

CROW Waitlist Policy Information

There is no charge for placement on the waitlist for CROW Licensed Home Child Care.

Once a child care application (or online Child Care Request form) is received from a parent, the family is automatically placed on the CROW waitlist.

Families will stay on the waitlist for a period of one month *past* their start date. **If a family wishes to *be kept on the waitlist for a longer period, then they are responsible for contacting CROW and asking to remain on the list.***

Parents will be responded to by e-mail to acknowledge placement on the waitlist.

Parents are informed about the waitlist process.

If a family has been placed on the waitlist far in advance of their start date, any changes in child care needs (hours, days of the week, etc.) should be forwarded to CROW by e-mail to keep their file up-to-date.

If a space becomes available that matches a family's child care needs they will be offered the space by e-mail (and/or phone if there is no e-mail address).

Parents will have 3 days in which to respond as to whether they are interested in the space or not – if we do not receive a response to our message, the space will be offered to the next family on the waitlist.

Depending on start dates and other waitlist family timelines, parents will typically have a week to set up a visit with the provider and make a decision about the space.

A home child care waitlist does not conform to a typical “first come, first serve” waitlist format that a daycare centre would use. For the most part a centre has one location, one set of operating hours and larger group sizes, making it a simpler process. CROW has many daycare homes throughout the County, each home unique with each home child care provider setting their own hours of operation and programming styles. When a space becomes available – it would have to be a suitable fit regarding several factors for the family at the top of the list in order for it to be filled - for example – the space must be in the geographical area that is convenient for the family, hours of care required must match the provider's operating hours, how many days or which days a week required must match what is available, ratios must be met (no more than 3 children allowed in one home under the age of two), applicable parental preferences (programming styles, provider experience, special needs accommodation, no pets in the home, etc.) must all be taken into consideration. Parents may enquire about the status of their application at any time by contacting the CROW Home Visitor at hccinfo@crowlanark.com or 613-283-0095 ext. 306. The privacy and confidentiality of any and all families on a CROW waitlist shall always be maintained.

Being placed on the waitlist does not guarantee that a child care space will become available for the care you are requiring. Availability of space is limited. Be sure to place your child on any other applicable waitlists and continue your search for care.

