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PURPOSE

Trent Child Care Inc. (TCC) is aware of the shortage of child care spaces in the community it serves and of the frequent long wait periods to gain access to service. TCC aims to develop a waitlist policy and practices that are transparent, fair and consistent.

POLICY

Trent Child Care Inc. develops and maintains a centralized waitlist for its four sites. To gain access to the waitlist, families must complete an online registration form on TCC's Web site at www.trenchildcare.com, or call the Executive Assistant at 705-775-2811 to provide required information.

WAITLIST PRIORITIES*Campus Site:*

To respect an agreement between Trent Child Care and Trent University (TU), which states that, to the best of its ability, TCC will fill its child care spaces with the following ratios: 1/3 TU students, 1/3 TU staff and faculty and 1/3 community members, priority is given accordingly to Trent University students, staff and faculty at its site located on the Symons Campus.

All sites:

- A) Siblings of current participants. To be included on the waitlist the family must provide the Administration Office with a waitlist registration form.
- B) Families waiting for a transfer to another site.
- C) Children of current TCC employees. To be included on the waitlist, the employee must provide the Administration Office with a waitlist registration form.

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D) Returning families. To be included on the waitlist, the family must provide the Administration Office with a waitlist registration form. The time span between the withdrawal of a family and their new waitlist registration must not exceed two years. To gain access to the program, a child must be returning to TCC or be the sibling of a child previously enrolled.

Special Consideration:

Special consideration may be given to families on the waitlist who risk losing their newly granted fee subsidy if they do not secure a child care space within a specific time frame, and to children referred to TCC by support organizations with which it has a partnership.

NOTE: Waitlist priorities render the waitlist dynamic, which means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.

WAITLIST MANAGEMENT

To ensure that families gain access to TCC's programs in the shortest time possible, the following practices are put in place:

1. The date of registration on the waitlist will reflect the date the registration form was received by the Administration Office (online or by phone);
2. A family who refuses a space the first time it is offered or fails to return a first call within one week will retain its priority on the wait list;
3. A family who refuses a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist;

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4. A family who refuses a third offer for a space or fails to return a third call within one week will be withdrawn from TCC's waitlist. Once withdrawn from the waitlist, a family must forward a new registration form to the Administration Office to be placed on the waitlist.

5. It is the parent's responsibility to call or e-mail TCC to bring changes to their contact information.

When a space becomes available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time. Once a child is registered, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space or changing TCC site.