

COUNTY OF WELLINGTON POLICY AND PROCEDURE MANUAL



Responsibility:	Directly Operated Programmes	Policy Number:	10 a)
Area:	Child Care Centres	Effective Date:	March 2022 (replacing Waitlist Policy 2016)
Subject:	Enrolment Policy and Procedure, Directly Operated Programmes	Revised:	March 2022
Authority:	Children's Early Years Division		

Policy Statement

The Children's Early Years Division (CEYD) enrolls children in the Directly Operated Programmes (DOPs) through the enrolment process outlined in this policy. When the maximum licensed capacity of a programme has been reached and spaces are no longer available, children's names will remain on a waitlist that can be referenced when spaces become available at a later date. This confidential waitlist is comprised of information provided by families who require care and outlines their child care needs and requests. There will be a transparent process of offering a space and admitting children into the programme that is driven by an established order of priority.

Guiding Principles

Spaces in the programme will be filled in a timely fashion based in the order of priority outlined in this policy. As a publicly funded operator, it is imperative to fill child care spaces to ensure fiscal responsibility and maximize operational service within the community. Our priority is to utilize full time spaces either with one full time family, or a combination of two part time families. Should there not be another part time request at the time that a part time family is next on the waitlist, the family will remain at the top of waitlist and the spot will be filled by the next family or families that can fill the spot on a full time basis.

Families will not be charged a fee or deposit to be placed on the waitlist. In order to be added to the waitlist, a child must have a birth date. Only children who require a minimum of two days of child care can be added to the waitlist. Exceptions to the enrolment process may be made to meet extenuating circumstances as deemed by the Manager of Directly Operated Programmes and/or the Director of Children's Early Years.

Types of Child Care Offered in the DOPs

Full time, Full day	Scheduled child care for 5 days a week, for greater than 5 hours each day or 5 consecutive hours
Part time, Full day	Scheduled child care for less than 5 days a week for greater than 5 hours each day
Part time, ½ day with lunch	Scheduled child care for 5 or less days a week for less than 5 hours a day which includes participation in lunch
Part time, ½ day without lunch	Scheduled child care for 5 or less days a week for less than 5 hours a day that does not include participation in lunch

Procedure for Enrolment

Families who are interested in child care will complete an online application form through the County of Wellington website, either on their own or with the support of the centre Supervisor, that includes the following information:

- Location of the child care facility requested for care
- The parent / guardian first and last name
- The municipality where the family lives and pays taxes
- The parent / guardian phone number and email address
- Child's first and last name and date of birth
- Child care needs—preferred start date, days and hours of care needed
- Whether or not the family currently has another child enrolled in a Directly Operated Programme

The online application form will include giving consent to communication through email. Once the form is completed, it will be time and date stamped through the website. A confirmation email will automatically be sent to the family from the County of Wellington to confirm their child's name has been added to the waitlist.

While on the waitlist

Families inquiring about their placement on the waitlist will be provided with an approximate range of 'five or ten' of the number of children placed ahead of their child, i.e. 'There are approximately 15 children ahead of your child'. Any information regarding names of other children and families on the waitlist is confidential and cannot be shared.

Families will be sent an email by the CEYD clerk every six months to review and update information previously submitted on the waitlist application form to ensure their application remains current. If the hours of care noted on the waitlist are not accurate at the time a child care space is offered to a family, the centre reserves the right to re-assess the family's placement on the waitlist using the current and accurate information as any changes may affect the programme's ability to meet the needs of the child, family, and its legislative regulations.

Families can notify the CEYD clerk (childrearsearlyyearsclerk@wellington.ca) or verbally tell the centre Supervisor if they would like to be removed from the waitlist. When this happens, the family will be sent a confirmation email removing them from the waitlist.

Order of Priority for Admission into the Programme

Families will be offered a child care space based on the following order of priority:

1. Families who currently have a child enrolled in a Directly Operated Programme
2. Families who reside in and pay taxes to the same municipality where the child care centre is located
3. One family requiring full time full day care OR two part time families that can fill one full time space
4. Families who live outside the City of Guelph and/or County of Wellington

Once the order of priority is established, the chronological order by date in which children were added to the waitlist will determine which family is offered a child care space.

The Manager of Directly Operated Programmes and/or Children's Early Years Director reserve the right to override this priority list at their discretion due to extenuating circumstances.

Admission into the Child Care Programme

The CEYD clerk will notify a family if a space is coming available and confirm their interest in the space. Then the CEYD clerk will forward the family's information to the child care centre Supervisor so they can arrange to proceed with the next steps with their child's registration.

The following steps will be taken when an available space is open to admit a new child into child care:

1. The centre Supervisor will contact the family by phone and email to notify them of an available child care spot. The family will have 7 business days to accept or decline the space.

Family accepts child care space	Start date must begin within one month of date space was offered.
Family declines child care space but wants to remain on waitlist	A family can choose to decline an available child care space up to two times. If a family declines an offered space on the third time, they will be given the option to move their application to the end of the waitlist or remove themselves from the waitlist completely.
Family gives no response to offered space	If there is no response from the family within 7 business days, the centre Supervisor will proceed to offer the spot to the next eligible family on the waitlist.

2. Prior to the child's anticipated start date in the programme, the Supervisor will support the family with completion of the child's registration by offering a guided tour of the centre (if requested), providing the family with a copy of the parent handbook, confirming that all required enrolment package paperwork is complete, and an up to date record of immunization is submitted.
3. Families will be required to provide a deposit equal to two weeks of child care fees along with their completed registration paperwork prior to the anticipated start date at the centre. This payment will be applied to the last two weeks of child care fees when enrolment in the child care centre ends.

Once Enrolled in a Directly Operated Programme

Families will be provided with an invoice for child care fees either biweekly or monthly. Payment can be made by either setting up automatic pre-authorized payment from a

banking institution or made online through the County of Wellington child care programme payment page. If choosing the pre-authorized payment option, families will be provided with a schedule of set withdrawal dates. If paying directly online using the child care programme payment page, payment is due within five business days of receiving an invoice.

Should families experience a change in their child care needs, such as hours of care required, the centre Supervisor must be given at least one month notice as it may impact staff schedules and shifts. Families must receive approval from the Supervisor before making any changes to their schedule.

Families and/or the Directly Operated Programme may terminate child care with two weeks written notice.

Resources

[Children's Early Years Division - Wellington County](#)

<https://onlineforms.wellington.ca/Social-Services/CEYD/1-DOP-Waitlists/DOP-Waitlist-Application>

[Child Care Fee Subsidy - Wellington County](#)

[Ministry of Education | ontario.ca](https://www.ontario.ca/ministry-of-education)