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## WAIT LIST POLICY

Once a Parent/Guardian makes contact with our Centre (via Phone Call or e-mail), your child care requirements will be discussed with the Program Supervisor (child's birth date, required start date, etc.) and a tour arranged. Upon completion of the tour, families showing further interest will be added to the waiting list if no immediate opening is available. Please note there is no fee associated with placing your name on our waiting list. At this point, a waitlist application form is completed and a unique ID is assigned to the application. The application form is then added to the appropriate binder (Toddler or Preschool) in the order it is received. If there are any changes to your contact information, please contact the Centre to update your application. It is important to note that completing an application and being noted on the waiting list does not secure a spot for your child.

Once an opening is available or a month prior to your requested enrollment date (whichever is first), we will contact you to offer a space for your child. Please note spaces become available at different times based on age groups, thus an individual further down the list may receive an offer for a space before one who was placed on the list earlier. Furthermore, priority for spaces are given to children already within the Centre who requires space in another age group (i.e. a toddler moving into a preschool room) as well as siblings of currently enrolled children.

Families contacted for a space are given a time frame of 48 hours to return the call or email and express continued interest in the space available. Those who are interested to enroll their child will have an opportunity to register as per our registration policy below. If you are called for a space and you do not wish to take it at the time, your place/seniority on the waiting list remains the same. However, if you refuse the space a second time, your name will be moved to the bottom of the list.

Should a family request an approximate date of availability, the Supervisor will make the best efforts to provide an estimated timeline; however this will merely be an approximation and does not constitute an official offer of a space. Parents are welcome to call the office for an update of their child's status on the waiting list at any time. It is Teddy Bear Educare Advance's responsibility to clearly communicate to families their child's status on the waitlist, upon their request. This information will be held under the confidentiality policy, of Teddy Bear Educare Advance Centre, in a manner that protects personal information of all parties involved. Our waitlist binders are maintained such that they are available in our office for our parents on waitlist to review; however, any information pertaining to another family on the waitlist will be shielded to maintain confidentiality of everyone involved.