the space at the time of offer but asks to stay on the waiting list will be placed at the end of the wait list
* It is the parents responsibility to call or e-mail the centre if there contact information has changed while on the wait list
* A child will remain on our wait list for a maximum of two (2) years from date of waiting list submission. If you would like your name to remain on our waiting list after a two (2) year period, it will be your responsibility to contact us. If we have not heard from you then we will remove your name off of our wait list

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**WAIT LIST TRANSPERANCY**

* As each family places their child’s name of the wait list they will be assigned a barcode number
* The barcode number will coincide with the confidential information given by parent/guardian when completing the wait list form
* The barcode number will then be transferred to a spreadsheet which will reflect the families barcode number and date placed on wait list
* This spreadsheet will be made available to families upon request

**POLICY REVIEW**

All staff members, student teachers and volunteers will read, review and understand the Wait List policy prior to beginning work and annually thereafter. The staff member, student teacher, volunteer and the Day Care Supervisor, Assistant Supervisor or designated person will sign a written record of the review.

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| **DISCLAIMER**  ***Our centre will be consistent with our process for the monitoring and contravention of all***  ***Policies & Procedures*** |

I\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read, reviewed, understand and will abide by

(Staff Member/Student Teacher/Volunteer)

the policies and procedures stated above.

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(Date) (Staff Member/Student Teacher/Volunteer)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Date) (Supervisor or Designated Person)

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(Date) (Assistant Supervisor or Designated Person)