Prince Edward-Lennox and Addington Social Services

Centralized Waitlist Applicant User Guide

Introduction:

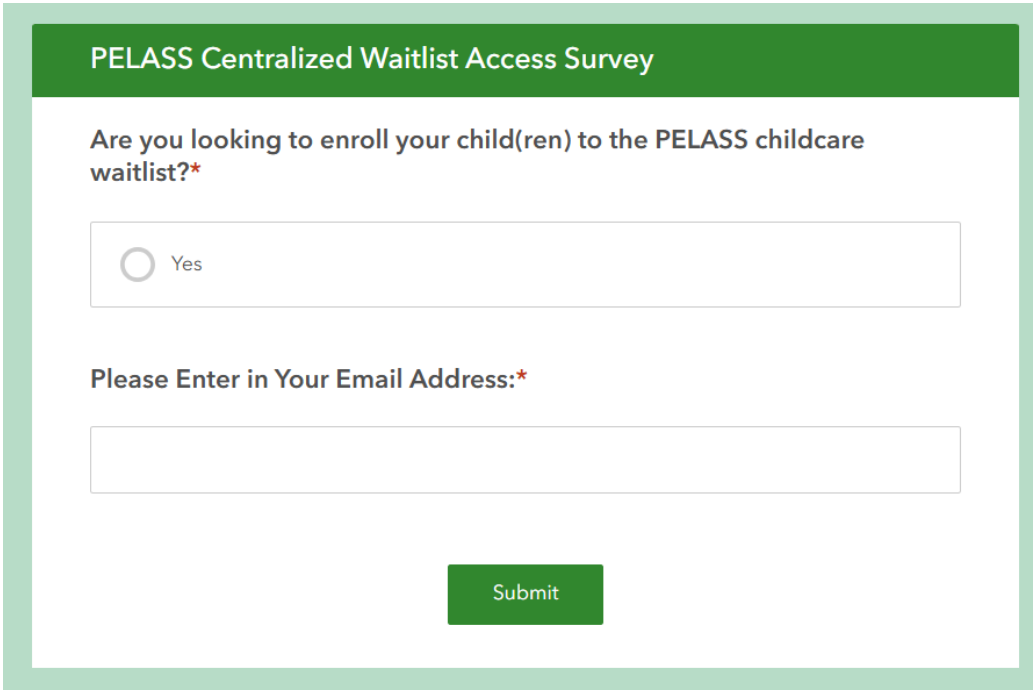
Prince Edward-Lennox and Addington Social Services (PELASS) Centralized Waitlist is a streamlined platform developed to simplify access to childcare services across Lennox and Addington County and Prince Edward County. It allows parents and guardians to apply to multiple childcare waitlists with a single submission for all their children—eliminating the need to contact individual sites by phone or email.

This document outlines the application process, key features, and important information to help families navigate the waitlist system effectively.

Application Process:

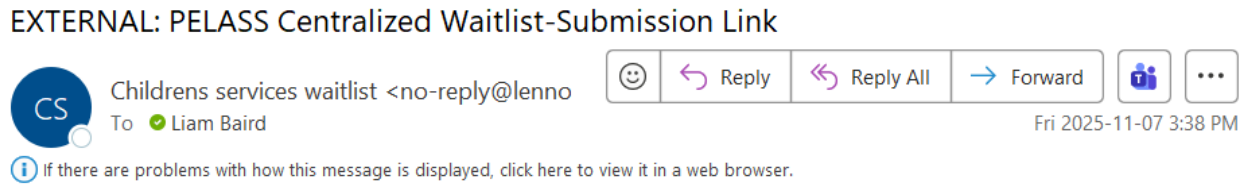
Step One: Complete the Access Survey

Visit the PELASS Children Services website to complete a brief survey. Parents and guardians provide their email address to receive further information and gain access to the centralized childcare waitlist.



Step Two: Review waitlist email

After completing the access survey, you will receive an email at the address provided. This email includes key information to help you prepare for the application process, contact details for support, and a link to access the centralized childcare waitlist application.



Thank you for Your Interest in the Childcare Waitlist

Please use the link below to access the official waitlist application. We recomend reviewing the instructions carefully and completing the application in one sitting.

Before you begin, ensure you have the following information:

- Contact Details
- Preferred childcare site(s)
- Relevant information for each child

After submitting the application, all inquiries should be directed via email at childrensservices@lennox-addington.on.ca. You will receive a follow-up email containing a Unique ID. This ID must be provided when contacting us for any updates or assistance regarding your application.

To access the waitlist application please click here

Step Three: Complete Waitlist Survey

The waitlist application is a detailed questionnaire that collects essential information about both the parents/guardians and the child(ren) for whom childcare is being requested. Each application allows for up to two parents/guardians and up to ten children.

For each child, please select all childcare sites you wish to apply to. Submitting multiple applications for the same child across different sites may negatively affect your placement on the waitlist. Be sure to read each question carefully and respond accurately. Questions that will be shared with childcare providers are clearly marked.

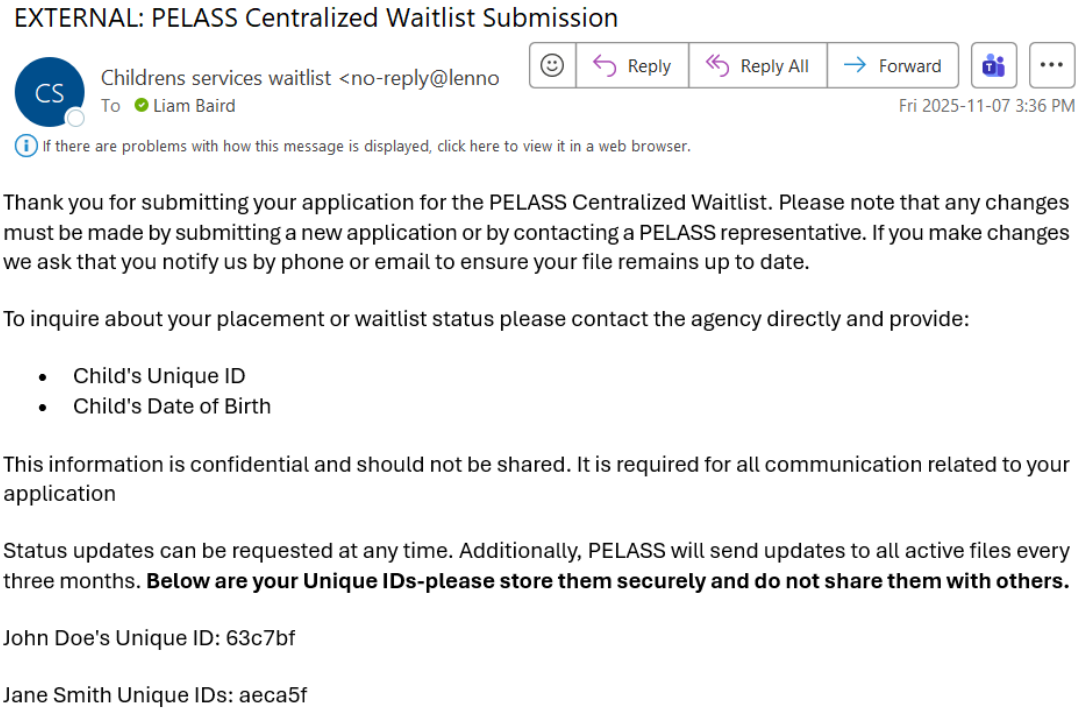
If your child(ren) were already on a site's waitlist prior to the launch of the Centralized Waitlist system, please submit one application and select the sites where they are currently listed. PELASS will coordinate with providers to ensure your existing placement is accurately reflected in the centralized system.

Step Four: Review Centralized Waitlist Submission Email

After submitting your waitlist application, a confirmation email will be sent to the email address of Applicant 1. This email will include:

- A unique ID for Applicant 1
- A Unique ID for Applicant 2 (if applicable)
- Unique IDs for each child added to the waitlist

These IDs are essential for accessing your application and communicating with PELASS or childcare providers. Please save this email and store your Unique IDs securely.



EXTERNAL: PELASS Centralized Waitlist Submission

CS Childrens services waitlist <no-reply@lenno

To Liam Baird

Reply | Reply All | Forward

Fri 2025-11-07 3:36 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Thank you for submitting your application for the PELASS Centralized Waitlist. Please note that any changes must be made by submitting a new application or by contacting a PELASS representative. If you make changes we ask that you notify us by phone or email to ensure your file remains up to date.

To inquire about your placement or waitlist status please contact the agency directly and provide:

- Child's Unique ID
- Child's Date of Birth

This information is confidential and should not be shared. It is required for all communication related to your application

Status updates can be requested at any time. Additionally, PELASS will send updates to all active files every three months. **Below are your Unique IDs-please store them securely and do not share them with others.**

John Doe's Unique ID: 63c7bf

Jane Smith Unique IDs: aeca5f

Updating Your Application or Requesting Waitlist Status Update

Updating an Application

If your preference or personal information have changed, please email PELASS at childrensservices@lennox-addington.on.ca to request an update to your waitlist application. Include the following in your message:

- Your Unique ID
- First and last name
- Date of birth
- Details of the changes you wish to make

Alternatively, you may submit a new application and notify PELASS to ensure your records are updated and the correct application dates are reflected across all selected sites.

Requesting a Waitlist Status Update

To check your child's position on the waitlist, contact each childcare site directly. You will need to provide:

- The Child's Unique ID
- The name of the site you are inquiring about

Childcare Placement Process

When a Space Becomes Available

If a childcare space becomes available and your child is selected, the childcare site will contact you directly. From that point forward, all communication—such as start dates, required documents, and scheduling—will be handled by the provider. Placement decisions are made at the discretion of each centre, based on current needs, staffing, and availability.

Remaining on Other Waitlists After Placement

Once a child is placed at a centre, PELASS staff will contact parents/guardians to confirm if they wish to remain on other waitlists. If no response is received within 30 days, the child will be temporarily removed from all other waitlists, with their position preserved. After 60 days without a reply, the child will be permanently removed, and parents/guardians must reapply to those waitlists.