DCSB Childcare Waitlist Policy

Purpose: The Day Care Society of Banff strives to meet the early learning and care needs of Banff families. With the expansion to a third child care site (Elements Child Care), the Society aims to reduce wait times and increase accessibility for residents of the Town of Banff.

This policy provides direction for managing the waitlist during the expansion period as determined by The Day Care Society of Banff's Board of Directors and ensures consistent and equitable access to child care spaces across all Society-operated centres: Banff Child Care Centre, Puzzles Child Care, and Elements Child Care.

Scope: This policy applies to all centres operated by The Day Care Society of Banff.

Definition: *The Day Care Society of Banff Defines* ***"A Banff Resident"*** *as:*

> *"Someone who has a physical, primary residence in Banff where they live the majority of the time. A person can only have one primary residence at any given time, which is the legal address listed for income tax returns, voter registration, or Canadian Census."*

Reference: *Town of Banff FCSS Summer Children & Youth Program Registration Policy*

Child care services are offered for children aged 12 months through 5 years. Full-time child care spaces (3 - 5 days) are prioritised and part-time spaces (1 - 2 days) are available based on operational capacity.

Centralized Waitlist Administration

A single Society-wide waitlist is maintained and managed by the Executive Director. This unified waitlist replaces individual site-based waitlists and ensures that space allocations are consistent and equitable across all centres.

1. Children may be added to The Day Care Society of Banff's waitlist when they are:
    a. Born
    b. Adopted
    c. Granted guardianship

2. Spaces will be prioritized as follows:
    a. Current staff
    b. Returning staff
    c. New staff
    d. Sibling of child currently enrolled at their respective centre program
        i. A space will be prioritized for siblings of currently attending children
        ii. Siblings on the waitlist will get preference when positions become available.

iii. Current enrolled children will also get preference when making a request for change of schedule.

e. Families that currently reside in Banff.
   i. Based on the Town of Banff 'Proof of Residency' requirements.
   ii. "A **resident** is defined as someone who has a physical, primary residence in Banff where they live the majority of the time. A person can only have one primary residence at any given time which is the legal address listed for income tax returns, voter registration or Canadian Census."

(Town of Banff FCSS Summer Children & Youth Program Registration Policy)

f. Next on waitlist
   i. Space will be made available to the next child on the waitlist (in that age group) that meets the available space requirements.

3. Ageing Up
   a. Children currently enrolled in any Day Care Society of Banff program will have priority when it comes time to transition to the next child care age group.
   b. When children move to the next room, the Society will attempt to keep the part time children who share a space together. The Centre attempts to fill the immediate available space, however will consider the next month if it will complete the room enrolment. As the Centre is staffed at full capacity, we strive to keep maximum enrolment in each room.

4. Acceptance/Decline of a Space:
   a. Spaces are offered as they become available. If a family fails to respond to an offer, this failure to respond is considered declining the space.
   b. If a family passes on a space, the Director will move to the next name on the list based on the priorities.
   c. Spaces will be offered via phone or email and at least 24 hours will be allowed for response time.
   d. When a space is offered and refused, the family of the next child on the waitlist will be contacted.
   e. If the family declines the second offer, the child will be moved to the bottom of the waitlist for their age group.
   f. If a space is refused three times, the child will be removed from the waitlist based on the waitlist priority criteria.
   g. Those who do not reply to the email or phone call within the timeframe outlined by the Executive Director may be removed from the waitlist.
   h. The waitlist policy may change at any time as the needs of the Society change.

i. If a child care space is accepted, the $50 registration fee and the required site-specific payment must be received within five business days of accepting the space. If payment is not received within this timeframe, the space may be offered to another family on the waitlist.

5. Full Time/Part Time Care
    a. When offering part time availability to parents, the Centre requests their preferred days and will attempt to meet the community's needs and accommodate as many families as possible.
    b. Families are contacted and are offered a full time position; they may decline the position one time and remain at the top of the list. On the second offer however, if they decline, they will be put at the bottom of the list.
    c. If a family is looking for part time care, they may decline the full time position and remain on the waitlist at their same position.
    d. Positions are offered as they become available.
    e. If a request in change of service or change of centre:
        i. From Full Time to Part Time care, families need to submit a request with 45 days' notice.If there is a Part Time position available that meets the family's needs, families will be offered that position.
        ii. Other families on the waitlist will be contacted for the Full Time position. If the Full Time position is not filled, then your child will be offered the Part Time position.
        iii. Once through the waitlist and the families who requested full time decline, the position may be offered to a family at the top of the list who requests part time or if the position is full time, it may be offered to new families. When part time positions are available, the Centre aims to combine two families into a one-week period ex: One child attends Monday, Wednesday and Friday. The other child attends Tuesday and Thursday.

6. Transfer of Facilities
    a. Families wishing to request a change from their current child care centre to another DCSB centre must submit their request in writing to the Executive Director. Requests will be considered based on space availability, age group, program capacity, and other enrolment considerations. Submitting a request does not guarantee that a space will become available or that the requested change will be approved. Where multiple requests have been received, the prioritization model will determine which child will be considered first, and the original date that a child was added to the DCSB waitlist will be used.

7. Withdrawal Notice
    a. Families must give 45 days' notice for withdrawal and complete and submit the appropriate paperwork.
    b. If 45 days' notice is not given and the Centre is able to fill the spot families will be given a reimbursement for the dates filled.
    c. The registration fee is non-refundable.

8. Waitlist Position
    a. Specific waitlist positions or numbers will not be provided to families, as placement may change based on program availability, age group, sibling priority, and other enrolment priorities outlined in this policy. If a family contacts The Day Care Society of Banff, staff will confirm whether the child is currently on the waitlist but will not provide a numerical position or an estimated placement date.