
Wait List Policy

Introduction

Our waitlist helps ensure that all families are offered child care spaces in a fair, transparent, and consistent manner. Families may join the waitlist at any time by submitting an application through our website. There is no fee to be added to the list, and placement on the waitlist does not guarantee a future space.

Spaces are offered based on availability, age group, and our established waitlist priority system. While we do our best to accommodate preferred start dates, openings depend on actual vacancies within each program. This policy outlines how our waitlist operates, how families are contacted when a space becomes available, and the steps required to secure a placement. It also reflects our commitment to following all Ministry of Education regulations, maintaining confidentiality, and supporting families with clear, consistent communication.

Waitlist Priority

To ensure a fair and consistent process, placement offers at our Richmond location follow the priority order below:

- 1. Children of staff**
Children of current employees receive first priority when a space becomes available.
- 2. Siblings of currently enrolled children**
Children with a sibling currently attending the centre are offered priority when a space becomes available.
- 3. Families affiliated with our corporate partners**
Families connected to approved corporate partners may receive priority consideration depending on the age group and availability.
- 4. All remaining families on the general waitlist**
After the above priorities are considered, spaces are offered to families in the order of their application and requested start date.

Within each priority group, families are considered based on the date they joined the waitlist, along with their requested start date and age-group availability.

Wait List Procedure

When a space becomes available, families are contacted in waitlist order to begin the tour and enrollment process. Because our waitlist is large and spaces are limited, we contact families in **groups**, similar to an airplane boarding process.

How the grouping works

- We begin by contacting the **first group** of eligible families on the waitlist (for example, the first 15 families).
- These families are invited to book a tour and confirm their interest.
- The space is offered on a **first-come, first-served** basis *within that group*.
- If none of the families in the first group enroll or confirm the space, we then contact the **next group** of families on the list and repeat the process.

Why grouping is necessary

Our waitlist is extremely long, and many families join one to two years before they actually need care. Over time, situations often change—families may move, find other care, change their start date, or become unreachable. Contact information can also become outdated.

If we were to contact families **one by one in strict chronological order**, it would be unrealistic and inefficient, especially when a space needs to be filled quickly. Working through a long list of families who no longer need care or who do not respond can delay enrollment and create unnecessary administrative burden.

Grouping allows us to:

- Quickly identify which families are still interested and ready
- Move past families who cannot be reached or no longer require care
- Fill upcoming vacancies in a timely and organized way

This method ensures the process is fair, practical, and manageable while still respecting the overall waitlist order.

Response expectations

Families are encouraged to respond promptly. If another family confirms before you do, the space may be filled even after initial contact. Once

tours or enrollment discussions begin, we are not able to provide individualized ongoing updates to every family in the group about the status of the space.

A family's position on the waitlist determines **when** they are contacted, but their promptness and readiness determine **whether** they secure the available spot.

Moving Onto Future Waitlists

If there are no available spaces for the family's preferred start month, they may choose to be placed on a **future waitlist**. This allows the family to wait for an opening in a later month without losing their overall position in line.

Families do **not** go to the bottom of the list when moving forward. Their original waitlist application date remains the same, and they continue to be prioritized based on when they first joined the waitlist, along with age-group availability and priority rules.

This process helps ensure fairness while also giving families flexibility if their preferred start date is not immediately possible.

Registration Process

A space is **not** considered secured until all required enrollment steps are completed. To finalize a placement, families must:

1. **Complete a tour of the centre**, and
2. **Submit all required enrollment forms and the applicable deposit.**

Written or verbal acceptance alone does not guarantee enrollment. Because multiple families are contacted at the same space, a space is only confirmed once the tour, forms, and deposit have all been received. Until these steps are completed, the space may still be filled by another family who completes the process sooner.

Privacy and Confidentiality

The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.