Trust Child Care – Online Waitlist FAQ

Updated: 02/2026

Administration of the Waitlist

How is the waitlist organized?

The waitlist is organized based on:

- Defined priority categories (siblings of currently enrolled children and children of Trust Child Care employees)
- Date child profile was created
- Requested start date

Is there a fee to join or remain on the waitlist?

No. In accordance with Ontario Regulation 137/15, Trust Child Care does not charge a fee or deposit to be added to or remain on the waitlist.

Can I select more than one schedule option?

No. Trust Child Care currently offers full-time enrolment only. While part-time options may still appear in the online system, selecting them will place your child in a queue that is not administered.

Should I join other daycare waitlists?

Yes. Trust Child Care strongly encourages families to register with multiple licensed child care providers. Placement on our waitlist does not guarantee enrolment.

Can I tour the centre before I receive an offer?

Families are encouraged to view our virtual tour on our website. In-person tours are offered only after an official offer of enrolment has been made.

How do I check my status on the waitlist?

Families can view their child's waitlist status at any time through our secure online portal at: www.trustwaitlist.ca. Status inquiries are handled through the portal to ensure that all families receive the same information at the same time, without advantage based on frequency of contact. Trust Child Care does not respond to email inquiries regarding individual waitlist status, placement odds, or timing. Before interpreting changes in your position, please review the section below on waitlist movement.

I didn't receive a confirmation email — am I on the waitlist?

Families who register through the online waitlist system do not receive an automatic confirmation email. If your child's profile appears in the portal, your registration is active.

Families are encouraged to log in periodically to review their requested start date and contact information.

Do I need to reapply or reconfirm my spot each month?

No. If your child's profile appears on the waitlist, Trust Child Care assumes you remain interested in a future space. Families do not need to reapply, reconfirm, or take monthly action to remain on the list.

Can I change my requested start date without losing my place?

Yes. Families may update their requested start date at any time through the online portal. Changing your requested start date does not change your original registration date. However, because each month has its own queue, your numerical position may change when you move into a different month.

Understanding Waitlist Movement

(Why positions change and what it means)

Families sometimes notice changes in their waitlist position and understandably wonder whether something is wrong with the system or whether their child has lost priority. The information below explains how Trust Child Care's waitlist works and why movement is both normal and expected.

The waitlist is organized by month, not as one continuous line Trust Child Care's waitlist is made up of separate monthly queues, based on each family's requested start date. This means your child is ranked within a specific month, not across the entire waitlist. When families do not receive an offer for the original month requested the profile automatically moves from one month to the next, you are entering a different queue of families who requested that subsequent month. Those families may have registered earlier or later than you and may hold defined priority status (ie. sibling). As a result, it is normal for your numerical position to change — including moving up or down — when your profile rolls forward. Your original registration date does not change and continues to determine your position within each month's queue.

Changes in position do not mean something is wrong. Seeing your position change does not mean: There is an error in the system, your application has been altered incorrectly, you have lost priority, someone has been moved ahead unfairly. Position movement reflects real activity on the waitlist, including withdrawals, internal transitions, priority application, and month-to-month queue changes.

Position changes may also occur when families update their requested start date. This does not reset registration order or reduce priority. Checking frequently can make movement feel more dramatic. The waitlist portal reflects real-time information. Families who check often may notice more frequent movement, particularly at month-end or during age-based transitions.

Age-based list to list transitions are automatic and apply to all children.

Children are automatically moved to the next age-eligible waitlist category as they grow, in accordance with Ministry of Education age group definitions: At approximately 14 months, children move from the Infant waitlist to the Toddler waitlist At 2 years and 2 months (2.2 years), children move from the Toddler waitlist to the Preschool waitlist These transitions happen automatically and apply to all children equally. Families do not need to reapply or take any action.

When a child's profile transitions to a new age group

Their original registration date remains the same. Their position is recalculated within the new age group's queue. Their numerical position may look different, but no priority has been lost.

The waitlist is accurate and not influenced by contact or connections

Trust Child Care's waitlist is administered using a secure, centralized system and reviewed on an ongoing basis. Movement on the list reflects how the system is designed to operate and does not indicate an error or injustice. To ensure fairness for all families: Additional inquiries do not influence waitlist position, timing, or outcomes.

Frequency of contact does not affect placement decisions

Personal introductions or follow-up emails do not provide advantage. All families are considered using the same criteria, regardless of how often or in what way they contact the centre.

Offers of Enrolment

Will I be notified if a space becomes available?

Yes. When a space becomes available, an offer of enrolment is sent by email to the next eligible family on the waitlist. Families must respond within 24 hours of the time the offer is sent. If an offer is not responded to within the 24-hour response window, the offer expires and cannot be reactivated, and the child's waitlist profile is automatically removed. The next eligible family is then contacted. Reminder or follow-up emails are not sent. Responses received after the deadline cannot be accommodated, regardless of the reason, including but not limited to missed emails, spam filtering, travel, time zone differences, or personal circumstances.

What happens if I respond within 24 hours but need time to decide?

Families who respond within the 24-hour window and indicate they are considering the offer are provided with a four-business-day consideration period to review enrolment materials and book a tour. If no decision is made within this period, the offer is considered declined and the profile is removed from the waitlist.

Can I defer or change my start date after receiving an offer?

No. Offers cannot be deferred, transferred, or altered. Families should only request start dates they are prepared to accept.

Fairness & Boundaries

Can Trust Child Care make exceptions or adjust the waitlist due to personal circumstances?

No. To ensure equity and consistency, Trust Child Care is not able to make exceptions or adjust a family's position on the waitlist due to personal, employment, or family circumstances.

Does living nearby, knowing enrolled families, or being part of the community affect waitlist priority?

No. Trust Child Care's waitlist does not take neighbourhood proximity, personal relationships, introductions, or connections with currently enrolled families into account when offering spaces. While we value strong community relationships, all waitlist decisions are based on the same criteria for every family: Registration date Requested start date Age-group eligibility Defined priority categories (sibling and staff) Living close to the centre, knowing families currently enrolled, or introducing yourself to staff does not influence waitlist position, timing, or outcomes.

Final Note

We recognize that waiting for child care can be stressful, particularly when families are planning around work, parental leave, or transitions. While movement on the waitlist can feel unsettling, it is a normal part of a system designed to treat all families equitably, consistently, and transparently.