



Child Care Licensing System

Reference Guide
for
**Consolidated Municipal Service
Managers**
and
**District Social Services
Administration Boards**

Document Update Summary

Date	Change	Page reference
December 2024	<p>As of December 2024, the following changes have been made to this reference guide:</p> <ul style="list-style-type: none"> • Updates to the CWELCC advice process for child care centre applications • Updates to the child care centre History of Changes table • Updates to the Appendix – Terms and Acronyms 	<p>29-33</p> <p>33-35</p> <p>60-65</p>

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Introduction

Overview

Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) can perform several functions in the Child Care Licensing System (CCLS) for their service system area. They can:

- Provide advice to applicants and licensees looking to enrol in the Canada-wide Early Learning and Child Care (CWELCC) system.
- View current licences, home child care premises locations, new licence applications, licence revisions, serious occurrences and complaints.
- Add notes to serious occurrences and complaints.
- Generate reports for current licences, new licence applications, serious occurrences, and complaints.
- Update whether a program providing care in a geographical area is enrolled in CWELCC or not.

This document provides step-by-step instructions for CMSMs and DSSABs to use CCLS.

Before using this guide, you should have already registered for the Child Care Licensing System.

Using this Guide

- Tips and shortcuts appear with a hand symbol: 
- Warnings appear with a caution symbol: 
- Important notes appear with an information symbol: 
- Window names appear in **bold** and *italics*. For example: ***Review and Submit***
- Field and section names appear bold. For example: **Address**
- When there is a note to “see page [x](#)”, you can click the page number link and it will jump automatically to that page.
- Window samples are used to provide a general point of reference and may not show all the fields in of a window. In addition, your window may not be exactly as shown in the example. Any data appearing in window samples is fictitious.

Getting More Information or Assistance

Accessing Tools and Resources

- Important tools and resources can be found in the left navigation panel.
 - The documents can be downloaded.
 - You will be notified by email when a resource has been added or updated.
 - “**New**” appears in the list to indicate an updated resource.
1. Click **Tools and Resources** >. A list of documents appears showing a brief description and the date of the latest version.

Home > Tools and Resources >		
CMSM English		
Category 2 - English		
CCLS Reference Guide for Consolidated Municipal Service Managers and District Social Services Administration Boards (CMSM/DSSAB) New		
Document Description	Date	
This Guide documents the step-by-step instructions for CMSM/DSSABs to use CCLS.	Jan 25, 2018	Download >

(Your window may look different.)

2. To download the document:
 - 2.1. Click **Download>**. A message appears.
 - 2.2. To view the document, click **Open**.

Contacting Technical Support

For assistance with the Child Care Licensing System, contact the Child Care Licensing System Helpdesk (CCLS Helpdesk):

Email: childcare.helpdesk@ontario.ca

Performing the Basics

Introduction

This section contains information about how to perform basic tasks in CCLS such as logging in. In addition, common tasks that can be performed in several modules are documented in this section for reference.

Logging In to CCLS

CCLS is an Internet-based application that is accessed when you enter your My Ontario Account email and password, or use the *Interac*® sign-in service.



If you do not have a My Ontario Account, please do not continue. Please follow the instructions under [Managing User Access to CCLS](#).

My Ontario Account

1. Open your browser (it is recommended to use Microsoft Edge).
2. Right-click the hyperlink below, then click “Open Hyperlink”.

OR

Right-click the hyperlink below, then click “Copy Hyperlink” and paste it in your browser’s search bar:

[Child Care Licensing System \(gov.on.ca\)](http://gov.on.ca)

3. Press the [Enter] key. The Child Care Licensing System landing page appears.



Child Care Licensing System

Help
▶ Contact Us

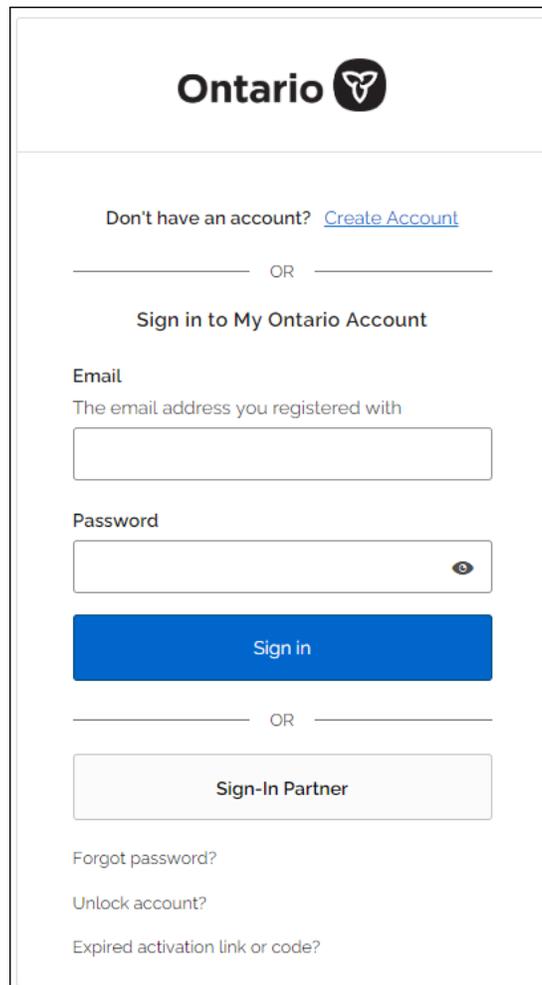
Child Care Licensing System

Welcome to Ontario's Child Care Licensing System. To 'login' or 'register' please click on the button below which will take you to the My Ontario login page.

[Login/Register >](#)

CONTACT US | OFFER OF ACCOMMODATION | ACCESSIBILITY | PRIVACY © KING'S PRINTER FOR ONTARIO, 2024 | IMPORTANT NOTICES

4. Click [Login/Register >](#). The **Sign in to My Ontario Account** window appears.



Ontario 

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

[Sign in](#)

OR

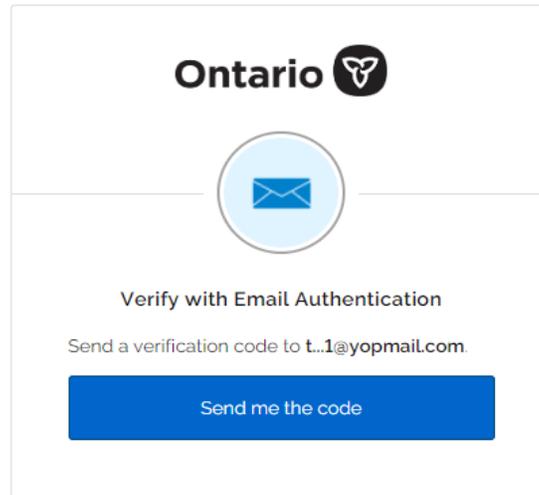
[Sign-In Partner](#)

[Forgot password?](#)

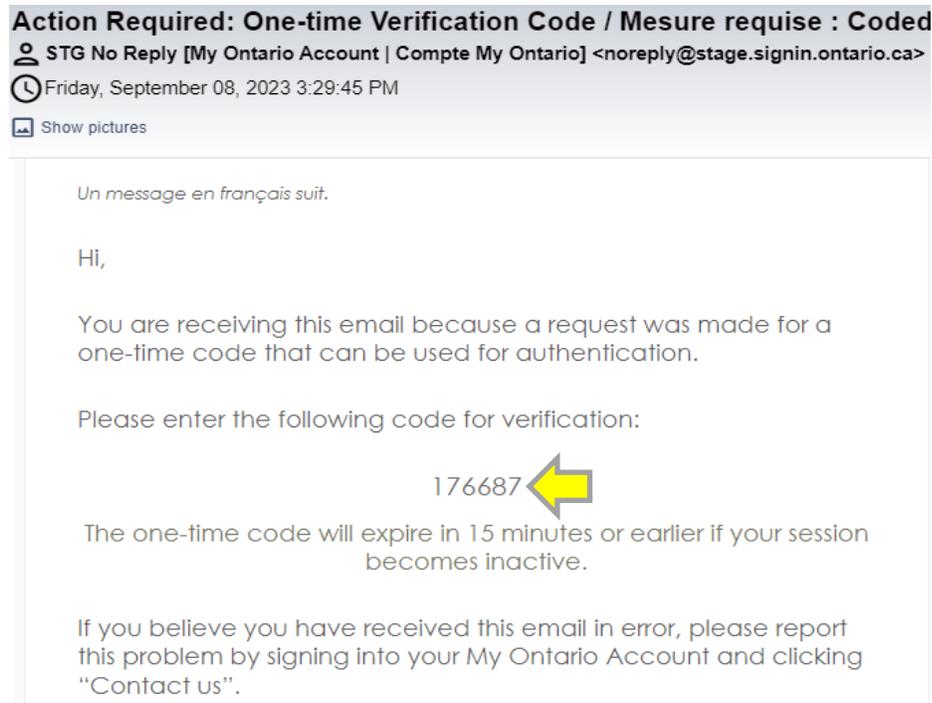
[Unlock account?](#)

[Expired activation link or code?](#)

5. Enter your My Ontario Account email and password. Then click “Sign in”.



6. Click “Send me the code”.



7. Go to your email inbox to find your “One-time Verification Code” email. Copy the verification code.

Ontario 



Verify with Email Authentication

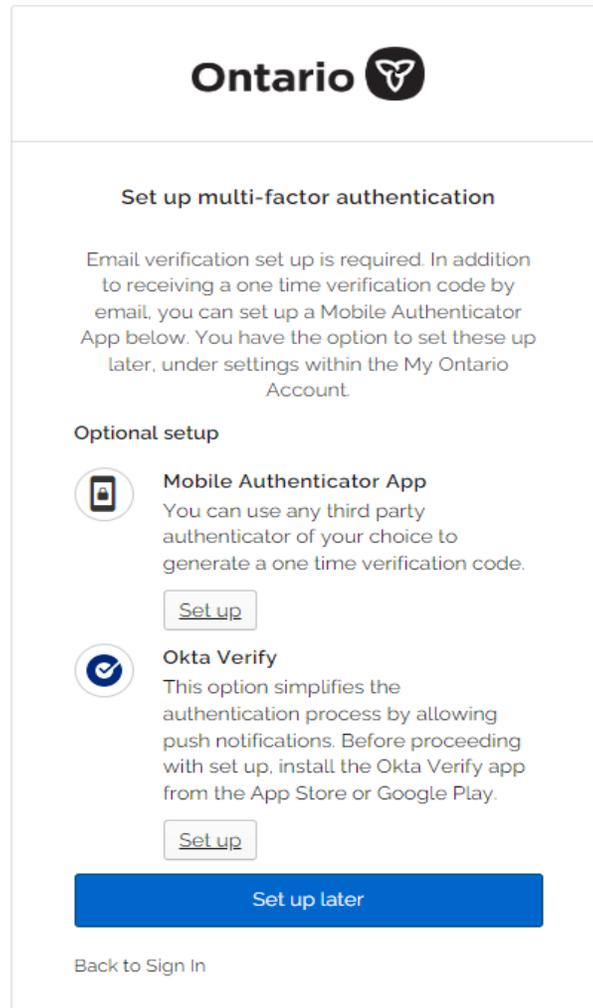
A verification code was sent to **t...1@yopmail.com**. Check your email and enter the code below.

 Haven't received an email? [Send again](#)

Verification code

[Verify](#)

8. Enter the verification code and click “Verify”.



- Optional: If you have set up multi-factor authentication, please follow the instructions on the screen for this step. If you do not have multi-factor authentication set up, please skip to the next step.

Child Care Licensing System		
MY ONTARIO ACCOUNT HOME WELCOME ADA(MY ACCOUNT) LOG OUT		
New Licence Applications	>	Home >
Current Licences	>	My Pending Tasks
Serious Occurrences	>	New Licence Applications
Licensed Complaints	>	CCC Under System Service MGR Review
Reports	>	HCCA Under System Service MGR Review
Tools and Resources	>	Licence Revisions
		CCC Under System Service MGR Review
		HCCA Under System Service MGR Review

10. You have successfully logged into the Child Care Licensing System.

Sign-In Partner

1. Open your browser (it is recommended to use Microsoft Edge).
2. Right-click the hyperlink below, then click “Open Hyperlink”.

OR

Right-click the hyperlink below, then click “Copy Hyperlink” and paste it in your browser’s search bar:

[Child Care Licensing System \(gov.on.ca\)](https://gov.on.ca)

3. Press the [Enter] key. The Child Care Licensing System landing page appears.



4. Click [Login/Register >](#). The **Sign in to My Ontario Account** window appears.

5. Click on “Sign-In Partner”. The *Interac*® sign-in service page appears.

 <p>Interac® sign-in service</p> <p>Please select language</p> <p>The <i>Interac</i>® sign-in service lets you access an online service by using a “Sign-In Partner” such as your online bank. No passwords or other personally identifiable information is exchanged. The online service name is not disclosed to the Sign-In Partner.</p> <p>English Cancel</p>	 <p>Service d'ouverture de session <i>Interac</i>^{MD}</p> <p>Veillez sélectionner la langue</p> <p>Le Service d'ouverture de session <i>Interac</i>^{MD} vous permet d'accéder aux services en ligne par l'intermédiaire d'un « partenaire de connexion » tel que votre banque en ligne. Aucun mot de passe ni autre renseignement d'identification personnelle n'est divulgué au service en ligne ou a le Service d'ouverture de session <i>Interac</i>^{MD}. De même, le nom du service en ligne n'est pas communiqué au partenaire de connexion.</p> <p>Français Annuler</p>
--	--

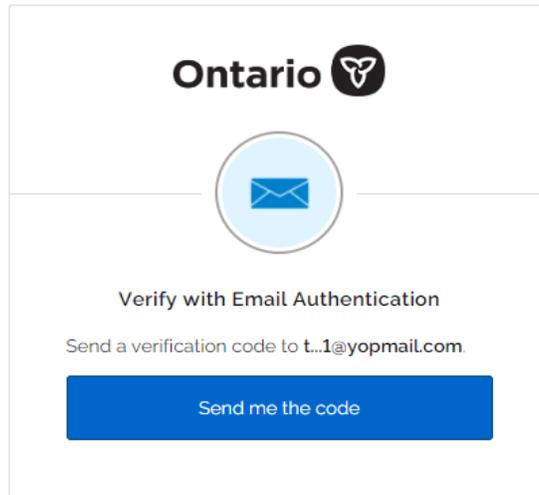
6. Select either “English” or “Français” (French).

7. Select a Sign-in Partner: Select a bank that you already have an account with.

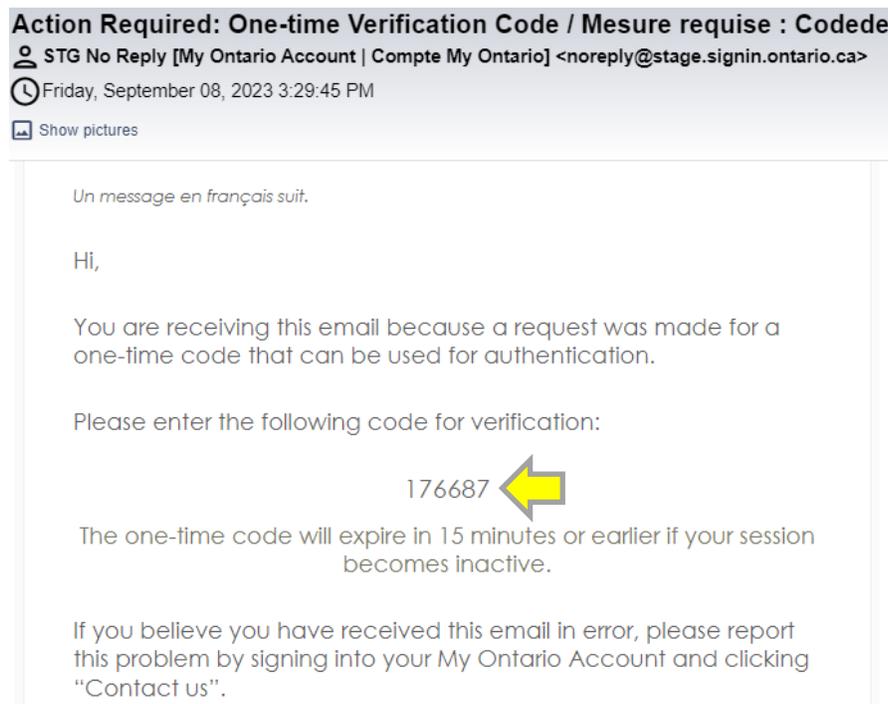
Note: The screenshot below is an example. More bank options are available on the *Interac*® sign-in service website.

8. Enter the username and password for your bank.

9. You will be re-directed to My Ontario Account. Enter your email then click “Send me the code”.



10. Go to your email inbox to find your “One-time Verification Code” email. Copy the verification code.



11. Enter the verification code and click “Verify”.

Ontario

Verify with Email Authentication

A verification code was sent to t...1@yopmail.com. Check your email and enter the code below.

Haven't received an email? [Send again](#)

Verification code

176687

Verify

- Optional: If you have set up multi-factor authentication, please follow the instructions on the screen for this step. If you do not have multi-factor authentication set up, please skip to the next step.



Set up multi-factor authentication

Email verification set up is required. In addition to receiving a one time verification code by email, you can set up a Mobile Authenticator App below. You have the option to set these up later, under settings within the My Ontario Account.

Optional setup



Mobile Authenticator App
 You can use any third party authenticator of your choice to generate a one time verification code.

[Set Up](#)



Okta Verify
 This option simplifies the authentication process by allowing push notifications. Before proceeding with set up, install the Okta Verify app from the App Store or Google Play.

[Set Up](#)

[Set up later](#)

[Back to Sign In](#)

13. You have successfully logged into the Child Care Licensing System.

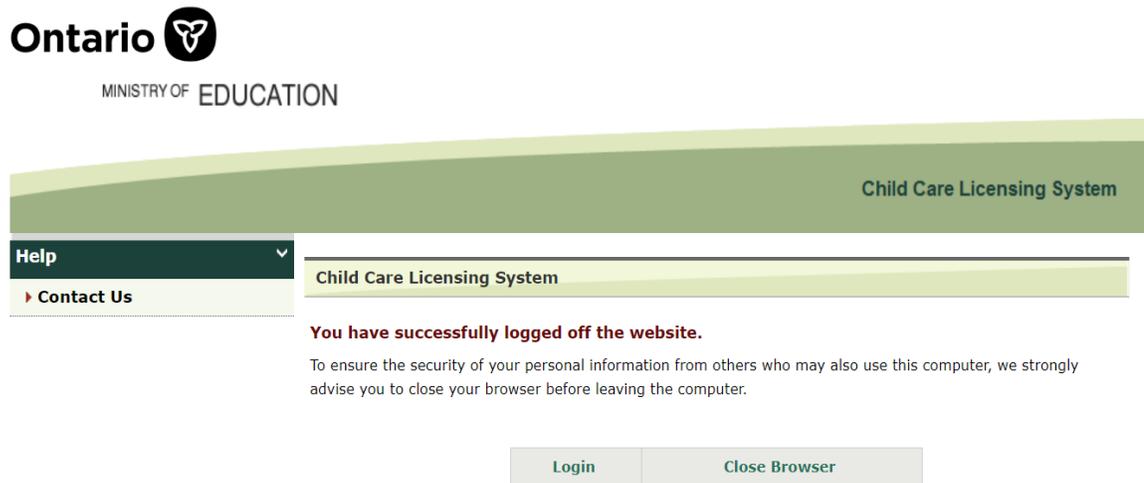
Child Care Licensing System

MY ONTARIO ACCOUNT | HOME | WELCOME ADA(MY ACCOUNT) | LOG OUT

New Licence Applications	Home >	
Current Licences	My Pending Tasks	
Serious Occurrences	New Licence Applications	
	CCC Under System Service MGR Review	Total: 1 ▼
Licensed Complaints	HCCA Under System Service MGR Review	Total: 1 ▼
Reports	Licence Revisions	
	CCC Under System Service MGR Review	Total: 0
Tools and Resources	HCCA Under System Service MGR Review	Total: 0

Logging Out

1. Click **LOG OUT**. The following window appears.



2. Click **Close Browser**

Managing User Access to CCLS

If a CMSM / DSSAB employee requires first-time access to CCLS, a manager from the CMSM / DSSAB must contact the CCLS Help Desk at childcare.helpdesk@ontario.ca to have their user information added to the system.

Be sure to include the following information:

- ✓ Name of the CMSM / DSSAB
- ✓ Employee's first name, last name, telephone number (with extension number), and email address
- ✓ Email address that will be used to create their My Ontario Account (if it's different from the email address above)
- ✓ Whether the individual has authority to provide CWELCC enrollment advice.

The CCLS Help Desk will ensure that the new user is registered and can gain access to CCLS.

If a CMSM / DSSAB user no longer requires access to the system (for example, if the individual no longer works for the CMSM / DSSAB), a manager must make a deactivation request by sending an email to the CCLS Help Desk at childcare.helpdesk@ontario.ca. Upon receipt of a written manager request that includes the same information listed above, a CCLS Help Desk analyst can deactivate a CMSM / DSSAB user's access to the system.

Updating Your User Information and Notifications



1. Click **WELCOME DEBRA(MY ACCOUNT)** located at the top of the window. (Your name appears in the Welcome bar). The **My Account** window appears.

User Information	
Title:	No Contact Title ▾
First Name: *	Debra
Last Name: *	Cmsm
Phone Number: *	(111) 111-1111 Ext: <input type="text"/>
Email:	:xxx@xxxx.ca

Email Notifications Subscription	
New Critical Serious Occurrence Report	<input checked="" type="checkbox"/>
New Non-Critical Serious Occurrence Report	<input checked="" type="checkbox"/>
Serious Occurrence Closure by Ministry	<input checked="" type="checkbox"/>
Incident Deemed Not a Serious Occurrence by Ministry	<input checked="" type="checkbox"/>
Licensed Complaint Closure by Ministry	<input checked="" type="checkbox"/>
New Licence Issued	<input checked="" type="checkbox"/>
Licence Renewal Issued	<input checked="" type="checkbox"/>
Licence Revision Issued	<input checked="" type="checkbox"/>
Licence Renewal and Revision Issued	<input checked="" type="checkbox"/>
Licence Amendment Issued	<input checked="" type="checkbox"/>
Licence Suspended	<input checked="" type="checkbox"/>
Licence Reinstated	<input checked="" type="checkbox"/>
Expired Licence Reinstated	<input checked="" type="checkbox"/>
Licence Expired - Not Deemed to be Extended	<input checked="" type="checkbox"/>
Licence Terminated	<input checked="" type="checkbox"/>
Licence Closed	<input checked="" type="checkbox"/>
New Licence Application Submitted	<input checked="" type="checkbox"/>
Licence Application Withdrawn	<input checked="" type="checkbox"/>
RG02 Notify Program CSM/DSSAB Enforcement Action has been published	<input checked="" type="checkbox"/>
RG04 Notify Program CSM/DSSAB Enforcement Action has been pulled down from Registry	<input checked="" type="checkbox"/>

2. Update your user information.
3. Indicate which email notifications you want to receive.
Note: You will receive a notification related to a licensed complaint only when the licensed complaint has been closed.
4. Click .

Notifications

CMSM / DSSAB users will receive email notifications when CWELCC advice is sought by applicants / licensees, as well as whenever a licence is issued. This includes licences issued for renewals, revisions and amendments. Notifications are also sent when licences are suspended, reinstated, terminated by the ministry and closed by licensee request.



Action Required- New revision for Home Child Care Agency / Action requise - Nouvelle révision pour l'agence de g...

 DO-NOT-REPLY <do-not-reply@ontario.ca>

 Tuesday, September 19, 2023 9:44:57 AM

IND_UATUser_7FN IND_UATUser_7LN for Robert's Home Child Care Agency, 57773 located at 666 Sixth Toronto, ON M3M 3M3 has requested a revision to their licence.

The licensee is enrolled in CWELCC or has indicated intention to apply for CWELCC funding and intends to oversee homes located in your service area. Please log into CCLS to review and provide CWELCC advice as required under ss. 13.1(2) of Ontario Regulation 137/15. The revision can be found on your dashboard in CCLS.

To log in to the Child Care Licensing System, [CCLS Login](#)

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.

IND_UATUser_7FN IND_UATUser_7LN pour Robert's Home Child Care Agency , 57773 situé au 666 Sixth Toronto, ON M3M 3M3 a demandé la révision de son permis. Le titulaire de permis est inscrit au SPAGJE ou a signalé son intention de présenter une demande de financement au titre du SPAGJE et a l'intention de superviser les foyers situés dans votre zone de système de services. Veuillez ouvrir une session dans le SGPSGE à des fins d'examen et de prestation de conseils en lien avec le SPAGJE, comme l'exige le paragraphe 13.1(2) du Règlement de l'Ontario 137/15. La révision se trouve sur votre tableau de bord dans le SGPSGE. Pour ouvrir une session dans le Système de gestion des permis des services de garde d'enfants : [SGPSGE - Ouverture de session](#)

Prière de ne pas répondre au présent message. Les réponses sont acheminées vers une boîte aux lettres non surveillée.

Example of an email notification that requires action from the CMSM / DSSAB.

Searching

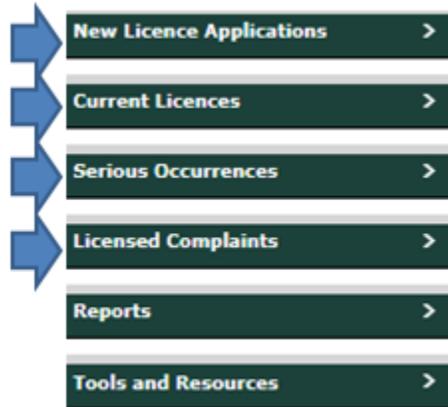
Introduction

This section contains information about how to search for and view a variety of information for your geographic area. These instructions apply to searching for:

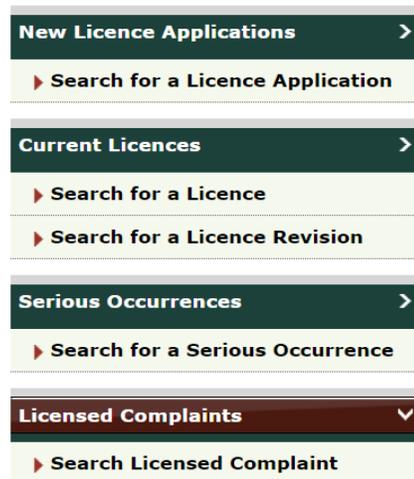
- Licence Applications;
- Current Licences;
- Licence Revisions
- Serious Occurrences; and
- Licensed Complaints.

Process

1. Click the applicable heading.



2. Click the applicable search tab.



A search window appears.

Search By:	
<input checked="" type="radio"/> Active <input type="radio"/> Inactive	
Applicant/Licensee Name:	<input type="text"/>
Applicant/Licensee Type:	<input type="text" value="Please select..."/>
Program type:	<input type="text" value="Please select..."/>
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>
Agency Status:	<input type="text" value="Please select..."/>
Date Application Submitted:	From: <input type="text"/> Ex: 28/04/2012 To: <input type="text"/> Ex: 28/04/2012
Site / Agency Address:	Street #: <input type="text"/> Street Name: <input type="text"/> City/Town: <input type="text"/> Postal Code: <input type="text"/>
	Search Clear

Example of a search for licence application window.

Search By:	
<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> Both	
Licensee Name:	<input type="text"/>
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>
Licence Number:	<input type="text"/>
Program type:	<input checked="" type="radio"/> Child Care Centre <input type="radio"/> Home Child Care Agency
Region:	<input type="text" value="Please select ..."/>
Assigned PA:	<input type="text" value="Please select ..."/>
Site / Agency Address:	Street #: <input type="text"/> Street Name: <input type="text"/> City/Town: <input type="text"/> Postal Code: <input type="text"/>
Revision Request Type:	<input type="checkbox"/> Change the Program Option/duration <input type="checkbox"/> Change the licensed capacity and/or licensed space <input type="checkbox"/> Change the name of the Child Care Centre / Home Child Care Agency
	Search Clear

Example of a search for licence revision window, with Child Care Centre selected as the program type.

Search By:	
<input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> Both	Search Clear
Licensee Name:	<input type="text"/>
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>
Licence Number:	<input type="text"/>
Program type:	<input type="radio"/> Child Care Centre <input checked="" type="radio"/> Home Child Care Agency
Region:	<input type="text" value="Please select ..."/>
Assigned PA:	<input type="text" value="Please select ..."/>
Site / Agency Address:	Street #: <input type="text"/> Street Name: <input type="text"/> City/Town: <input type="text"/> Postal Code: <input type="text"/>
Revision Request Type:	<input type="checkbox"/> Change the Program Option/duration <input type="checkbox"/> Change Agency Civic Address <input type="checkbox"/> Change the number of approved homes (increase/decrease) <input type="checkbox"/> Change the name of the Child Care Centre / Home Child Care Agency

Example of a search for licence revision window, with Home Child Care Agency selected as the program type.

3. Enter the search criteria.



Searching Tips

- Ensure that the spelling is accurate when entering text.
- You can enter a partial licence number. For example, entering 55 will find all licences with “55” anywhere in the number.
- If you are having trouble finding a program by its name, try using any part of the name.
- Ensure that you select the correct Program Type.
- Click **Clear>** before you start a new search.
- To view all the results located within your geographic area leave the search criteria blank.

4. Click **Search>**

Search By:		Search	Clear
Licensee Name	<input type="text"/>		
Name of Child Care Centre / Home Child Care Agency:	<input type="text" value="school"/>		
Licence Number:	<input type="text" value="03"/>		
Program type:	<input checked="" type="radio"/> Child Care Centre <input type="radio"/> Home Child Care Agency		
Licence Type:	<input type="text" value="Please select ..."/>		
Issue Date Range:	From: <input type="text"/> Ex: 28/04/2012		
	To: <input type="text"/> Ex: 28/04/2012		
Expiry Date Range:	From: <input type="text"/> Ex: 28/04/2012		
	To: <input type="text"/> Ex: 28/04/2012		



Search Results						Per Page	10
Licence #	Name of Child Care Centre / Home Child Care Agency	Licensee Name	Expiry Date	Address	Licence Status		
0000031	Saint George's School & Day Care Centre Inc.	Saint George's School & Day Care Centre Inc.	Feb 5, 2019	77 Randall, Ajax, ON, CA	Licence Expired - Not Deemed to be Extended	Select	
0000307	Four Winds Montessori School Inc.	Four Winds Montessori School Inc.	Dec 14, 2018	116 Church , Bowmanville, ON, CA	Licence Expired - Not Deemed to be Extended	Select	
0000342	Learning Jungle School-Duffin's Bay Campus	906635 Ontario Inc.	Jul 20, 2016	931 Finley, Ajax, ON, CA	Licence Closed	Select	

 **Sorting tip:** Search results can be sorted. Click the green column heading to sort. To sort in the opposite order, click the heading again. A small red arrow indicates the direction of the sort.

 **Tip:** You can export the results of a serious occurrence search to Excel. See page [58](#) for details.

- To open the record, click **Select>**. The **Licence Application Details** window appears for licence applications. The **Licence Revision Details** window appears for licence revisions.

Home > Search for a Licence Application > Licence Application Details >

Child Care Centre: UAT CCA23 | Schedule: 4 | Applicant: UAT Release 13 corp | PA:

Hide Instructions

TBD - ADMS - external

Expand All | Collapse All Print

Program type ▲

Please select the type of licence you are applying for	Child Care Centre
Please select the schedule you are applying for	Schedule 4

Licensing History ▲

1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)?	No
2. Have you, or a corporation that you are/were a director or officer of, ever operated a program licensed under the DNA or CCEYA?	No

Partial example of a **Licence Application Details** window.

Home > Search for a Licence Revision > Licence Revision Details >

Child Care Centre: UAT 1 Child Care Centre | Licence #: 57735 | Schedule: 1 | Licensee: IND_UATUser_7FN
IND_UATUser_7LN | PA: | Licence Expiry Date: Oct 31, 2023 |

Hide Instructions

TBD - LVSM - external

Licence Details

Expand All | Collapse All

Licence Revision Request Type ▲

Are you requesting a revision to your licence to (check those that apply)?

Change the licensed capacity and/or licensed space

Licensed Capacity - Age Group Schedule	
Current Schedules:	Schedule 1
Proposed Schedules:	Schedule 1

Partial example of a **Licence Revision Details** window.

Viewing New Applications and Revisions

1. Search for the application. See [Searching](#) starting on page [18](#). The search results appear.
2. Click **Select>**. The **Licence Application Details** window appears for licence applications. The **Licence Revision Details** window appears for licence revisions.

Home > Search for a Licence Application > Licence Application Details >	
Child Care Centre: UAT CCCA23 Schedule: 4 Applicant: UAT Release 13 corp PA:	
Hide Instructions	
TBD - ADSM - external	
Expand All Collapse All	
Print	
Program type ^	
Please select the type of licence you are applying for	Child Care Centre
Please select the schedule you are applying for	Schedule 4
Licensing History ^	
1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)?	No
2. Have you, or a corporation that you are/were a director or officer of, ever operated a program licensed under the DNA or CCEYA?	No

Home > Search for a Licence Revision > Licence Revision Details >

Child Care Centre: UAT 1 Child Care Centre | Licence #: 57735 | Schedule: 1 | Licensee: IND_UATUser_7FN
 IND_UATUser_7LN | PA: | | Licence Expiry Date: Oct 31, 2023 |

Hide Instructions

TBD - LVSM - external

Licence Details

Expand All | Collapse All

Licence Revision Request Type ▲

Are you requesting a revision to your licence to (check those that apply)?

Change the licensed capacity and/or licensed space

Licensed Capacity - Age Group Schedule	
Current Schedules:	Schedule 1
Proposed Schedules:	Schedule 1

 **Tips:**

- The entire application / revision appears in one window.
- The application / revision has several sections that can be collapsed or expanded.
- Click **Expand All** or **Collapse All** to expand or collapse all headings in one click.
- To expand / collapse one heading, click the small red arrow near the headings. 

Licensing History ▼
Applicant Type ▼

Example of a collapsed section

Licensing History ▼	
1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)?	No
2. Have you, or a corporation that you are/were a director or officer of, ever operated a program licensed under the DNA or CCEYA?	No
3. Have you, or a corporation that you are/were a director or officer of, ever been refused a licence to operate a program under the DNA or the CCEYA?	No

Example an expanded section

Dashboard

CMSMs / DSSABs can view new licence applications and licence revisions for child care centres and home child agencies in their geographic area that are seeking CWELCC advice. They will appear under **My Pending Tasks**.



MINISTRY OF EDUCATION

Ontario.ca | Français

Child Care Licensing System

[MY ONTARIO ACCOUNT](#) | [HOME](#) | [WELCOME BRENDA \(MY ACCOUNT\)](#) | [LOG OUT](#)

New Licence Applications	Home >						
Current Licences	My Pending Tasks						
Serious Occurrences	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #d9ead3;">New Licence Applications</td> </tr> <tr> <td style="padding: 2px;">CCC Under System Service MGR Review</td> <td style="text-align: right; padding: 2px;">Total: 0</td> </tr> <tr> <td style="padding: 2px;">HCCA Under System Service MGR Review</td> <td style="text-align: right; padding: 2px;">Total: 1</td> </tr> </table>	New Licence Applications		CCC Under System Service MGR Review	Total: 0	HCCA Under System Service MGR Review	Total: 1
New Licence Applications							
CCC Under System Service MGR Review	Total: 0						
HCCA Under System Service MGR Review	Total: 1						
Licensed Complaints	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #d9ead3;">Licence Revisions</td> </tr> <tr> <td style="padding: 2px;">CCC Under System Service MGR Review</td> <td style="text-align: right; padding: 2px;">Total: 0</td> </tr> <tr> <td style="padding: 2px;">HCCA Under System Service MGR Review</td> <td style="text-align: right; padding: 2px;">Total: 0</td> </tr> </table>	Licence Revisions		CCC Under System Service MGR Review	Total: 0	HCCA Under System Service MGR Review	Total: 0
Licence Revisions							
CCC Under System Service MGR Review	Total: 0						
HCCA Under System Service MGR Review	Total: 0						
Reports							
Tools and Resources							

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Tip: Click the small black arrow to expand the list of pending applications and revisions.

Licence applications and revisions requesting CWELCC advice will appear on the expanded dashboard. Click **Select** to view the **Licence Application Details** or **Licence Revision Details** window and provide CWELCC advice.

- New Licence Applications** >
- Current Licences** >
- Serious Occurrences** >
- Licensed Complaints** >
- Reports** >
- Tools and Resources** >

[Home >](#)

My Pending Tasks

New Licence Applications

CCC Under System Service MGR Review Total: 1 ▲

Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Submitted Date ▲	Action
IND_UATUser_11LN	CCC Pommes	25 Evergreen Avenue ...	05/09/2023	Select
IND_UATUser_11FN				



HCCA Under System Service MGR Review Total: 1 ▼

Licence Revisions

CCC Under System Service MGR Review	Total: 0
HCCA Under System Service MGR Review	Total: 0

Providing CWELCC Advice



CMSMs / DSSABs have the ability to provide CWELCC advice to child care centres and home child agencies in their geographic area who are intending to enroll in the CWELCC system.

CMSMs / DSSABs will provide an approved or denied CWELCC advice status on licence applications and licence revisions by selecting the radio button that corresponds with their decision (approve or deny).

Note: CMSMs / DSSABs indication of “approve” or “deny” is only related to the applicant’s / licensee’s intention to enroll in the CWELCC system and whether the CMSM / DSSAB is supportive of this intent (“approve”) or not supportive (“deny”). CMSMs / DSSABs do not have authority to approve applications and revision requests.

The CWELCC advice section can be found in the following areas:

- Under the **Operational Information** section for child care centre applications.
- Under the **CWELCC Information** section for child care centre revisions.
- Under the **Proposed Home Child Care Premises Information** section for home child care agency applications and revisions.

Note: CWELCC advice does not confirm enrollment in the Canada-wide Early Learning and Child Care system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrollment and funding.

Operational Information ▲	
CWELCC Funding Information	
Are you intending to apply for CWELCC funding?:	Yes
Consolidated Municipal Service Manager/District Social Services Administration Board	CWELCC Advice Status
Regional Municipality of Durham	<input type="radio"/> Approve <input type="radio"/> Deny

Example of a child care centre application’s CWELCC advice section.

Proposed Premises Information		
Are you intending to apply for CWELCC funding?:	Yes	
Consolidated Municipal Service Manager/District Social Services Administration Board	Proposed Number of Homes	CWELCC Advice Status
County of Lanark	2	<input type="radio"/> Approve <input type="radio"/> Deny
City of Ottawa	2	Approved

Example of a home child care agency application’s CWELCC advice section.

When CMSMs / DSSABs would like to approve an applicant’s / licensee’s intention to enroll in CWELCC, they must select the ‘**Approve**’ radio button and scroll to the bottom of the page to click ‘**Save**’ on the bottom right-hand corner of the screen to save the approval before exiting the application / revision.

Operational Information ▲	
CWELCC Funding Information	
Are you intending to apply for CWELCC funding?:	Yes
Consolidated Municipal Service Manager/District Social Services Administration Board	CWELCC Advice Status
Regional Municipality of Durham	 <input checked="" type="radio"/> Approve <input type="radio"/> Deny

Example of a child care centre application CWELCC advice section.

Proposed Premises Information		
Are you intending to apply for CWELCC funding?:	Yes	
Consolidated Municipal Service Manager/District Social Services Administration Board	Proposed Number of Homes	CWELCC Advice Status
County of Lanark	2	 <input checked="" type="radio"/> Approve <input type="radio"/> Deny
City of Ottawa	2	Approved

Example of a home child care agency application CWELCC advice section.

i Note: Once an application / revision is provided an approved CWELCC advice status, it is returned to the applicant / licensee to remit payment and submit the application / revision to the Ministry.

Applicants / licensees may also choose to revise the application / revision before remitting payment, and revisions may trigger the

CWELCC advice status to be reset and returned to the CMSM(s) / DSSAB(s) for new advice.

When CMSMs / DSSABs would like to deny an applicant's / licensee's intention to enroll in CWELCC, they must select the **'Deny'** radio button and select one or more of the reasons below as to why they are denying the intention to enroll in CWELCC:

1. Program not financially viable (ss. 77.3(2)(a))
2. Licensee likely to use funds improperly (ss. 77.3(2)(b))
3. Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))

Then scroll to the bottom of the page to click **'Save'** on the bottom right-hand corner of the screen to save your denial before exiting the application / revision.

Operational Information ▲	
CWELCC Funding Information	
Are you intending to apply for CWELCC funding?:	Yes
Consolidated Municipal Service Manager/District Social Services Administration Board	CWELCC Advice Status
Regional Municipality of Durham	<input type="radio"/> Approve <input checked="" type="radio"/> Deny   * Please select your reason below: <input type="checkbox"/> Program not financially viable (ss. 77.3(2)(a)) <input type="checkbox"/> Licensee likely to use funds improperly (ss. 77.3(2)(b)) <input type="checkbox"/> Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))

Example of a child care centre application CWELCC advice section.

Proposed Premises Information		
Are you intending to apply for CWELCC funding?:		Yes
Consolidated Municipal Service Manager/District Social Services Administration Board	Proposed Number of Homes	CWELCC Advice Status
County of Lanark	2	<input type="radio"/> Approve <input checked="" type="radio"/> Deny Please select your reason below: <input type="checkbox"/> Program not financially viable (ss. 77.3(2)(a)) <input type="checkbox"/> Licensee likely to use funds improperly (ss. 77.3(2)(b)) <input type="checkbox"/> Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))
City of Ottawa	2	Approved

Example of a home child care agency application CWELCC advice section.



CMSMs / DSSABs are not able to change their CWELCC advice status after they have submitted their response. Once CWELCC advice is submitted, its status will no longer be “Under Service System Manager Review”. The application / revision is sent back to the applicant / licensee, the CWELCC Advice status radio buttons become read-only, and CMSMs / DSSABs are unable to amend their submitted advice.

Note: Once an application / revision is provided a denied CWELCC advice status, it is returned to the applicant / licensee. At this time, applicants and licensees have different options:

CCC applicants can either revise and re-submit the application to the CMSM / DSSAB in CCLS for new advice, or remit payment and submit the application to the Ministry with the denied CWELCC advice status. If the CCC applicant decides to submit the application to the Ministry with the denied CWELCC advice status, they will no longer be able to re-submit to their CMSM / DSSAB for new advice in CCLS. If they revise their application and want to seek new advice from their CMSM / DSSAB, they will need to contact the CMSM / DSSAB outside of CCLS in order to obtain new CWELCC advice.

HCCA applicants cannot submit the application to the Ministry until all CMSMs / DSSABs on their application provide an approved CWELCC advice status, or the applicant revises their application to remove the CMSM / DSSAB that provided the denied CWELCC

advice status, or the applicant revises their application to indicate that they no longer intend to apply for CWELCC funding.

If a revision request impacts program options / duration, and / or licensed capacity (for CCCs) / number of home child care premises (for HCCAs), it may trigger the CWELCC advice status to be reset and require new SSM advice. Licensees cannot submit the revision request to the Ministry until all CMSMs / DSSABs on their revision request provide an approved CWELCC advice status, or they unenroll from CWELCC / no longer intend to apply for CWELCC funding.

History of Changes



Near the end of the page, a **History of Changes** section will display the history of approvals and denials of CWELCC advice from CMSMs / DSSABs to the applicant / licensee.

The **History of Changes** section has a “Proposed Capacity” column for child care centre applications and revisions. When an applicant / licensee amends the primary and / or alternate capacity in their application / revision, CMSMs / DSSABs can view the previously proposed capacity in the **History of Changes** section.

 **Tip:** Definitions for licensed, primary, alternate, and total capacity can be found on the [Terms and Acronyms](#) page.

 **Note:** There are no alternate capacities for Schedule 4 programs (i.e., there is no Alternate Capacity table).

Primary Capacity Proposed by Applicant				
Schedule 1 and Schedule 4				
Room Name	Floor Level	Age Group	Age Range	Capacity
Room B	Floor 1	Primary/Junior School Age	68 months up to 13 years	30
Room C	Floor 1	Primary/Junior School Age	68 months up to 13 years	25
Room A	Floor 1	Junior School Age	9 years up to 13 years	20
Total Capacity				75

Alternate Capacity Proposed by Applicant								
Schedule 1 and Schedule 4								
Room Name	Floor Level	Infant (under 18 mths)	Toddler (18 mths up to 30 mths)	Preschool (30 mths up to 6 yrs)	Kindergarten (44 mths up to 7 yrs)	Primary/Junior School Age (68 mths up to 13 yrs)	Junior School Age (9 yrs up to 13 yrs)	Family Age Group (under 13 yrs)
Room B	Floor 1	10	15	24	26	N/A	20	10
Room C	Floor 1	0	15	20	20	N/A	20	0
Room A	Floor 1	10	15	15	15	18	N/A	15

Example of a primary capacity table and alternate capacity table for a child care centre licence application.

Note: Where a licensee is requesting a change in their licensed capacity, the child care centre licence revision will display a primary capacity table and alternate capacity table from their current licence, and a revised primary capacity table and revised alternate capacity table demonstrating the licensee’s proposed capacity.

In the **History of Changes** section, the "Proposed Capacity" displays the primary and alternate capacities, and is further broken-down by age group for the entire centre (i.e., a sum of all the rooms). The total capacity is the sum of all the primary capacities. It does not include alternate capacities.

Note: If an age group has no capacities, the age group will not display.

History of Changes					
Consolidated Municipal Service Manager/District Social Services Administration Board	Proposed Capacity	CWELCC Advice Status	Action	Updated By	Updated Date
City of Toronto	<p>Primary Junior School Age:20 Primary/Junior School Age:55 Total Capacity: 75</p> <p>Alternate Family Age Group:25 Infant:20 Junior School Age:40 Kindergarten:61 Preschool:59 Primary/Junior School Age:18 Toddler:45</p>	Approved	Advice Provided	Toronto User	03/10/2024 01:56 AM
City of Toronto	<p>Primary Junior School Age:20 Primary/Junior School Age:55 Total Capacity: 75</p> <p>Alternate Family Age Group:25 Infant:20 Junior School Age:40 Kindergarten:61 Preschool:59 Primary/Junior School Age:18 Toddler:45</p>		Updated	Sarah rotaidalg	03/10/2024 01:53 AM

Example of a child care centre **History of Changes** section.

The **History of Changes** section has a “Proposed Number of Home Child Care Premises” column for home child care agency applications and revisions. When an applicant / licensee amends the number of home child care premises in their application / revision, CMSMs / DSSABs can view the previously proposed number of home child care premises in the **History of Changes** section.

Proposed Premises Information		
Consolidated Municipal Service Manager/District Social Services Administration Board	Number of Homes	CWELCC Advice Status
City of Toronto	10	<input type="radio"/> Approve <input type="radio"/> Deny
City of Ottawa	5	

Example of proposed home child care premises information for a home child care agency licence revision.

History of Changes					
Consolidated Municipal Service Manager/District Social Services Administration Board	Proposed Number of Homes	CWELCC Advice Status	Action	Updated By	Updated Date
City of Toronto	10		Added	Name oollahb	18/09/2024 10:00 AM
City of Ottawa	5		Added	Name oollahb	18/09/2024 10:00 AM
City of Toronto	2	Approved	Advice Provided		

Example of a home child care agency History of Changes section.

The “Action” column indicates the following:
‘Updated’ or « **Added** » – The proposed capacities / number of home child care premises was updated by the applicant / licensee.
‘Advice Provided’ – CWELCC advice was provided by the CMSM / DSSAB.

Adding Comments

CMSMs / DSSABs may also wish to add comments to the applicant / licensee, including additional advice which may support the applicant / licensee in receiving an approved CWELCC advice status.

Below the **History of Changes** section, CMSMs / DSSABs can type their comment in the **Comments to Applicant** text box for applications, and in the **Comments to Licensee** text box for licence revisions.

CMSMs / DSSABs can also upload comments in this section to respond to comments submitted by the applicant / licensee.

Comments to Applicant

Comments to Licensee

Once CMSMs / DSSABs type a comment and click ‘**Save**’ on the bottom right-hand corner of the screen, the page will reload with their comment appearing in the **History of SSM / Applicant Comments** section for applications, and in the **History of SSM / Licensee Comments** section for licence revisions.

These sections can be found below the **Comments to Applicant** or **Comments to Licensee** text box.

History of SSM/Applicant Comments				
Comment	Submitted Date	Submitted By	From CMSM/DSSAB	To CMSM/DSSAB
Please submit supporting documents as discussed over today’s phone call.	30/08/2023 01:12 PM	Ada Lee	Regional Municipality of Durham	

History of SSM/Licensee Comments			
Comment	Submitted Date	Submitted By	Role
Please note the change to the program options	12/03/2024 04:27 PM	Azam oollahb	Licensee

i **Note:** Applicant / licensee comments will also appear in the **History of SSM / Applicant Comments** and **History of SSM / Licensee Comments** sections for CMSMs / DSSABs to view.

Viewing and Understanding Current Licence Information

Introduction

This section explains information on the program such as:

- Licensing details and documents;
- Home Child Care Premises (appears only for HCCAs providing care in your service system area)
- Tiered licensing information (for CCCs only);
- Summary of non-compliances; and
- Licensing history.

Licence Details

Sample Window

1. Search for a current licence. See [Searching](#) starting on page [18](#). The search results appear.
2. Click **Select>**. The **Licence Details** window appears.

The screenshot shows a web application interface for viewing licence details. On the left is a dark navigation menu with items like 'New Licence Applications', 'Current Licences', 'Serious Occurrences', etc. The main content area has a breadcrumb trail 'Home > Search for a Licence > Licence Details >'. Below this, search results are displayed for 'Child Care Centre: Bay 777 | Licence #: 57733 | Schedule: 1 | Licensee: IND_UATUser_10FN'. A form section asks 'Is this child care program enrolled in the Canada-wide Early Learning and Child Care System?' with radio buttons for 'Yes' and 'No' (selected), and a 'Save' button. Below are several expandable sections: 'Licence Details' (with 'Expand All | Collapse All' and 'Print' buttons), 'Licence Status', 'Licence Documents', 'Licensee Type', 'Licensee Information', 'Child Care Centre Information', and 'Operational Information'. 'Exit' and 'Next' buttons are at the bottom right.

Example showing collapsed headings

CWELCC Enrollment Status



The screenshot shows a web application interface for viewing licence details. At the top, there is a breadcrumb trail: Home > Search for a Licence > Licence Details >. Below this, a summary box displays: Child Care Centre: Bay 777 | Licence #: 57733 | Schedule: 1 | Licensee: IND_UATUser_10FN IND_UATUser_10LN | PA: Marlene | Licence Expiry Date: Jan 23, 2024 |. A yellow arrow points to a question: "Is this child care program enrolled in the Canada-wide Early Learning and Child Care System?" with radio buttons for "Yes" and "No" (the "No" button is selected). A "Save" button is to the right. Below the question is a "Licence Details" section with "Expand All | Collapse All" and a "Print" button.

Partial example of a **Licence Details** window.

Near the top of the **Licence Details** page, CMSMs / DSSABs can view a licence's CWELCC enrollment status:

- **Yes** indicates that the child care program is currently enrolled in the CWELCC system.
- **No** indicates that the child care program is not currently enrolled in the CWELCC system.

Note: CMSMs / DSSABs can only view child care programs in their geographical area; this includes home child care agencies where the head office's civic address is in a different CMSM / DSSAB but there are home child care premises in your geographical area.

CMSMs / DSSABs have the capability to update the CWELCC enrollment status of licences providing care in their geographical area.

To update a licence's CWELCC enrollment status, click the 'Yes' or 'No' radio button and then click 'Save'.

Viewing and Understanding Current Licence Information

Home > Search for a Licence > Licence Details >

Child Care Centre: Bay 777 | Licence #: 57733 | Schedule: 1 | Licensee: IND_UATUser_10FN
IND_UATUser_10LN | PA: Marlene | Licence Expiry Date: Jan 23, 2024 |

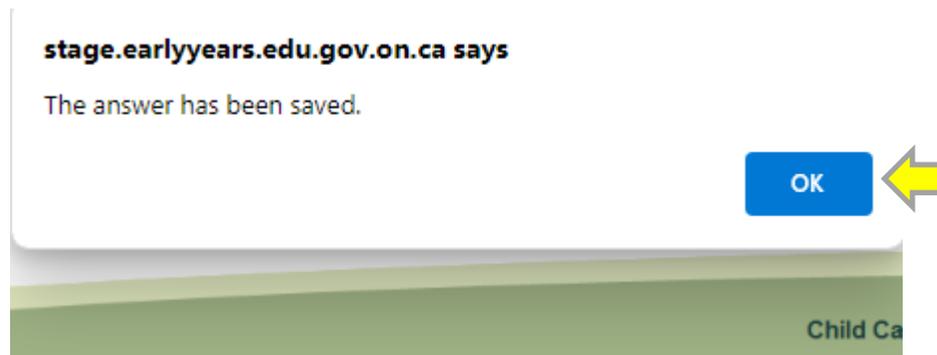
Is this child care program enrolled in the Canada-wide Early Learning and Child Care System? Yes No   

Licence Details

Expand All | Collapse All  Print

Partial example of a **Licence Details** window.

You will receive a notification from your browser advising that your answer to the CWELCC enrollment status question has been saved.



Example of a notification from the browser at the top of the page.

Click **OK**. Your information is saved.

Licence Documents

Licence Documents ▾
Licence
Licensing Letter
Child Care Centre Licensing Checklist
Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 1)
Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 2)

In the **Licence Documents** section, you may see links to the following documents:

- **Licence:** The licence issued by the Ministry of Education under the *Child Care and Early Years Act, 2014* which includes, but is not limited to, the licensee name, the program name, the licensed capacity, and Director approvals and terms and conditions (if applicable).

- **Licensing Letter:** A letter from the Director under the *Child Care and Early Years Act, 2014* that accompanies the licence and includes important information about the licence that has been issued. It also includes information on staff Director approvals that have been granted.
- **Child Care Centre Licensing Checklist:** The checklist of requirements that must be met under the *Child Care and Early Years Act, 2014*. The checklist shows whether the program was compliant or non-compliant with each requirement and may include recommendations and comments made by the program advisor.
- **Summary of Child Care Centre / HCCA Requirements and Recommendations (Stage 2):** The report summarizes the areas of non-compliance observed during a licensing or monitoring visit. It includes a description of the observed non-compliance(s) and the action(s) taken by the licensee to come into compliance.
- **Floor Plan Approval Letter:** A letter that is issued to a licensee granting Ministry approval in principle of submitted plans for the premises of the Child Care Centre. A floor plan approval letter may be issued when a licensee is applying for a licence or revising a current licence.

To view a document:

1. Click the name of the document you want to view. A window appears.
2. You can open or save the .pdf document.

 **Note:** Licence documents are only available in CCLS for licences that have been issued since December 11, 2013. If the document name appears in **black text**, the document is not accessible via CCLS. You may contact the appropriate EDU regional office to request a copy of the licence documents.

Licence Status

Following is a description of the Licence Statuses:

- **Issued:** A licence status for a licence that is active and valid, authorizing licensed child care to be provided.
- **Expired - Not Deemed to Be Extended:**
 - *Summary:* The status of a licence where the licensee has not submitted a renewal application and / or renewal fee on or before the licence expiry date. When a licence is

Viewing and Understanding Current Licence Information

expired and not deemed to be extended, the licensee is not authorized to provide child care under the authority of a licence and requirements for unlicensed child care must be met.

- *More information:* Where the Ministry has not received a licence renewal application and / or a licence renewal fee on or before the expiry date of a licence, the licence is expired and not deemed to be extended as of the day after the expiry date. The child care licence and decal(s) must be returned to the Ministry of Education within 30 calendar days.

CCLS sends an automatic email notification to the licensee, the assigned PA, the director, the CMSM / DSSAB and the Investigations & Enforcement Unit as soon as a licence expires and is not deemed to be extended.

Where a licence has expired and is not deemed to be extended, the licensee will be able to request a reinstatement in CCLS for up to 30 calendar days after the expiry date. As part of this process, the old licence number is reinstated to maintain the child care program's licensing history. For this reason, the process is called "reinstatement" in CCLS.

Where a child care licensee does not submit a reinstatement request, including a complete fee payment in CCLS within 30 calendar days of the licence expiry date, the licence will automatically be terminated in CCLS on the 31st calendar day after the licence expiry date. The licensee, relevant ministry staff, and CMSM / DSSAB will receive an automatic email notification from CCLS about the licence termination. Once a licence is terminated, the licensee will need to submit a new licence application in CCLS if there is a desire to resume providing child care under the authority of a licence.

Licensees will still be able to submit new serious occurrences for a program with a licence that is expired and not deemed to be extended.

Licensed complaints can be logged for programs that have a licence that is expired and not deemed to be extended.

Viewing and Understanding Current Licence Information

- **Suspended:** A licence status for a licence that has been suspended by the Ministry of Education. Where a protection order has been issued, as a result of an imminent threat to the health, safety or welfare of children receiving care, a licence will be suspended. A licensee is prohibited from operating child care or overseeing the provision of home child care while the licence is suspended.
- **Terminated:** A licence status that takes effect when a licence is permanently closed by the Ministry. This may occur where a licence has been revoked or where a licensee has not requested a reinstatement within 30 calendar days after a licence has expired.
- **Closed:** A licence status for a licence that has been deactivated at the request of the licensee due to the closure of a child care program.

Additional Details



The image shows a screenshot of a software interface with four expandable sections, each with a downward-pointing arrow. The sections are: Licensee Type, Licensee Information, Child Care Centre Information, and Operational Information. Each section is currently collapsed, showing only the header text.

Additional licence details appear below the licence documents. The licence details represent a snapshot of the following information at the time the licence was issued:

- Licensee type
- Licensee information and mailing address
- Child Care Centre Information
- Child Care Centre Civic (Site) Address
- Child Care Centre Mailing Address (if different from civic address)
- Program Description
- *Safe Drinking Water Act* information
- Operational Information
- Licensed Capacity (primary and alternate)

Home Child Care Premises

CMSMs / DSSABs are able to view home child care premises where care is being provided in their service system area. This tab is only applicable to Home Child Care Agencies.

Viewing and Understanding Current Licence Information

Click the [> Home Child Care Premises](#) tab from the left navigation panel.

The page will display a list of the home child care premises under the licence with the following information:

- Provider’s Last Name
- Provider’s First Name
- Provider’s Phone Number
- Home Child Care Location Address
- CMSM / DSSAB
- Status (Active, Inactive, or Deactivated)
- Whether they provide in-home services

New Licence Applications >	Home > Search for a Licence > Home Child Care Premises >
Current Licences >	Home Child Care Agency: Home Care Fun Licence #: 57763 Licensee: qzpecrrr Corp Inc. PA: Taruna Licence Expiry Date: Oct 10, 2023
▶ Search for a Licence	
> Licence Details	
> Home Child Care Premises	List of Home Child Care Premises
> Fee Information	
> Licensing History	
▶ Search for a Licence Revision	
Serious Occurrences >	
Licensed Complaints >	

Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	CMSM/ DSSAB	Status	In-home services	Action
Bush	Rose		654 Brownridge Drive Thornihill Ontario	Regional Municipality of York	Active	Yes	Select
Pad	Lily		432 Marsh Crescent Markham Ontario	Regional Municipality of York	Active	No	Select

Viewing and Understanding Current Licence Information

Tiered Licence Information

Click the [Tiered Licensing Information](#) link from the left navigation panel.

As of licence issued on 14/12/2017							
Compliance Profile ▾							
Number of Inspections (renewal, revision, monitoring)							4
Non-Compliance Score							4.5
Suspended Licence / Enforcement Actions							N/A
Licence Tier							Tier 1
List of Non-Compliances ▾							
Legislative Reference	Observed Non-Compliance	Inspection Date ▾	Inspection Type	Resolved Before Licence Issued?	Risk Weight	Time Weight	Score
ss. 68.1(2)(e)	ADDED IN FW ---- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	12/12/2017	Renewal	No	N/A		0
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical (4)	0.5	2
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical (4)	0.5	2
s.35(a)	There are no written policies and procedures regarding serious occurrences which may occur at this child care centre. Serious Occurrence Policy does not include Critical reporting.	10/12/2014	Renewal	Yes	Moderate (2)	0.5	1
s.37(2)	The operator has not permitted a child to carry asthma or emergency allergy medication in accordance with a written procedure by a medical doctor or registered nurse. The 2 of 2 Epi Pens have not accompanied the children with Anaphylaxis during an outdoor play.	10/12/2014	Renewal	Yes	High (3)	0.5	1.5
		10/12/2014	Renewal	No	N/A		0
Non-Compliance Score							4.5

Summary of Non-Compliances

To view a list of non-compliances, click the

[> Summary of Non-Compliances](#)

link from the left navigation panel.

Non-Compliance History						
<input type="radio"/> Date Range <input type="radio"/> Since Last Licence <input checked="" type="radio"/> Last 3 Years <input type="radio"/> Last 10 Years						
Search >						
List of Non-Compliances ▾					Per Page	10 ▾
Legislative Reference	Observed Non-Compliance	Inspection Date ▾	Inspection Type	Resolved Before Licence Issued?	Risk Weight	
ss. 68.1(2) (e)	The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	27/12/2017	Monitoring	Yes	N/A	
ss. 68.1(2) (e)	ADDED IN FW ---- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	12/12/2017	Renewal	No	N/A	
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical	

 **Tip:** You can filter the list by selecting the radio box(es) at the top of the window.

Non-Compliance History					
<input type="radio"/> Date Range <input type="radio"/> Since Last Licence <input checked="" type="radio"/> Last 3 Years <input type="radio"/> Last 10 Years					
Search >					

Licensing History

The licensing history is a list of all the activities that have taken place on that licence.

Licensing History					
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Complaints	<input checked="" type="checkbox"/> Licensing	<input checked="" type="checkbox"/> Serious Occurrences		
<input type="radio"/> Date Range	<input type="radio"/> Since Last Licence	<input checked="" type="radio"/> Last 3 Years	<input type="radio"/> Last 10 Years	Search >	
Search Results					Per Page 10 ▾
Date ▾	Activity	Status	Type	Processed By	Tier
Dec 14, 2017	Renewal	Issued	Provisional	Xyz, Bob	Tier 1
Dec 14, 2017	Renewal	Issued	Provisional	Pqr, Sam	Tier 1
Dec 12, 2016	Renewal	Issued	Regular with Conditions	Zzzzzzz, Helen	Tier 2
Dec 8, 2015	Renewal	Issued	Regular with Conditions	Sssss, Susie	N/A

- To access the licensing history, click the  link from the left navigation panel.
- No information can be changed in this window.
- The current licence appears in **bold** text.
- To filter the information, select one or more of the options at the top of the window.

Licensing History					
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Complaints	<input checked="" type="checkbox"/> Licensing	<input checked="" type="checkbox"/> Serious Occurrences		
<input type="radio"/> Date Range	<input type="radio"/> Since Last Licence	<input checked="" type="radio"/> Last 3 Years	<input type="radio"/> Last 10 Years	Search >	

Viewing Serious Occurrences

Introduction

This section contains information about serious occurrences that have been reported by a licensed child care program in your geographic area.

 CMSM / DSSAB users receive email notifications based on their selections in their user setup. (See page [17](#)).

Critical Flag

The following types of serious occurrences have a “**critical**” flag:

- Death of a child;
- Missing or unsupervised child – child is still missing;
- Unplanned disruption of service – lockdown;
- Any serious occurrence for which police and / or Children's Aid Society (CAS) are conducting an investigation; and
- Any serious occurrence that has attracted media attention.

Serious Occurrence Statuses

Following are serious occurrence statuses:

- **Not a Serious Occurrence:** The serious occurrence does not meet the criteria to be considered a reportable serious occurrence.
- **Pending Licensee Update Report:** The program advisor has requested that the licensee submit an update report regarding the serious occurrence.
- **Pending Revision:** The program advisor has requested that the licensee make changes to the serious occurrence initial report that was submitted.
- **Serious Occurrence Closed:** The serious occurrence requires no further follow up at this time and has been closed.
- **Under PA Review:** The serious occurrence has been submitted and is being reviewed by the assigned program advisor.

Viewing a Serious Occurrence

1. Search for the serious occurrence. See [Searching](#) starting on page 18. The search results appear.
2. Click **Select>**. The **Serious Occurrence Details** window appears.

Child Care Centre: S Naidu Licence Expi	
Serious Occurrence Details	
Expand All Collapse All	
Print	
Administration Information ▾	
Serious Occurrence ID:	6483
Serious Occurrence Status:	Gate being installed at top of stairs.
Serious Occurrence Submitted Date:	Nov 11, 2014
Serious Occurrence Closed Date:	N/A
Critical Issue Flag:	No
Type of Serious Occurrence:	Missing Child
Sub-Type:	Whereabouts known
Incident Information ▾	
Incident Reported By:	
First Name:	Jim
Last Name:	Xxx
Role:	Licensee
Telephone Number:	(999) 999-9999
Date of Incident:	Nov 11, 2014
Time of Incident:	02 hr : 08 min
Date you became aware of the serious occurrence:	Nov 11, 2014
Time you became aware of the serious occurrence:	02 hr : 08 min
Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:	
What happened, Where the serious occurrence took place and the actions taken by the Licensee (Do not use names, ages or date of birth):*	Child hid.
Child Information ▾	
Were all children in the program / age group involved in or impacted by the occurrence?:	No
Age Category	
Infant	
Serious Occurrence Information ▾	
Who has been notified?:	Parent/Guardian/Emergency Contact
Are police conducting an investigation?:	No
Is the Children's Aid Society conducting an investigation?	No
Has there been media attention?:	No
Further action proposed by licensee:	none
Is this expected to be the only/last report submitted for this occurrence?	Yes

Supporting Documents ▾			
Document Type	Date Submitted	File Name	Comments:
Serious occurrence supporting document	Nov 27, 2014	policereport.pdf	Police report received today.

Report Updates ▾			
Update Submitted Date	Submitted By		
Nov 11, 2014	Stapler, Jim	Expand All Collapse All	
Current status/Condition:	She had done this at other daycares.	Ambulance was called after the child was discovered at the bottom of the stairs.	
Further action proposed by licensee to minimize recurrence:	None.		

History of PA/Licensee Comments: ▾			
Comment	Submitted Date	Submitted By	
I have updated the report as requested by Sam Xyz	09/12/2014 01:27 PM	Jim Stapler	
Please revise your report to include additional information about the incident.	09/12/2014 09:14 AM	Dana Green	
She is safe now.	11/11/2014 09:18 AM	Jim Stapler	

Ministry Follow up ▾			
Follow up Activity	Follow up Method	Date Follow up Conducted	

CMSM / DSSAB Notes ▾				
Date/Time	Note	Attachment	Submitted By	
26/11/2014 10:46 AM	This is where I can enter...		Debra , Starr	Select
Add >				

Exit > Next

Program advisor and licensee comments

Section showing the ministry's follow-up actions

i If you are looking at serious occurrences that were closed before March 18, 2015, your window may look different.

If a licensee submits one or more serious occurrence supporting documents, they will appear in the **Supporting Documents** table. The document can be opened by clicking the green file name link.

Supporting Documents ▾			
Document Type	Date Submitted	File Name	Comments:
Serious occurrence supporting document	Nov 27, 2014	policereport.pdf	Police report received today.

Adding a Note to a Serious Occurrence

i CMSMs / DSSABs can add notes to serious occurrence reports where they choose to. The notes are visible to the ministry; the licensee cannot see the notes entered in this section.

i The Program Advisor receives an email notification whenever the CMSM / DSSAB adds a note about a serious occurrence.

1. Open the serious occurrence.

2. Scroll down to the **CMSM / DSSAB Notes** section.

CMSM / DSSAB Notes			
Date/Time	Note	Attachment	Submitted By
Add >			

3. Click **Add>**. The **Note** window appears.

Add CMSM/DSSAB Note	
User Name:	CMSM, Suzie
Timestamp:	12/07/2016 08:22 AM
Note: *	<div style="border: 1px solid gray; height: 80px; width: 100%;"></div>
Attachment:	<input type="button" value="Browse..."/>
<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>	

4. Type the note.
5. You can add an attachment if applicable:
 - 5.1. Click . The **Choose File to Upload** window appears.
 - 5.2. Select the file to be attached.
 - 5.3. Click .
6. Click . The note appears in the table.

Exporting Serious Occurrence Results

The Child Care Licensing System allows CMSM / DSSAB users to generate serious occurrence data reports by exporting serious occurrence data into a Microsoft Excel spreadsheet. See page [58](#) for details.

Viewing Licensed Complaint Details

Introduction

A licensed complaint is only available to CMSM / DSSABs once it has been closed by the ministry (i.e., when the ministry has completed follow-up).

Notifications related to licensed complaints are received only when the licensed complaint has been closed.

Sample Complaint Details Window

1. Search for the complaint. See [Searching](#) starting on page [18](#). The search results appear.
2. Click **Select>**. The **Complaint Details** window appears.

Complaint Intake Details ▼	
Program Details ▼	
Licensee Information ▼	
Child Care Centre Information ▼	
Complaint Details ▼	
Complainant Information ▼	
Ministry Follow up ▼	
CMSM / DSSAB Notes ▼	Add >
Exit	

Sample Complaint Details window showing headings collapsed.

Adding a CMSM / DSSAB Note to a Complaint

- CMSMs / DSSABs can add a note to a complaint. Notes are visible to the ministry; the licensee cannot see notes entered in this section.
- The Program Advisor receives an email notification whenever the CMSM / DSSAB adds a note to a licensed complaint.

1. Open the complaint.
2. Scroll down to the **CMSM / DSSAB Notes** section.

CMSM / DSSAB Notes			
Date/Time	Note	Attachment	Submitted By
			Add >

3. Click **Add>**. The **Note** window appears.

Add CMSM/DSSAB Note	
User Name:	CMSM, Suzie
Timestamp:	12/07/2016 08:22 AM
Note: *	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
Attachment:	<input type="button" value="Browse..."/>
<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>	

4. Type the note.
5. You can add an attachment if applicable:
 - 5.1. Click . The **Choose File to Upload** window appears.
 - 5.2. Select the file to be attached.
 - 5.3. Click .
6. Click . The note appears in the table.

Violation Notifications

CMSMs / DSSABs are sent an email when enforcement action is posted to (or rescinded from) the Child Care Violations Registry for a program in their geographic area.

The email is for notification purposes only; no action in CCLS is required by the CMSM / DSSAB.

Following are examples of the two email notifications:

For your information, the Ministry has published enforcement action on the [Child Care Violations Registry](#) for a licensed child care program in your geographic area.

Name of child care centre / HCCA: xxx

Licence Number: xxx

Licensee: xxx

File Number: xxx

Issued To: [who the enforcement action was issued to]

Enforcement Action: [type of enforcement action]

about the enforcement action can be found on the [Child Care Violations Registry](#).

For your information, the Ministry has rescinded enforcement action from the [Child Care Violations Registry](#) for a licensed child care program in your geographic area.

Name of child care centre / HCCA: xxx

Licence Number: xxx

Licensee: xxx

File Number: xxx

Issued To: [Who the enforcement action was issued to]

Enforcement Action: [Type of enforcement action]

More information about the enforcement action can be found on the [Child Care Violations Registry](#).

For more information on enforcement, please visit the [Child Care Violations Registry](#).

Generating Reports

Generating a Report

CMSMs / DSSABs can run reports on current licences, new licence applications, serious occurrences and complaints for child care centre and homes child agencies in their geographic area.

1. On the left hand navigation click .
2. Click . The **Generate a Report** window appears.



3. Select the report from the dropdown menu.

Report descriptions:

- **New Licence Applications:** This report lists the program type, applicant / licensee name, if they have an existing licence, the CCC / HCCA name, address, phone, primary use of the building, application status, submitted date, if the floor / site plan was submitted / approved, if a supervisor DA request has been submitted / approved and the FDK flag.
- **Serious Occurrences Submitted:** This report provides information about serious occurrences that were submitted to the Ministry for programs located in the CMSM / DSSAB geographic area. This report can be filtered by the report submission date, the type of serious occurrence and licence number.
- **Licensed Complaints Received:** This report lists the program type, licensee name, the CCC / HCCA name, licence number, licensed complaint ID, areas of complaint, licensed complaint status, date the licence complaint was received, date of first follow-up, date signoff recommended, closure date, follow-up activities, related licensed complaint IDs / serious occurrence IDs and the site visit dates.

- **Full Details Report – Child Care Centre:** This report provides information about all licensed child care centres located in the CMSM / DSSAB geographic area, including licence type, current licence tier, contact information, licensed capacity, staff, and CWELCC status (enrolled or not enrolled). This report can be filtered by city (civic address), postal code, the date that the first (original) licence was issued, and the licensee's name.
 - ❗ The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.

- **Full Details Report – Home Child Care Agency:** This report provides information about all licensed HCCA agencies located in the CMSM / DSSAB geographic area, including licence type, contact information, staff, and CWELCC status (enrolled / not enrolled). This report can be filtered by city (civic address), postal code, the date that the first (original) licence was issued, and the licensee's name.
 - ❗ The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.

- **Full Details Report – Closed / Terminated Child Care Centres:** This report provides information about child care centre licences that were closed (per the licensee's request) or terminated in a given timeframe. The report can be filtered by city (civic address), postal code, date that the first (original) licence was issued, dates during which licences were either closed or terminated, and the licensee's name.
 - ❗ This report only includes licences that have been closed / terminated since the launch of CCLS in December 2013.

- **Details Report – Closed / Terminated Home Child Care Agencies:** This report provides information about HCCA agency licences that were closed (per the licensee's request) or terminated in a given timeframe. The report can be filtered by city (civic address), postal code, date that the first (original) licence was issued, dates during which licences were either closed or terminated, and the licensee's name.
 - ❗ This report only includes licences that have been closed / terminated since the launch of CCLS in December 2013.

- **Summary of Serious Occurrences:** This report lists a breakdown of a variety of categories of serious occurrences by your geographic area. This report can be filtered by the submission date of the serious occurrence, the licence number, and the licensee's name.

- **Summary of Licensed Complaints:** This report shows the number of licensed complaints received in the following categories, within your geographic area: Closed Licensed Complaints, Health and Safety, Building and Accommodation, Equipment and / or furnishings, Records, Staff / Age Groupings, Nutrition, Program, Abuse and / or Neglect, and Other complaints. The report can be filtered by the date the licensed complaint was received, the licence number, and the licensee’s name.

i After you generate the report, you may see that the “# of Closed Licensed Complaints” is less than the sum of the **Areas of Complaint** columns. This can result because one licensed complaint may have multiple **Areas of Complaint**; one licensed complaint can be counted in more than one complaint area.

4. The window expands.

Please select the report that you would like to generate:	
Full Details Report - Child Care Centre	
Filter Parameters (optional)	Values
City (civic address)	<input type="text"/>
Postal Code	<input type="text"/>
Original Issue Date	From: <input type="text"/> To: <input type="text"/>
Report Format	<input type="radio"/> PDF <input checked="" type="radio"/> EXCEL
<input type="button" value="Exit >"/> <input type="button" value="Generate >"/>	

i The parameters vary depending on the report selected.

5. Enter additional filter parameters if required.

6. Select the report format.

- **PDF** – The file opens in Adobe Reader. No changes can be made.
- **Excel** – The file opens in Excel. It is formatted and can be edited.

7. Click . The **File Download** window appears.

8. Click . You can also to save the file then open it later in Adobe / Excel. The report appears in Adobe Reader / Excel.

Exporting Serious Occurrence Results

CCLS allows CMSM / DSSAB users to generate serious occurrence reports by exporting serious occurrence data into a Microsoft Excel spreadsheet.

These reports allow CMSM / DSSAB users to view and analyze data about serious occurrences. The data is organized based on the following sections of a serious occurrence report:

- **Administration information:** Serious Occurrence ID, status, date submitted, date closed, critical issue flag, and Serious Occurrence Type.
- **Incident Information:** Name of the person reporting the Serious Occurrence, date and time of incident and incident awareness, details regarding late reporting (more than 24 hours after the incident), description of the incident.
- **Child Information:** Age group(s) of the child(ren) involved in the incident.
- **Serious Occurrence Information:** Details about what other agencies may be notified or aware of the incident, and further action proposed by the licensee.
- **Supporting Documents:** Any documentation relevant to the incident.
- **SO Updates:** Serious Occurrence Updates provided by the licensee regarding the Serious Occurrence.

-
1. Perform the serious occurrence search. See [Searching](#) starting on page [18](#). The search results appear.

 **Tip:** For a comprehensive report that includes all serious occurrences in your geographic area, leave all search criteria blank and click **Search>**. The more you narrow down your search, the more specific your report will become.

Search Results:

Per Page 10 ▾

Serious Occurrence ID	Submission Date	Name of Child Care Centre / Home Child Care Agency	Serious Occurrence Type	Serious Occurrence Status	Program Advisor	
13956	Nov 20, 2015	Xxx Agency	Serious injury	Not a Serious Occurrence	Diane, Butler	Select>
11814	Aug 14, 2015	YYY Day Care	Serious injury	Serious Occurrence Closed	Diane, Butler	Select>
869	Jan 9, 2014	ZZZ Child Care	Serious injury	Serious Occurrence Closed	Lorraine, Ross	Select>

| 1 |

Export To Excel

- Click **Export To Excel** (at the bottom of the search results). The **File Download** window appears.
- Click **Open**. Microsoft Excel opens displaying the search results in a spreadsheet.

	A	B	C	D	E	F	G	H	I	J	K
1	Child Information										
2	Serious Occurrence ID	Program Type	Site Name	License Number	Age group						
3	13956	Home Child Care Agency	Xxx Day Care	0000000	Toddler						
4	11814	Home Child Care Agency	Xxx Day Care	1111111	Toddler						
5	869	Home Child Care Agency	Xxx Day Care	2222222	School Age						
6											

Administration Information / Incident Information / **Child Information** / Serious Occurrence Information / Supporting Documents / SO Updates

👉 Serious occurrence data report tips:

- The serious occurrence report contains the information on serious occurrences appearing in your search results only.
- The report contains tabs (or worksheets) that arrange data by the predefined sections of the serious occurrence report (i.e. administration information, incident information, etc.). Each tab displays the information contained in the specific section of the report in one place for all serious occurrences in your search results.

Appendix – Terms and Acronyms

REVISED

Active home (child care premises)

An active home (child care premises) is one in which children are being cared for.

Agency Designate (Home Child Care Visitor)

An agency designate (home child care visitor) is able to report serious occurrences for the licensed home child care agency if enrolled in CCLS by the licensee.

NEW

Alternate capacity

Alternate capacities are used in licensed child care centres to support operational needs. An alternate capacity is a different age group and capacity of children that can be used in substitution of the primary age group and capacity of a licensed child care room. A program must be authorised by the Ministry to use an alternate capacity. A licensed child care room can operate a primary or alternate capacity, not both at the same time. There are no alternate capacities in home child care.

Applicant

An individual, corporation or band council that is applying for a licence.

NEW

CCB

Child Care Branch in the Ministry of Education. Formerly known as the Child Care Quality Assurance and Licensing Branch (CCQAL or CCQALB).

CCC

Child Care Centre

CCEYA

Child Care and Early Years Act, 2014

CCLS

Child Care Licensing System. The Child Care Licensing System (CCLS) is the name of the system used by the Ministry of Education for child care licensing in Ontario.

REVISED

CMSM / DSSAB

Consolidated Municipal Service Managers (CMSMs) and District Social Services Administration Boards (DSSABs) are municipal / regional service system managers designated under the *Child Care and Early Years Act, 2014* to manage child care services across the province.

REVISED

CWELCC system

The Canada-wide Early Learning and Child Care (CWELCC) system for early years and child care funding provided for in an agreement entered into by the Province of Ontario and the Government of Canada.



REVISED

Deactivated home (child care premises)

A deactivated home (child care premises) is one where the provider no longer provides care for the agency.



NEW

Download

Store data or a file from the Child Care Licensing System to your computer.

EDU

Ministry of Education



NEW

EYCCD

Early Years and Child Care Division in the Ministry of Education

HCCA

Home Child Care Agency

Home Child Care Visitor

A home child care visitor (or home visitor) is an employee of a Home Child Care Agency (HCCA). Each home child care visitor provides support and supervision to the home child care locations that they oversee.

A home child care visitor shall be a person who, is a member in good standing of the College of Early Childhood Educators, has at least two years of experience working with children under thirteen years old and is approved by a director; or is in the opinion of a director capable of providing support and supervision at a home child care premise.



REVISED

Inactive home (child care premises)

An inactive home (child care premises) is one where the provider has no children enrolled, but could have one or more eventually.

Licensee

An individual, corporation, or First Nation who holds a licence issued under the *Child Care and Early Years Act, 2014*.

A licensee can renew licences, report serious occurrences, request staff Director approval, request licence revisions, apply for a new licence, and more.

Licensed capacity



NEW

In child care centres, the licensed capacity refers to the number of children the centre can provide care for at any one time. This capacity is specified on a site's licence and is broken down into a primary and alternate capacity. All centres have a primary capacity and may also have an alternate capacity if requested and approved by the Ministry. Both primary and alternate capacities are licensed for use by the Ministry.

In home child care, the licensed capacity is set out in legislation ([Child Care and Early Years Act, 2014](#)). If a home child care provider is contracted with a licensed

agency, the licensed capacity is a maximum of six children under thirteen years of age, including the children of the provider who are under junior kindergarten age (i.e., 4 years old). This number cannot be exceeded. Additionally, no more than three of the six children can be under two years of age.

Please note that there is also a maximum capacity for unlicensed child care providers in legislation ([Child Care and Early Years Act, 2014](#)). It is a maximum of five children under thirteen years of age, including the children of the provider who are under junior kindergarten age (i.e., 4 years old). This number cannot be exceeded. Additionally, no more than three of the five children can be under two years of age.

Licensed Complaint (LC)

Any form of communication with the ministry, from any source, about something the complainant considers unacceptable or unsatisfactory at a specific licensed child care centre, home child care agency or home child care location contracted with a home child agency that relates to a licensing requirement.

Ministry

Ministry of Education

My Ontario Account

An Ontario government login service used to access the Child Care Licensing System. It provides external users secure access to government websites.

ONe-key

An old login system used by the Government of Ontario to provide external users secure access to government websites.

Operating Capacity

On the “Operating Capacity” page in CCLS, the operating capacity is the age group that is currently receiving care in a licensed child care room. The operating capacity can only be an age group and capacity licensed by the Ministry, either the primary or alternate capacity.



NEW

PDF

A format for a computer document file that enables a document to be processed and printed on any computer using any printer or word-processing program.

Primary capacity

Primary capacity is the maximum number of children that can receive care in each licensed age group. This capacity is identified by room on the licence and represents the main age group for each room. Primary capacity can be substituted with an alternate age group and capacity if approved by the Ministry. A licensed child care room can operate a primary or alternate capacity, not both at the same time. There are no primary capacities in home child care.



NEW

Program Advisor (PA)

An employee of the Ministry of Education who is authorized under the CCEYA to inspect licensed child care programs. Program advisors support licensees and applicants to achieve and maintain compliance with licensing requirements and respond to complaints and serious occurrences reported about and by child care programs.

Qualified Staff

An individual who meets the required qualifications under the CCEYA.



NEW

For any licensed age group:

1. An employee who is a member in good standing of the College of Early Childhood Educators.
2. An employee who is otherwise approved by a director.

For a licensed junior school age group or a licensed primary / junior school age group:

1. An employee who has a diploma or degree in child and youth care.
2. An employee who has a diploma or degree in recreation and leisure services.
3. A member in good standing with the Ontario College of Teachers.

Registered Early Childhood Educator (RECE)

An individual registered with the College of Early Childhood Educators who is permitted to practise the profession of early childhood education and use the protected titles “ECE” and “RECE”.



NEW

Schedule

Schedules are groups of age categories set out in regulation. For more information, please see the [Child Care and Early Years Act, 2014 \(CCEYA\)](#) and / or [Child Care Centre Licensing Manual | Ontario.ca](#).

Serious Occurrence (SO)

Serious incidents that occur in licensed child care and must be reported to the Ministry of Education.

Every licensee shall ensure that there are written policies and procedures with respect to serious occurrences in each child care centre and each premises where it oversees the provision of home child care, that those policies and procedures are following in the centre or premises. A report of each serious occurrence must be provided to a program advisor within twenty-four hours of the licensee or supervisor becoming aware of the occurrence.

A serious occurrence includes:

- The death of a child who received child care at a home child care premises or child care centre;
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre;

- A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or a child care centre;
- An incident where a child who is receiving child care at a home child care premises or child care goes missing or is temporarily unsupervised; or,
- An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

Signing Authority

Legal power to act as agents of the corporation for general or specific purposes such as payments and signing contracts.

Site Designate (Supervisor)

A Site Designate (Supervisor) is able to report serious occurrences, as well as manage staffing information for the licensed child care centre.

SSM

Service System Manager. Also known as CMSMs / DSSABs.

Staff Director Approval (Staff DA)

Under the *Child Care and Early Years Act, 2014* certain staff positions in licensed child care centres and home child care agencies require approval by the Ministry of Education.

Following are the types of Director approval:

Director approval – Supervisor: A supervisor shall be a person who,

- Is a member in good standing of the College of Early Childhood Educators, has at least two years of experience providing licensed child care and is approved by a director; or
- In the opinion of a director, is capable of planning and directing the program of a child care centre, being in charge of children and overseeing staff.

Licensees must apply for director approval of either a registered early childhood educator (RECE) or otherwise approved supervisor through the Child Care Licensing System.

Director approval – Program Staff: For each group of children, the licensee has employed at least one program staff who:

- Is listed on the College of Early Childhood Educators' Public Register as a member in good standing ("current member"); or
- Has been otherwise approved by a Director

Director approval – Home Child Care Visitor: A home child care visitor shall be a person who,

- Is a member in good standing of the College of Early Childhood Educators, has at least two years of experience working with children under thirteen years of age and is approved by a director, or

- In the opinion of the director capable of providing support and supervision at a home child care premises.

Licensees must apply for director approval of either registered early childhood educator (RECE) or otherwise approved home child care visitor through the Child Care and Licensing System.



NEW

Total capacity

The total capacity is the sum of all the primary capacities listed on a child care centre licence. It is also the maximum number of children that may be receiving care in the child care centre. This number cannot be exceeded.



NEW

O. Reg. 137 / 15

[Ontario regulation 137 / 15: General.](#)



NEW

Unqualified

An individual who does not have the qualifications that are required under the CCEYA.

Upload

Submit data or a file from your computer to the Child Care Licensing System.