



Wait List Policy

Purpose

To ensure all persons interested in enrolling their child/ren in Phoenix Child Centre have equal access to spaces in Preschool, Kindergarten and School Age programs. This policy sets protocol for adding children's names to the wait list and maintaining the wait list to ensure it reflects current needs.

Process

Interested parties must call, visit (by appointment only) or email the centre and indicate that they are interested in joining our wait list. Potential families will be given an approximate waiting period to ensure they understand spaces may not be available for some time. The following information must be provided:

- Name of child
- Name of parent
- Requested program
- Birthdate of child
- Contact Numbers
- Email address
- Preferred start date

Once this information has been received your child will be placed on the wait list for the requested program. Requests that have been send through email will receive an acknowledgement of receipt from the centre to verify placement on the wait list. Your placement on the wait list is not the only factor that will be considered when enrolling students. We also consider, the age of the child and the programs that spaces are available in.

Priority is given to siblings of children currently enrolled, families living in the community and children attending Seneca Hill Public School. Parents are able to access their placement on the wait list by calling or emailing the centre. All information is kept strictly confidential (My Kids software/office computer) and personal information is not available. Each perspective family is given a number that is attached to the child's name indicating where they are on the wait list.

Spaces become available when children move from one program to another, leave the centre (with 30 days written notice) or programs expand. Generally, spaces become available in July, August and September of each year when children graduate or move programs.

When a space becomes available the Director will contact potential candidates, if contacted and the space is taken, an orientation date will be set. Orientation provides parents an opportunity to tour the centre, share information, ask questions and review enrollment forms.

If we are unable to reach a family by telephone or email, a message will be left and potential clients will be given a 3 day window in which to respond. If after 3 days no response is received, that family will be removed from the wait list. If a family refuses a space and does not wish to remain on the wait list, they too will be removed. Families wishing to remain on the wait list will be moved to the bottom.

Enrollment forms must be returned one week prior to the agreed upon start date, along with a refundable deposit and a signed PAD agreement (Pre Authorized Debit). Once payment and forms are received in good order, the child is enrolled in the centre.

COVID-19 Enrollment Procedure

During the COVID crisis enrollment will be prioritized to address the employment needs of previously enrolled families. To ensure that our COVID processes are transparent and equitable, the following categories will determine return to care at Phoenix Child Centre.

Priority One	Emergency Child Care Recipients returning to care.
Priority Two	Essential workers not placed in emergency care, but returning to work. Consideration will be given for lone parents, two parent families where both parents are required to work and families with children with additional support needs
Priority Three	Employed/Self Employed Priority will be given to lone parents who are returning to work, two parents families where both parents are returning to work and families with additional support needs.
Priority Four	Families with special circumstances. Priority will be given to lone parents, two parent families currently working or returning to work
Priority Five	Students currently enrolled in a program. Priority will be given to lone parents and two parent families where one is a student and the other is employed or a student

Priority Six	Families looking for work. Priority will be given to lone parent families.
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Revision Control

Date	Revision	Effective
April 18, 2018	Added wait list confidentiality and My Kids	April 18, 2018
July 8, 2020	COVID revision	July 13, 2020