



COMMUNITY CHILD CARE CENTRE

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Wait List Policy

P.L.A.Y. Community Child Development Centre provides full and part-time day care for up to 52 children daily. The selection of children for admission to P.L.A.Y. is administered in accordance with P.L.A.Y.'s Wait List Policy. The purpose of the Wait List Policy is to ensure a fair process is followed and communicated to all involved.

P.L.A.Y.'s Executive Director reserves the right to manage the wait list in the best interest of P.L.A.Y. Community Child Development Centre.

Wait List Administration and Priority

When P.L.A.Y. receives an application for admission, P.L.A.Y. Management files the application for the wait list. The wait list is organized using the following information:

- A. Registration date
- B. Space Required date
- C. Age group
 - 1) Baby: between 0 and 19 months
 - 2) Toddler: between 19 months and 3 years
 - 3) Pre-schooler: from 3 years until 6 years
- D. Priority group
 - 1) Internal – families that already belong to the P.L.A.Y. community
 - a) Children already enrolled (e.g. part-time waiting for full-time)
 - b) Children of staff working at P.L.A.Y.
 - c) Siblings of children already enrolled
 - 2) External – new families that want to join the P.L.A.Y. community
 - a) Children of staff working at the Hillhurst United Church
 - b) All other children

A one-time non-refundable \$100.00 registration fee is required for new families that want to apply for child care at P.L.A.Y. **The application date is effective on the day that we receive the registration fee.**

Waiting Times

When a space becomes available within P.L.A.Y., Management assigns the space to the first child on the wait list. It is impossible for us to predict how quickly our wait list will progress; therefore, we CANNOT provide an approximate entry date when you apply. Typical wait times range from 18-months to two-years but can vary. Many people submit their wait list applications when they are pregnant, while others submit after the birth of their child. P.L.A.Y. does not accept applications prior to becoming pregnant. Please ensure that the contact information you provide remains current so that we are able to reach you when a space becomes available. P.L.A.Y. encourages wait-listed families to contact the Executive Director by e-mail six-months prior to the requested start date to confirm they still wish to be on the wait list.

P.L.A.Y. knows that plans and situations can change for families. If a family needs to adjust their original requested child care start date, simply send a written notification to P.L.A.Y. Management three-months prior to the original requested start date. Such families will still be subject to the wait list priority criteria.

When a space becomes available for you

When a space is available we will notify you through the contact details that you provided at the time of registration. You must respond by either e-mail or phone confirming your acceptance of the space within two-business-days. If we do not hear back from you within this timeframe, we will contact the next family on the list.

Those families who decline a space or do not return notification within two-business-days will need to re-apply to the wait list. You will not need to repay the registration fee a second time but will be subject to wait list criteria.

P.L.A.Y. cannot guarantee the number of days or the days of the week that will be offered, but works closely to achieve the desired child care scenario for each family. If you are offered a space earlier than your requested start date or it does not meet your criteria and you decline, you will maintain your spot on the wait list and will be offered a space in the daycare when another opening is available.

Please note that once you have been offered a space on or after your requested start month and you decline, you will lose your place on the wait list. This means you will need to reapply to the wait list, pay the registration fee, and will be subject to the wait list priority.

Parents who accept the space offered to them shall be liable for all payments from the date it is reserved for your child, regardless of whether or not this is the date on which the child actually begins attending P.L.A.Y. Community Child Development Centre. We can offer parents a space up to three-months ahead of their requested date.

Parents who accept a space offered shall provide a deposit, equal to the first month's fees for each child enrolled, within three-business-days of the date of acceptance. The deposit shall be applied towards the first month of enrollment. If after payment of the deposit parents decide to decline the offered space, they will forfeit the deposit. If the Parents fail to provide the deposit within three-business-days, the space can be offered to the next family on the waitlist at the discretion of the Executive Director.

Returning Parents

Returning parents will not be given priority. If parents wish to withdraw their child/children from the day care for a period and then re-apply for admission at a later date (e.g. withdraw for the summer months or parental leave), you will be required to re-apply to register again, pay the registration fee and will be subject to wait list priority criteria in the priority categories outlined above.

Further Information

Child care is an important and sensitive topic for families and we recognize the challenges of securing quality care for your family; however, P.L.A.Y. Community Child Development Centre has a zero tolerance policy for aggressive behavior such as bullying, intimidation and verbal abuse. Families who demonstrate these behaviors will be removed from the P.L.A.Y. wait list at the discretion of the Executive Director.

Please review the FAQ to understand what to expect when you join P.L.A.Y.'s wait list for child care and for further details on P.L.A.Y.'s wait list policy. If you have further questions regarding the wait list policy or would like to make an appointment to visit P.L.A.Y., please contact P.L.A.Y.'s Executive Director by e-mail.

Management reserves the right to manage and make changes, without notice, to the wait list policy in the best interests of P.L.A.Y..