

Policy 8. Enrolment, Waitlist, and Fees

8.0. Philosophy

- Our aim is to provide reliable, quality care to as many families as we are able and to provide our services to as many children as possible
- We recognize the local need for early and late care as well as part-time care and irregular shifts
- We strive to keep fees reasonable and scheduling as low maintenance for families and staff as possible using reliable technology

8.1. Waitlist

- The Director will maintain a written waitlist with children ranked in order of submission; each child is considered one “waitlist spot”.
 - o Director will also maintain a projections document indicating the date in which each child is likely to be admitted. It should be understood that this is the latest possible date that a child may be admitted and they may be admitted earlier (e.g., if existing children terminate service before aging out for any reason)
- To be placed on the waitlist, an email must be sent to kyla@stockholmcommunitydaycare.com.
 - o Date of email and payment of waitlist fee will indicate spot on waitlist
 - o Waitlist entries will not be accepted by word of mouth, text, social media, etc.
 - o Enrolment option does not need to be indicated while on waitlist
 - o Waitlist children must meet all enrolment requirements with the exception of age
 - Parents are welcome to join the wait-list at any stage of pregnancy or while trying to conceive, we respect that this information is confidential and sensitive
- Wait-list is confidential; parents may be told their number on the waitlist, but under no circumstances shall wait-list names be shared
- SCD shall provide a letter confirming waitlist enrolment if requested.
- Prior to being placed on the wait-list, and if requested during the wait, the Director shall inform parents of the approximate time in which their child may be admitted
- **8.1.1. Administration Fee**
 - o An administrative fee of \$50 must be paid within 7 days of wait-list request
 - Fee is non-refundable and independent of user service fees
 - If Fee is not received within 7 days, waitlist spot shall be forfeited
 - Administrative fee entitles child to be added to casual list (see 8.5.2)
 - o If a wait-listed child is offered a spot, but declines, they will be removed from the wait-list. If they choose to remain on the waitlist, a new \$50 administrative fee is required and they will be added to the bottom of the list. This allows for accurate admissions projections.
- **8.1.2. Exceptions to Wait-list**
 - o Board reserves the right to grant wait-list exceptions in special circumstances. All waitlist exceptions must be documented by board motion. Special circumstances may include:
 - In the event that SCD operations are jeopardized due to lack of staff, children of existing staff who are already on the waitlist (i.e., have paid waitlist fee), may bypass the waitlist. Reasonable effort must have been made to recruit staff.

- In the event of a national or provincial crisis, children of essential personnel may bypass waitlist.
- In the event that SCD is approached by another agency (e.g., GSSD, PECIP, Social Services) requesting support for a child/family, the child may bypass waitlist.
- See 8.8. Maternity Leave

8.2 Enrolment Eligibility

- To be enrolled in SCD, a child must:
 - Be between 18-months to last day of Kindergarten (document confirming birthdate must be provided)
 - Complete registration package, including signed contract for services
 - Provide first and last months' payment
 - Have not had their SCD service terminated within the past 12 months
- All criteria must be met prior to child's first day of attendance

8.3. Enrolment Options

- SCD will provide a maximum of:
 - 6 Toddler spots (18 – 30 months)
 - 19 Pre-school spots (30 months – last day of Kindergarten)
 - 5 Flex spots (e.g., 4 overage children in toddler room; 1 underage in in pre-school room)
- Child care services will not be terminated for children who age-out of toddler room even if all flex spots are occupied; services will be terminated for children who age-out of preschool room (i.e., on their last day of Kindergarten). We do not receive Ministry funding for children after the month in which they turn 6 years and thus must charge parents the full fee.
- SCD will offer full time, part time, and casual enrollment options for each age-group as follows:

		<u>FEE</u>
Full Time	20 days/month, up to 12 hours/day	Toddler: \$337.00
		Preschool: \$375.00
		6 Years: \$803
Part Time	10 days/month, up to 12 hours/day	Toddler: \$189.27
		Preschool: \$210.62
		6 Years: \$451
Casual	1 12-hour day or portion thereof	Toddler: \$16.70
		Preschool: \$18.60
		6 Years: \$40

- There shall be no further breakdown of enrolment options or prorating of fees for time attended (i.e., a child requiring care from 9am – 3pm may attend during this timeframe but must pay the full fee; a child requiring 5 days per month must pay the full part-time rate or rely on the casual option)

- Enrolment type must be selected at time of enrolment, but does not need to be determined when added to waitlist.
- There is no preference for full-time or part-time enrolment
- Changes of enrolment type will require families and Director to complete a new “Agreement for Child Care Services.”
 - o If a full-time user opts to change to part-time or casual, they must provide a written request at least two weeks prior to desired switch. Their fee will be adjusted accordingly and they will be required to book their days using the scheduling app. Their days of care are no longer guaranteed and there is no guarantee that space will be available should they choose to re-enrol as full-time.
 - o If a part-time user opts to change to casual, they must provide a written request at least two weeks prior to desired switch. Their fee will be adjusted accordingly and they will be required to book their days using the scheduling app. The number of days available per month are longer guaranteed and there is no guarantee that space will be available should they choose to re-enrol as full or part time.
 - o If a part-time user opts to change to full-time, they must provide a written request to the Director as soon as possible. They will be added to the wait-list and will become full-time only when space allows. The Director may provide an estimated admission date given their enrolment projections (8.1.).
 - o If a casual user opts to change to full or part-time and is not already on the wait-list for full or part-time care, they must provide a written request to the Director as soon as possible. They will be added to the wait-list and enrol in regular care only when space allows. The Director may provide an estimated admission date given their enrolment projections (8.1.).

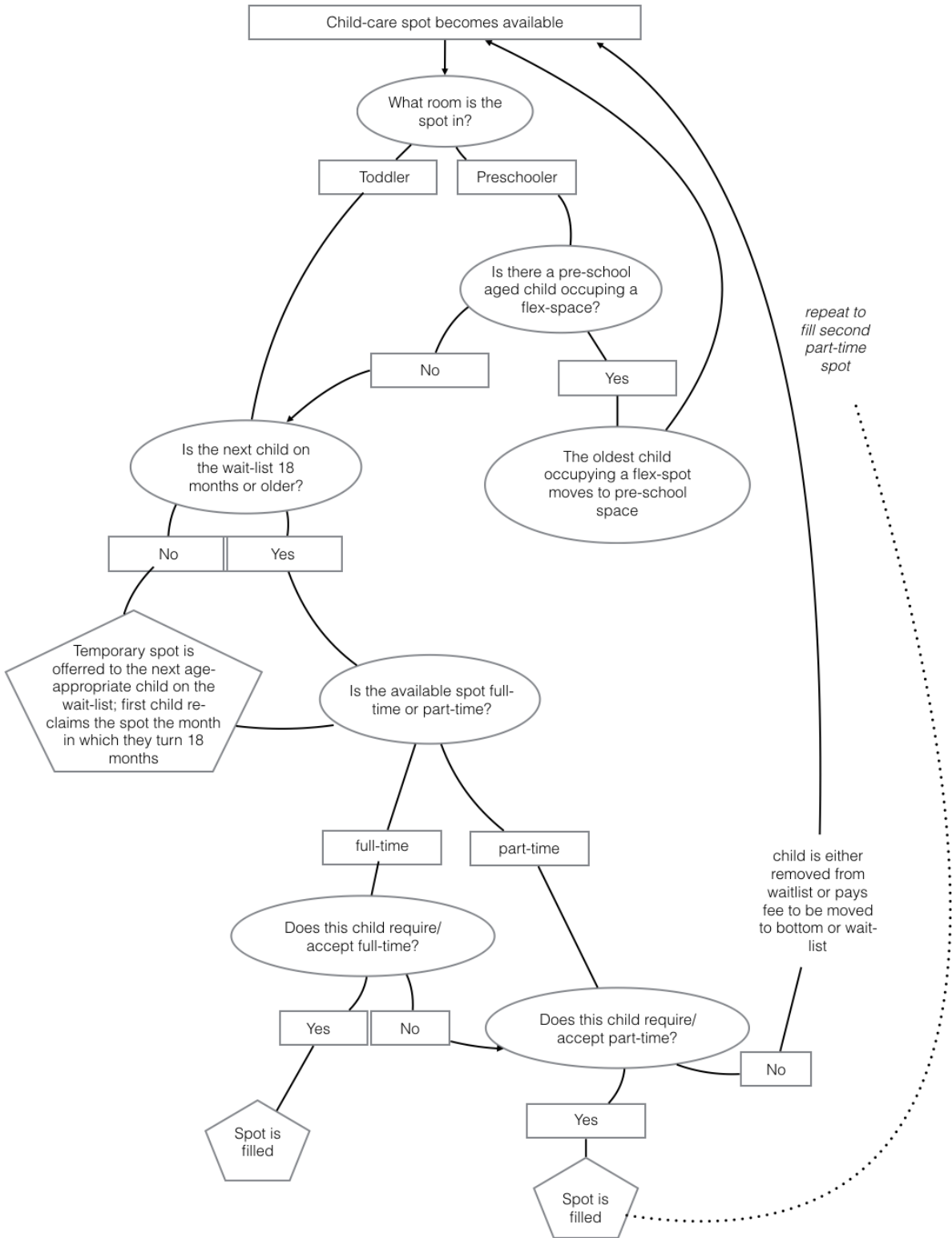
8.3.1. Temporary Spaces

- o SCD will strive to provide all children with continuous care; however, in some cases, we may only be able to provide temporary spaces. These spaces will include a known end date on the user’s “Agreement for Child Care Services.”
- o Temporary spaces are necessary when space becomes available for a wait-listed child who is younger than 18-months; when this occurs, the space may be offered to the next wait-listed child who is eligible to attend only until the first child becomes eligible (i.e., the month in which they turn 18 months).
- o Offering temporary spaces allows us to respect wait-list order and form accurate enrolment projections for wait-listed families.

8.4. Order of Enrolment

- Spots will be filled on a first-come, first-served basis based on waitlist order (Figure 1)
- If a wait-listed child is offered a spot but chooses not to take it, they will be moved to the bottom of the list and a \$50 administrative fee will be required. Fee to be paid regardless of type of spot offered (full-time or part-time).

Figure 8.4.



8.5. Scheduling

8.5.1. Full-time Scheduling

- Full time children are assumed to be present 5 days per week and do not need to submit monthly schedules; however, they must inform SCD when intending to be absent.
 - o If SCD is not informed 30 minutes after expected drop-off time, a no-show fee of \$40 will be applied.
 - o The earlier we are informed of a planned absence, the more likely we are to fill the day with a drop-in child and allows us to keep fees lower for everyone. However, once a full-time user opts out of a day via the Scheduling App, the spot becomes available for part-time and drop-in user selection and thus is not guaranteed to be available to the full-time user should they require it later.

8.5.2. Part-time Scheduling

- Differentiating between full and part-time care options allows us to offer a lower rate to families who only require part time care while also creating more opportunities for care and the potential for greater revenue per licensed spot.
- All part-time spots will have access to 10 days per month; SCD does not guarantee that available spots will match days required by parents. Parents are encouraged to select their spots as soon as possible to ensure availability.
- Families to select from available days via Scheduling App.
- Scheduling of part-time spots will be done on a first-come, first-served basis. Calendars will open on the 1st of the month two months prior (e.g., March booking opens January 1st).
- It is the responsibility of each family to select their 10 allotted days as early as possible. If 10 days are not selected each month, the days are forfeited and will not be reimbursed or carried-over.
- Families may make changes to their selected days at any time using the Scheduling App, but should be aware that calendars open to Drop-in families at the beginning of each week.
- SCD absolutely will not permit children who are not scheduled via the Scheduling App to be present at the daycare as this will put us over our staff-child ratio.

8.5.3. Casual Scheduling

- Casual care will be available only when regularly scheduled children are not attending for any reason.
- When a casual spot is available, a notification will be distributed via Scheduling App to all registered families (includes wait-list families). The spot will be reserved for the first user to respond. This user will pay for the casual spot at the time of booking. This is non-refundable whether or not their child attends.
- Calendars will be viewable weekly for casual booking
- In the event that a full-time user attends as a casual, they will not be charged the drop-in fee (e.g., if they require care on a day previously opted out of that becomes available via drop-in)
- In the event that a part-time user attends a drop-in day in addition to their 10 allotted days, they will be charged the full-time user fee for that month per Ministry regulations. This allows, but does not guarantee, them access to as many days as are available in that month. They will return to part-time enrolment the following month.
- Daily casual fee is applied regardless of time attended

8.6. Hours of Care

- SCD will be staffed from 5:30am – 6:00pm, with care provided from 5:30am – 5:30pm
- SCD is closed on all observed and statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Day, and Boxing Day.
 - o Due to operational costs, although the centre is closed on these days, families do not receive reimbursements or prorated fees.
 - o If the stat day falls on the Saturday, the prior Friday is recognized as the stat. When the stat falls on a Sunday that following Monday is recognized as the stat.
- If the daycare is closed at any other time, families will be contacted of closure as well as when reopening will take place.

8.7. Fees and Billing Cycles

- Current fees per Table 8.1
- Fees will be re-assessed annually at the Board AGM; any changes will take effect in the following budget year
- Fees are standard for all children and non-negotiable. This includes the following special-circumstances:
 - o Children of daycare workers, board members, and donors
 - o Siblings of children also enrolled in the daycare
 - o A child who is absent for any number of days for any reason
 - o Children who do not consume provided meals for any reason
- First and last month's payment is due upon registering; subsequent payment is due on the 5th of the month. Bills will be issued on the first day of each month.
- The following payments are accepted:
 - o E-transfer to stockholmcommunitydaycare@gmail.com (auto-deposit is preferred)
 - o Cheques payable to Stockholm Community Daycare; \$50 fee for any NSF cheques
 - o Cash; to be verified by staff upon receipt
- If payment has not been received by the payment due date the following steps will be taken:
 - o Families will receive a notification e-mail and one "strike" per Policy 22. Termination of Services
 - o If payment not received by the 15th, their "last month" payment upon registration will be applied and service will be terminated the 1st of the following month.
 - If full payment is received between the 15th and last day of month, service will be re-instated pending full payment of next month and last month.
- Monthly receipts are issued via HiMama by the 10th of each month.
- The parent/guardian who signs the contract is ultimately responsible for payment of fees. Payments may be made by more than one parent or guardian. If you prefer to have fees split between parents/guardians please specify on your registration papers.

8.8. Leaves and Absences

- If families do not require child care for a scheduled date, they are encouraged to contact the daycare as early as possible; the space will be open to casual users as above. Monthly rates will not be pro-rated due to missed dates.

- If care is not required for an extended period (e.g., Maternity Leave), families have the following two options:
 - 1. Continue to pay for the enrolled childcare spot to maintain the spot during their leave. Spot may be offered to another child as a temporary space or offered as casual at discretion of the Director, but spot will be guaranteed upon return from leave.
 - 2. Pay wait-list fee and be placed at bottom of wait-list. If spot becomes available during leave, family will be required to pay subsequent wait-list fee to retain position on wait-list or pay monthly enrolment fee to retain spot in daycare. Spot is not guaranteed upon return from leave.
 - Families will have access to casual care while on leave as available
- All fees are to be fully paid regardless of child's attendance for illness, vacation, holidays, etc. Payment in full guarantees there will always be room for your child. It is up to your discretion whether your child is here or not on a particular day.

8.8.1. Vacation

- Each full-time user may receive one two-week (10 consecutive care days) vacation per year in which fee will be prorated at half the monthly fee.
 - User must inform Director of intent to take vacation at least two weeks prior to their last day of attendance.
 - If vacation time spans two calendar months, the pro-rated fee will be applied to the latter month).
 - Vacation is optional
- Each part-time user may receive one calendar month per year in which they access 5 care days and fee will be prorated at half the monthly fee.
 - User must inform Director of intent to use vacation month by the 1st of the preceding month.
 - Care days to be selected via scheduling app
 - Vacation is optional

8.9 Subsidy

- The childcare subsidy is a monthly program that helps Saskatchewan families meet the cost of licensed child care. Subsidy is provided directly to SCD and will reduce the fee charged to eligible parents.
- Subsidy amounts and eligibility are determined by the Ministry of Social Services. Families are responsible for completing and submitting subsidy applications completely.
- Any fees not covered by subsidy must be paid by families.