



## Child Care Licensing System

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# Reference Guide for Applicants / Licensees

## Document Update Summary

Date	Change	Page reference
December 2024	<p>As of <b>December 2024</b>, the following changes have been made to this reference guide:</p> <ul style="list-style-type: none"> <li>• Revised: Completing and Updating Your Licensee Profile <a href="#">34-49</a></li> <li>• Revised (new enhancement): Child Care Centre Applications <a href="#">50-96</a></li> <li>• Revised: Home Child Care Agency Applications <a href="#">97-132</a></li> <li>• New enhancement: Request a Replacement Decal <a href="#">150-154</a></li> <li>• Revised (new enhancement): Child Care Centre Revisions <a href="#">185-209</a></li> <li>• Revised: Home Child Care Agency Revisions <a href="#">210-231</a></li> <li>• Revised: Managing Users <a href="#">264-270</a></li> <li>• Revised: Managing Home Child Care Premises <a href="#">271-274</a></li> <li>• Revised: Licensed Child Care Operations Survey <a href="#">277</a></li> <li>• Revised: Read updates to the <b>Appendix – Terms and Acronyms</b> <a href="#">278-283</a></li> </ul>	

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## Introduction

### Overview

**Prospective licensees** can perform several functions in the Child Care Licensing System (CCLS). They can:

- view the orientation video
- create and update a profile
- apply for licences

Once an application is submitted, **applicants** can also:

- check the status of an application
- send updates
- withdraw an application
- add staff members and request staff director approval (once the licence application is assigned to a Program Advisor)

Once a licence has been issued, applicants, now called **licensees** use the system to:




- renew licences
- report serious occurrences
- request staff director approval
- ask for a licence revision (if required)
- And more!

This guide provides step-by-step instructions for applicants and licensees to use CCLS. Portions of the guide can be used by Site Designates – Supervisors, Agency Designates - Home Child Care Visitors and Service System Managers.

Before using this guide, you should have already registered for CCLS, watched the Orientation Video, and started creating your profile. Instructions on how to complete your profile can be found under [Completing and Updating Your Licensee Profile](#).

### Using this Guide

- This guide includes instructions for individuals, corporations, and First Nations. When required, different processes are noted by group.
- When there is a note to “see page [x](#)”, you can click the page number and it will jump automatically to that page.
- See [Appendix – Terms and Acronyms](#) for terminology used in this document.

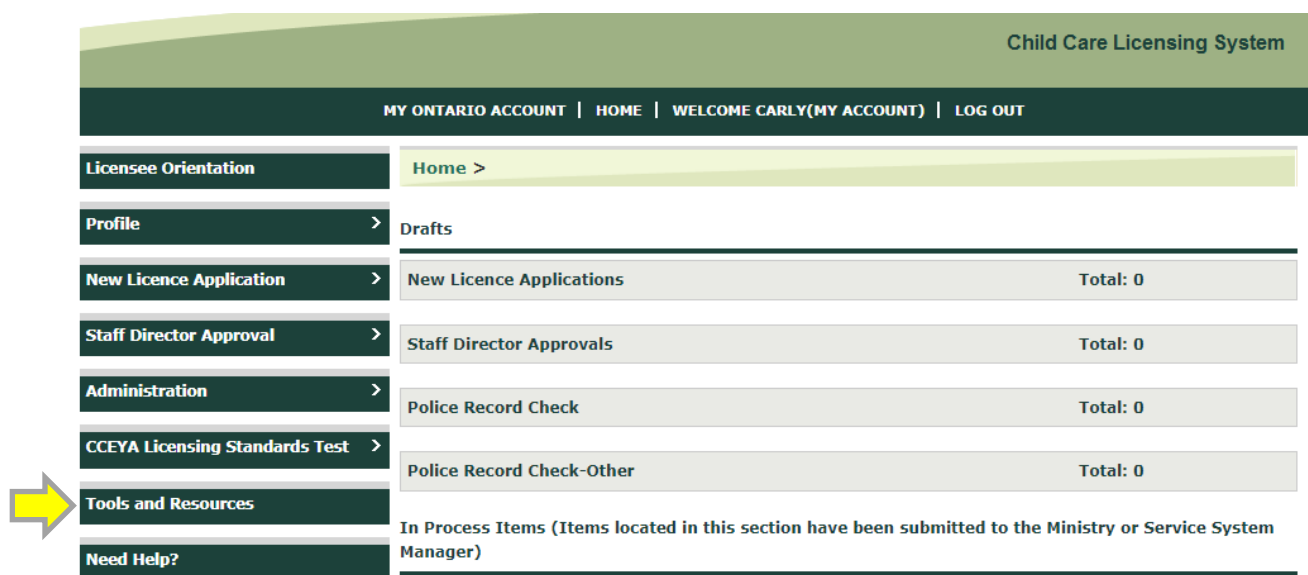
- Tips and shortcuts appear with a hand symbol: 
- Warnings appear with a caution symbol: 
- Important notes appear with an information symbol: 
- Window samples are used to provide a general point of reference and may not show all the fields in of a window. In addition, your window may not be exactly as shown in the example. Any data appearing in window samples is fictitious.
- Fee tables are used to provide a general point of reference. The information in the table is subject to change without notice. Please refer to the payment amount on CCLS.

## Getting more information or assistance

### Tools and Resources

You can view and download resources such as reference guides, the child care licensing manual, sample policies and procedures, etc. directly in CCLS. You will be notified by email when a resource has been added or updated. Any new or modified resources are indicated by a “**New**” symbol.

Click **Tools and Resources** in the left navigation panel.



Child Care Licensing System

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

Licensee Orientation	Home >	
Profile	Drafts	
New Licence Application	New Licence Applications	Total: 0
Staff Director Approval	Staff Director Approvals	Total: 0
Administration	Police Record Check	Total: 0
CCEYA Licensing Standards Test	Police Record Check-Other	Total: 0
<b>Tools and Resources</b>	In Process Items (Items located in this section have been submitted to the Ministry or Service System Manager)	
Need Help?		

The **Tools and Resources** window appears.

### Viewing and / or Saving a Document

To view and / or save a document, click “**Download**”.

Rules and Regulations		
Child Care Centre Licensing Manual, January 2024		
Document Description	Date	Action
This manual provides guidance on how to meet regulatory requirements, including special instructions, indicators of compliance and links to useful resources for child care centres.	Jan 24, 2024	<a href="#">Download</a>

The document may open automatically in a browser or application (e.g., Microsoft Word, Adobe, etc.). If not, you may need to go to your browser or computer’s downloads folder to double-click on the document.

## Contact Us



For more information about child care licensing, contact the Licensed Child Care Helpdesk:

Toll-free: 1-877-510-5333

Email: [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

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

Email: [childcare.helpdesk@ontario.ca](mailto: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. You must use your My Ontario Account email and password (that were created during the registration process) to securely log into CCLS.



**Warning:** If you do not have a My Ontario Account, do not continue. Please see the *Registration Guide for New Applicants* at:

[Child care licensing system: registration guide for new applicants \(Ontario.ca\)](#)

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### 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 \(gov.on.ca\)](#)

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



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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](#)

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

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

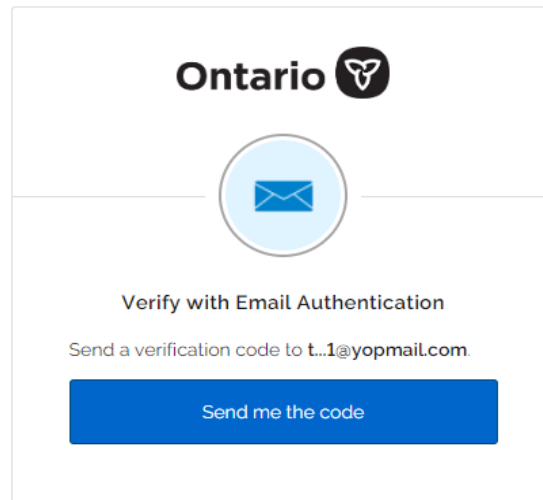
Sign-In Partner

[Forgot password?](#)

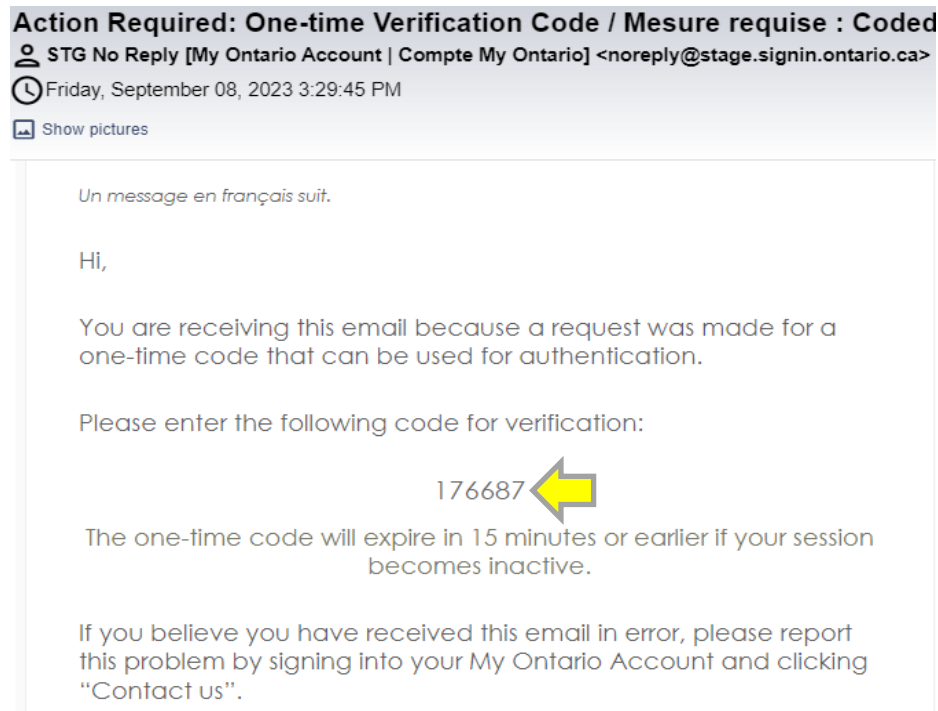
[Unlock account?](#)

[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

176687

Verify


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


**Ontario** 

**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](#)



9. 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.



Ontario

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[Ontario.ca](#) | [Français](#)

Child Care Licensing System

MY ONTARIO ACCOUNT | HOME | WELCOME IND\_UATUSER\_7FN(MY ACCOUNT) | LOG OUT

Licensee Orientation	Home >	
Profile >	Drafts	
New Licence Application >	Serious Occurrences	Total: 0
Current Licences >	Serious Occurrence Update	Total: 0
Staff Director Approval >	New Licence Applications	Total: 2 ▼
Serious Occurrences >	Staff Director Approvals	Total: 0
Administration >	Licence Reinstatements	Total: 0

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/child-care-licensing)

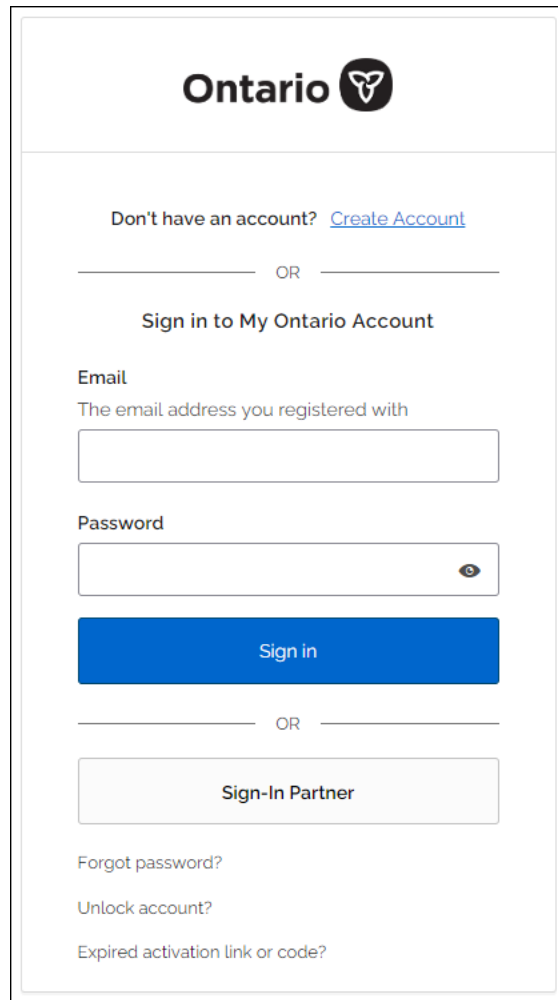
3. Press the [Enter] key. The Child Care Licensing System landing page appears.



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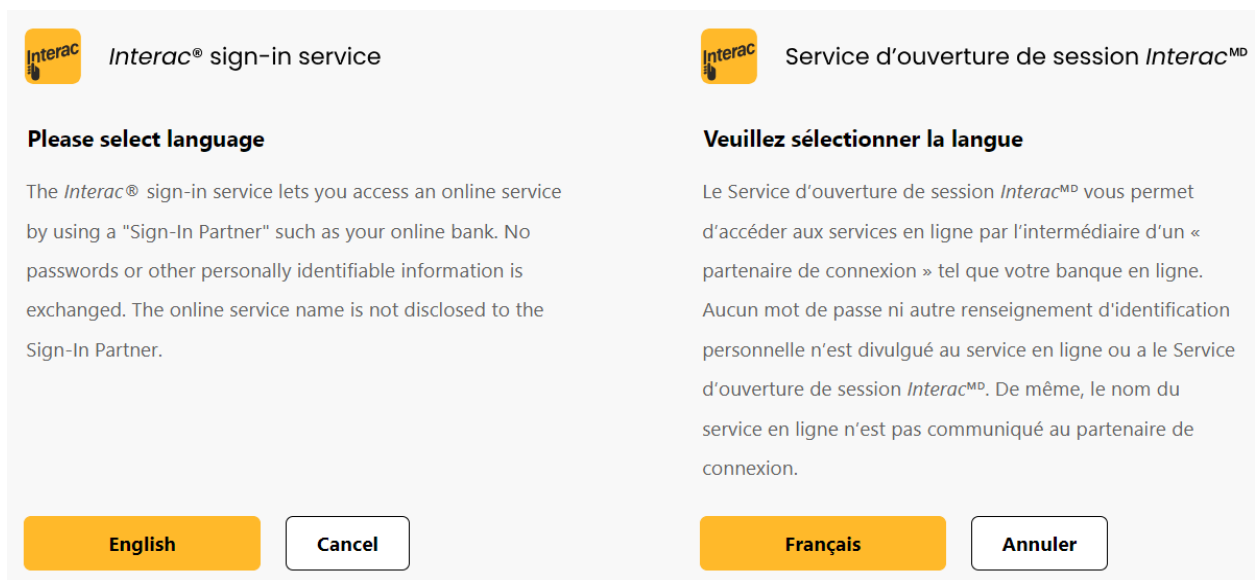


4. Click [Login/Register >](#). The **Sign in to My Ontario Account** window appears.



The image shows the Ontario My Ontario Account sign-in page. At the top is the Ontario logo. Below it, there is a link "Don't have an account? [Create Account](#)". A horizontal line with "OR" in the center separates this from the sign-in section. The sign-in section is titled "Sign in to My Ontario Account". It has two input fields: "Email" with the subtext "The email address you registered with" and "Password" with a toggle icon. Below these is a blue "Sign in" button. Another horizontal line with "OR" in the center follows. Below that is a grey "Sign-In Partner" button. At the bottom, there are three links: "Forgot password?", "Unlock account?", and "Expired activation link or code?".

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



The image shows two versions of the Interac sign-in service language selection page. The left version is in English, titled "Interac® sign-in service". It has a heading "Please select language" and a paragraph explaining the service. At the bottom are two buttons: "English" (highlighted in orange) and "Cancel". The right version is in French, titled "Service d'ouverture de session Interac<sup>MD</sup>". It has a heading "Veuillez sélectionner la langue" and a paragraph explaining the service. At the bottom are two buttons: "Français" (highlighted in orange) and "Annuler".

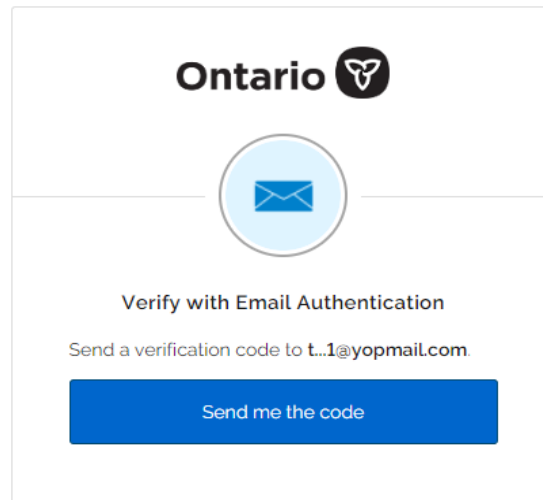
6. Select either "English" or "Français" (French).

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

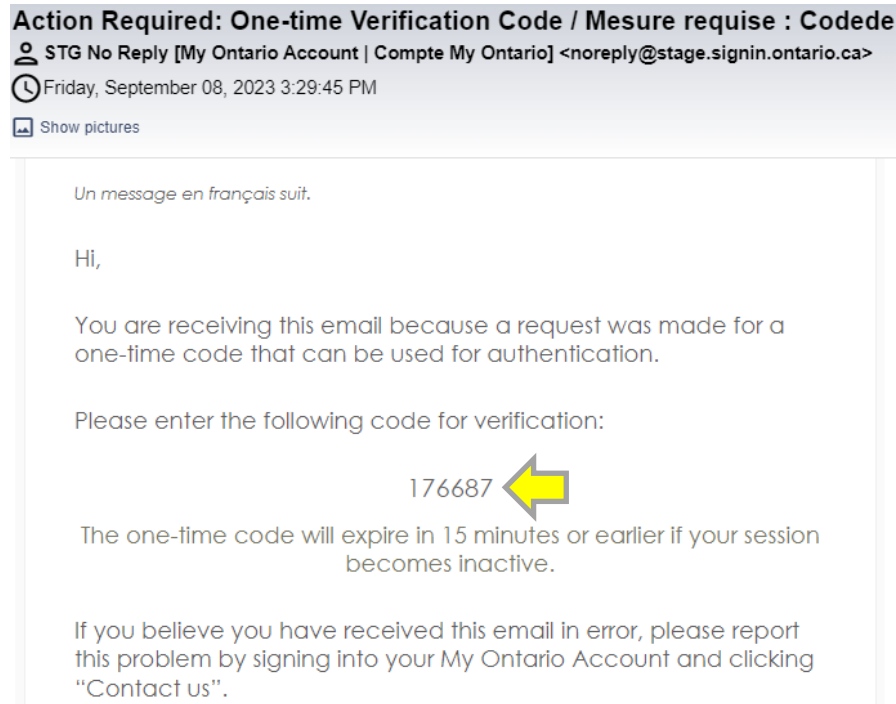
**Note:** The screenshot below is an example. More bank options are available on the *Interac*® sign-in service website.

8. Enter the username and password for your bank.

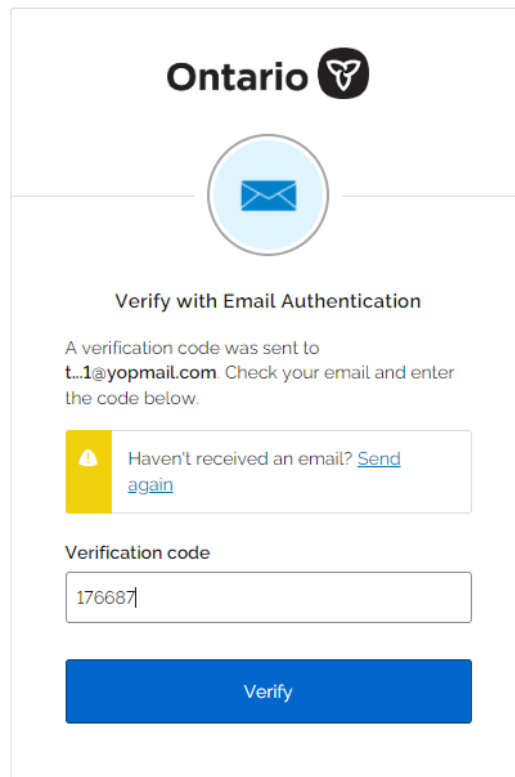
9. You will be re-directed to My Ontario Account. Enter your email then click “Send me the code”.



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”.



The screenshot shows a web interface for email verification. At the top is the Ontario logo. Below it is a blue envelope icon inside a light blue circle. The heading "Verify with Email Authentication" is centered. The text below states: "A verification code was sent to t...1@yopmail.com. Check your email and enter the code below." There is a yellow box with a bell icon and the text "Haven't received an email? [Send again](#)". Below this is a label "Verification code" and a text input field containing "176687". At the bottom is a large blue button labeled "Verify".


12. 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.



MINISTRY OF EDUCATION

[Ontario.ca](#) | [Français](#)

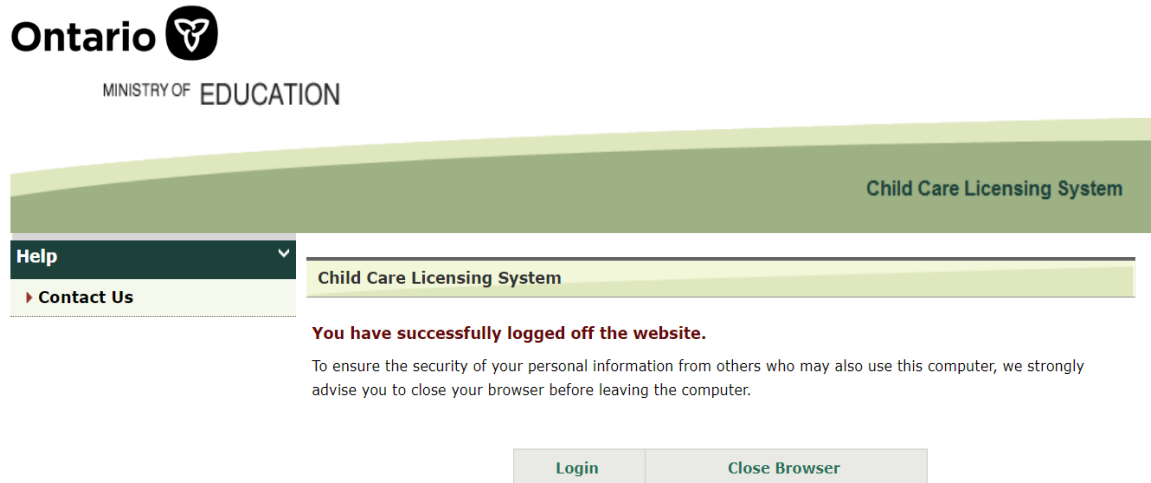
**Child Care Licensing System**

[MY ONTARIO ACCOUNT](#) | [HOME](#) | [WELCOME IND\\_UATUSER\\_7FN\(MY ACCOUNT\)](#) | [LOG OUT](#)

<b>Licensee Orientation</b>	<a href="#">Home &gt;</a>	
<b>Profile</b>	<a href="#">Drafts</a>	
<b>New Licence Application</b>	<a href="#">Serious Occurrences</a>	Total: 0
<b>Current Licences</b>	<a href="#">Serious Occurrence Update</a>	Total: 0
<b>Staff Director Approval</b>	<a href="#">New Licence Applications</a>	Total: 2 ▼
<b>Serious Occurrences</b>	<a href="#">Staff Director Approvals</a>	Total: 0
<b>Administration</b>	<a href="#">Licence Reinstatements</a>	Total: 0

## Logging Out

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



2. Click **Close Browser**



## Working with your Home Page

The first window to open after you log in is your **home page**.

Left  
Navigation  
Panel

Child Care Licensing System		
MY ONTARIO ACCOUNT   HOME   WELCOME IND_UATUSER_8FN(MY ACCOUNT)   LOG OUT		
Licensee Orientation	Home >	
Profile >	Drafts	
New Licence Application >	Serious Occurrences	Total: 0
Current Licences >	Serious Occurrence Update	Total: 0
Staff Director Approval >	New Licence Applications	Total: 2 ▼
Serious Occurrences >	Staff Director Approvals	Total: 0
Administration >	Licence Reinstatements	Total: 0
CCEYA Licensing Standards Test >	Licence Renewals	Total: 0
Tools and Resources >	Licence Revisions	Total: 0
Operations Survey >	Licensee Survey	Total: 0
Need Help?	Police Record Check	Total: 0
	Police Record Check-Other	Total: 0

*(Your window may look different)*

### The left navigation panel allows you to:

- View the Licensee Orientation video;
- Update your profile;
- Apply for a new licence;
- Renew an existing licence;
- Request a licence revision;
- Request a replacement decal (and new home child care provider cards);
- Request a staff Director approval;
- Report a serious occurrence;
- View active licence applications, active licence revisions, and active licence renewals;
- Perform administration such as adding information about staff members, managing CCLS user access, and adding / managing home child care premises and provider information;
- Complete the *Child Care and Early Years Act, 2014* (CCEYA) Licensing Standards Test;
- Find helpful tools and resources such as reference guides, child care licensing manuals, etc.;

- Complete the Licensed Child Care Operations Survey;
- Find Ministry contact information in the “Need help?” section.

### The top centre provides links to:

- Your My Ontario Account information;
- Your home page from any screen;
- Your personal CCLS account information;
- The log out button.

### The dashboard is divided into sections. The sections include:

- **Drafts** – These are items you have started but have not submitted yet to the Ministry. This can include an application, renewal, revision, serious occurrence report, police record check, survey, etc.
- **In Process Items** – These are items that you have submitted to the Ministry or Service System Manager for review, and items that have been submitted back to you by either the Ministry or Service System Manager for you to review and / or provide updates. The Ministry may send you requests for revisions or additional information. Such requests will appear here.
- **Ministry Actions** – These are items that reflect ministry decisions (e.g., the issuing of new / renewed / revised licences, floor plan approval, the granting / denial of staff Director approval requests, etc.). Items will remain under the Ministry Actions section for 30 days.

## Expanding / Collapsing a Section

To see the items in a section, click the down arrow ▼

New Licence Applications	Total: 1	▼
--------------------------	----------	---

The window expands.


New Licence Applications			Total: 1 ▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Action
Six Nations of the Grand River			Select

1 |

To collapse the section click the up arrow ▲

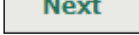
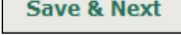
## Sorting Entries


The information in each dashboard section is typically sorted in descending order by date. To change the sort order or to sort by a different column, simply click a green column heading.




Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Action
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## Moving to the Next / Previous Window

Generally you use  or  to continue to the next window.

 is used to return to the previous window without saving.

 is used to save the information on the page.

 usually returns to your home page.

 **Warning:** Do not use the back button  on your browser. It may disrupt your session in CCLS, and you may have to log in again.

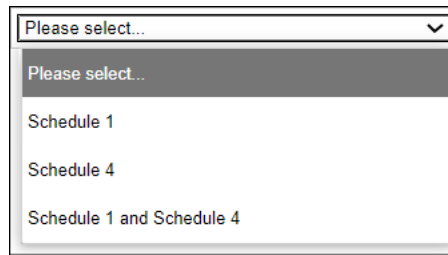
## Entering Data



- A **red asterisk \*** indicates that a field is mandatory, meaning it must be completed.
- The way information is collected varies depending on the field type.

- **Free-form text field:** Any information can be typed in a free-form text field.

- **Drop-down field (also known as “a list of values”):** Click the arrow and a list of options appears. Select the option required.



Please select...

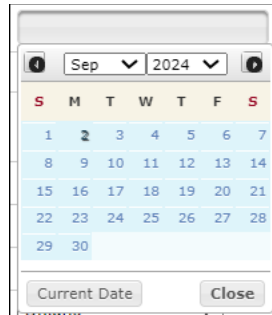
Please select...

Schedule 1

Schedule 4

Schedule 1 and Schedule 4

- **Date picker:** To enter a date, click the field then select the date required.



Sep 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

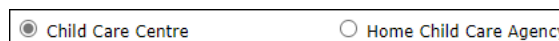
Current Date Close

If you do not see the date required, you may click the left arrow to shuffle to the previous month. Or you may click the right arrow to shuffle to the next month.

You may also click on the month to select a different month, or click the year to select a different year.

You may also click “Current Date” to select today’s date, or click “Close” to close the date picker.

- **Radio button:** Radio buttons usually allow you to only select one option. Click inside the circle to select that option.



☒ Child Care Centre ☐ Home Child Care Agency

- **Check box:** Check boxes usually allow you to select more than one option. Click inside the box to select that option.



☒ English ☒ French ☐ Other

## Notifications

You will receive email notifications from CCLS, such as My Ontario Account verification codes, confirmation that your application has been submitted to the Service System Manager(s), notice that CWELCC advice has been provided, and more.

**Note:** Please note that emails from CCLS are automatically produced and any replies to the email are not monitored.

**CWELCC Advice Provided by SSM / Conseil du SPAGJE fourni par le GSS**

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

 Thursday, September 21, 2023 1:48:57 PM

 Deliverability
  Reply
  Forward
  Print
  Delete

A service system manager has provided CWELCC advice for IND\_UATUser\_7FN IND\_UATUser\_7LN, Test Child Care Six located at 666 Sixth Street, Toronto, ON M3M 3M3. Please log in to CCLS to view the advice provided.

Should you have any questions with respect to the advice provided, please contact the applicable service system manager.

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Un gestionnaire de système de services a prodigué des conseils en lien avec le SPAGJE pour IND\_UATUser\_7FN IND\_UATUser\_7LN, Test Child Care Six situé au 666 Sixth Street, Toronto, ON M3M 3M3. Veuillez ouvrir une session dans le SGPSGE pour prendre connaissance des conseils prodigués. Pour toute question au sujet des conseils prodigués, veuillez joindre le gestionnaire de système de services compétent.

;

\*This message has been automatically produced by a computerized system and will not be monitored for your reply.

## Supporting Documents

### Introduction

In several modules you have the option to submit / upload documents from your computer to the CCLS website. The process is documented here for reference.

**Note:** You can upload updated municipal documents at any time, for example, if updates are made to your fire evacuation procedure or if a new health inspection report is received since the last inspection. Your Program Advisor will automatically be notified of the updated document.

The documents that can be updated include:

*Child Care Centre:*

- ✓ fire code approval
- ✓ building approval
- ✓ health approval, and
- ✓ space sharing attestation (for child care centres located in Publicly-Funded Schools)

*Home Child Care Agency:*

- ✓ fire code approval
- ✓ building approval and
- ✓ health approval

Whenever the status of the document is updated, either by you submitting a document or the ministry reviewing it, the status will appear along with the date. The document list always shows the most recent status. Following is an example of the status of the “Approved fire evacuation procedures” document.

Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Approved fire evacuation procedures	Jan 3, 2018	Document Satisfactory	Jan 3, 2018	Select >

**Note:** If one document contains more than one page, upload it as one document only. Do not upload each page separately.

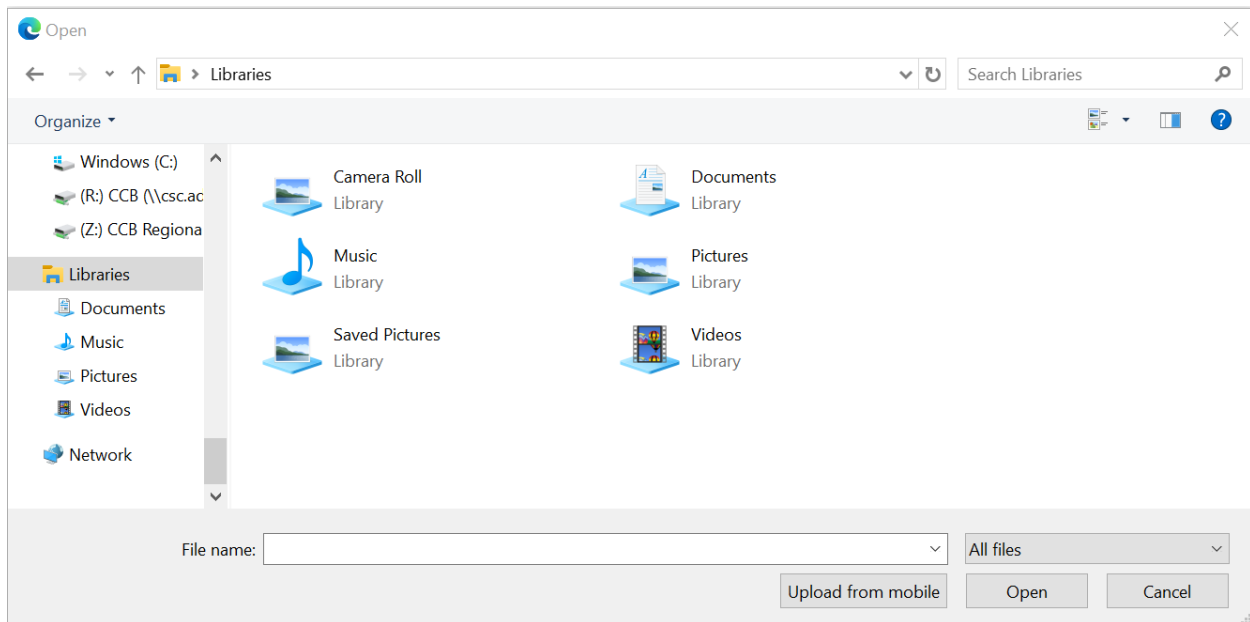
### Uploading a Document

1. Open the application.
2. Click **Upload Document**. The **Attachments** window appears.

Attachments	
Document Type	Zoning approval
Date	Aug 28, 2024
File *	<input type="button" value="Choose File"/> No file chosen
Comments	<input type="text"/>
<b>Ministry Comments:</b>	
Comment	<div> <div>Date Submitted</div> <div>Submitted By</div> </div>
<div> <input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/> </div>	

(Your window may look different)

3. Click . The **Choose File to Upload** window appears.



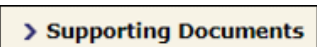
4. Select a file.
5. Click .
6. Enter comments in the **Comments** field if applicable or required.
7. Click .

### ***Uploading / Adding an Additional Document or Updated Inspection Report***

If a document type does not appear in the supporting documents list, you can add it as an “additional document”.

You can also add a document to an application or licence such as an updated inspection report.

Your Program Advisor is automatically notified when you add a document.

- 
1. Open your application / licence.
  2. Click .
  3. Scroll to the section where you want to add the document.

4. The next step depends on the type of document you are going to upload and when.

Click either **Add Additional Document**, or **Upload Document**, or **Select**. The **Attachments** window appears.

Attachments	
Document Type	Floor plan
Date	Sep 2, 2024
File *	<input type="button" value="Choose File"/> No file chosen
Comments	<div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>
<b>Ministry Comments:</b>	
Comment	<div style="display: flex; justify-content: space-between;"> <span>Date Submitted</span> <span>Submitted By</span> </div>
<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>	

5. Specify the **Document Type** such as “public health report”. If the document type is already there, skip this step.
6. Click . The **Choose File to Upload** window appears.
7. Select the file to be uploaded.
8. Click .
9. Enter the name of the document in the **Please Specify Document Type** field.
10. If applicable, enter comments in the **Comments** field if applicable or required.
11. Click . Your Program Advisor is notified that you have updated the document.



## Revising a Supporting Document

You will receive an email if a revision is requested for a supporting document. This means that the Program Advisor is requesting a change to the document that was previously submitted, and that the document will need to be re-submitted.

**Note:** The revision request will not appear in your dashboard.

1. Open the record (application, revision, etc.).
2. Click [> Supporting Documents](#).
3. Open the document with the status “Pending Revision”, and click **Select**. The details of the submitted document appears.

Attachments			
Document Type	Insurance certificate		
Date	Sep 2, 2024		
File *	<input type="button" value="Choose File"/> No file chosen		
Comments	<div></div>		

Supporting Document Summary				Hide Comments
File Name	Revision	Submitted By	Date	
Insurance certificate.docx	V1	Erica, .	Sep 2, 2024	

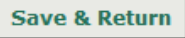
Ministry Comments:			
Comment	Date Submitted	Submitted By	
Please sign the document.	02/09/2024	Aba	

4. Review the comment from your Program Advisor under the **Ministry Comments** section.

Ministry Comments:			
Comment	Date Submitted	Submitted By	
Please sign the document.	02/09/2024	Aba	

5. Open the original document and make the revision.
6. Upload the document again. (See page [21](#) for details on uploading a document.) Both the original file and revised file appear in the **Supporting Document Summary** list.

Supporting Document Summary			Hide Comments
File Name	Revision	Submitted By	Date
Insurance certificate.docx	V2	Erica, James	Sep 2, 2024
Insurance certificate.docx	V1	Erica, James	Sep 2, 2024

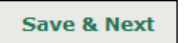
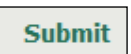
- Click .

### Revising an Entry

On the **Review Application Details / Review Renewal Details / Review Revision Details** pages, you can revise information before submitting.

- Click **Revise**.

**Note:** The word “Revise” must be green. If it is grey, that section cannot be edited at this time. If the application / revision is with a Service System Manager, you must wait until it is returned to you to revise information. If the application / revision is with the Ministry, you can ask to make a section available for review. See **Requesting an Update to Application under Review** on page [136](#). The page of the section you selected to “Revise” will open.

- Make the changes.
- Click  until you reach the **Review Application Details** page again.
- Click .

**Note:** The Program Advisor or Service System Manager(s) will not be able to view the revisions until you have clicked the “Submit” button.

### Responding to a Comment

Before your application is submitted to the Ministry, you may receive comments from your Service System Manager(s) regarding CWELCC advice.

From time to time after your application is submitted to the Ministry, your Program Advisor may send you a comment requesting revisions or additional information for an item you have submitted

(for example a new licence application, a serious occurrence report, etc.).

These comments can be found in CCLS. An email is also sent to you notifying you that CWELCC advice has been provided, or of your Program Advisor's request.

Here is how to identify an item requiring revisions and / or additional information:




1. On your home page, click the down arrow ▼ of the **In Process Items** section.
2. The window expands. Look in the **Status** column.

New Licence Applications				Total: 4	▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency ▲	Site Address	Status	Date	Action
462525 Ontario Inc.	CCC Test R15.1	2400 Thomas Street ,...	Under System Service MGR Review		Select
462525 Ontario Inc.	Child care centre test	1000 Thomas Avenue E...	Pending Revision/Additional Information	29/08/2024	Select

3. Click **Select** to open the record. A window appears.  
**Note:** You may need to use the left navigation panel to click your required page (e.g., **Operational Information** page or **Supporting Documents** page).
4. Scroll down to the **Comments** area.

Comments to Ministry		
History of Ministry/Applicant Comments: ▼		
Comment	Submitted Date	Submitted By
Please check your licensing history answers.	04/09/2013 02:27 PM	Deb Manager

5. Read the comment(s) and make the changes and / or provide the information required. (If necessary, see the previous section entitled [Revising an Entry](#) for details.)
6. Enter a comment in the **Comments to Ministry** or **Comments to SSM** section to advise the changes you have made.
7. Click **Add** to upload the comment.

8. Click  to shuffle through the pages.
9. Click . The **Declaration and Consent** window appears.
10. If you agree, select the “I Agree” radio button.
11. Click . The Ministry or Service System Manager will receive the updated information.

## Uploading Required Compliance Documents

### Introduction

If a non-compliance is cited during a licensing or monitoring inspection, you will receive an email advising you to upload documentation addressing the non-compliance. You will receive another email reminding you the day before the document is due and on the compliance requirement due date. You will also be notified if your Program Advisor requests a revision to an uploaded document.

In addition to the email, you will be able to see the compliance follow-up requirement on your dashboard.

In Process Items						
Serious Occurrences				Total: 0		
Compliance Follow-up Required – Licensing Inspections				Total: 1 ▲		
ID	Name of Child Care Centre/Home Child Care Agency	Inspection Date	Total Number of Compliance Follow-up Required	Total Number of Compliance Follow-up Submitted	First Non-Compliance Due Date	
	SSS Child Care Centre	22/08/2018	2	0	05/09/2018	Select >
Compliance Follow-up Required – Monitoring Inspections				Total: 4 ▲		
ID	Name of Child Care Centre/Home Child Care Agency	Inspection Date	Total Number of Compliance Follow-up Required	Total Number of Compliance Follow-up Submitted	First Non-Compliance Due Date	
58066	SSS Child Care Centre	15/06/2018	2	0	29/06/2018	Select >
58066	SSS Child Care Centre	12/06/2018	3	0	26/06/2018	Select >
58066	SSS Child Care Centre	11/06/2018	1	0	25/06/2018	Select >
58066	SSS Child Care Centre	06/06/2018	4	1	20/06/2018	Select >

The dashboard section displays the following information:

- **Licence ID Number**
- **Name of Child Care Centre / Home Child Care Agency**
- **Inspection Date**
- **Total Number of Compliance Follow-up Required** (i.e., the number of non-compliance(s) without follow-up)
- **Total Number of Compliance Follow-up Submitted** (i.e., the number of non-compliance(s) with follow-up submitted by an applicant or licensee)
- **First Non-Compliance Due Date** (i.e., the smallest date of all non-compliance(s) or “Refer to Director”, where there is no non-compliance due date)

If the required document or document revision is not uploaded by the due date, the system will change the **Status** to “Requirement Not Met” at 12:01 a.m. after the due date. A message will be posted on the ***Licence Inspection Overview*** window stating: “The final compliance requirement due date has passed. For more information, please contact your Program Advisor”.

If you cannot upload the document, you can send it to your Program Advisor. If compliance requirements are received by your Program Advisor before or after (up until licence issuance) the final compliance requirement due date, the Program Advisor can upload it on your behalf.

### ***Non-Compliance Statuses***

There are five non-compliance statuses:

- 1) **Pending Follow-up:** No compliance requirement has been submitted.
- 2) **Submitted:** A compliance requirement has been submitted.
- 3) **Pending Revision:** A Program Advisor has requested a revision to a previously submitted compliance requirement, before the compliance requirement due date.
- 4) **Requirement Met:** A compliance requirement submitted by an applicant or licensee met the compliance requirement.
- 5) **Requirement Not Met:** A compliance requirement submitted by an applicant or licensee did not meet the compliance requirement.

## Uploading Process

In Process Items						
Serious Occurrences				Total: 0		
Compliance Follow-up Required – Licensing Inspections				Total: 1 ▲		
ID	Name of Child Care Centre/Home Child Care Agency	Inspection Date	Total Number of Compliance Follow-up Required	Total Number of Compliance Follow-up Submitted	First Non-Compliance Due Date	
	XYZ Child Care Centre	22/08/2018	2	0	05/09/2018	Select >

1. From your home page, click **Select>** on the compliance follow-up you want to work on. The **Licence Inspection Overview** window appears showing a list of non-compliances for that licence.

Non-Compliances ▼						
Leg. Section	Risk Level	Observed Non-Compliance	Date of Non-Compliance	Date to be Completed	Status	
s. 65	Low	The licensee has not developed written policies and procedures with respect to vulnerable sector checks. Or The licensee has not adopted and completed all customizable areas of the standard policy provided by the Ministry. Specifically...	Aug 22, 2018	Sep 05, 2018	Pending Follow-up	Add >
s. 67	Critical	The child care centre is not equipped with telephone service or an approved alternative means of obtaining emergency assistance. Specifically...	Aug 22, 2018	Refer to Director	Refer to Director	View >
ss. 35(4)	Moderate	A licensee or person who has applied for a licence, or an employee of the licensee or applicant, OR a person with controlling interest in the corporation, OR a person who provides home child care or in-home services, OR a person prescribed by the regulations has not provided the director with a valid criminal reference check as soon as reasonably possible.	Aug 22, 2018	Sep 05, 2018	Pending Follow-up	Add >

2. Click **Add>** for the non-compliance you want to work on. The **Non-Compliance Details** window appears.

Non-Compliance Details ▼	
Checklist Section:	Staff Screening Measures and Criminal Reference Checks
Checklist Question:	Policies and Procedures - Vulnerable Sector Checks
Legislation Section:	s. 65
Risk Level:	Low
Date of Non-Compliance:	Aug 22, 2018
Observed Non-Compliance:	The licensee has not developed written policies and procedures with respect to vulnerable sector checks. Or The licensee has not adopted and completed all customizable areas of the standard policy provided by the Ministry. Specifically...
Compliance Requirements:	The licensee shall develop written policies with respect to vulnerable sector checks or adopt and complete all customizable areas of the standard policy provided by the Ministry.
Date to be Completed:	Sep 05, 2018
Status:	Pending Follow-up
Compliance Follow-up: * (Max 4000 characters - 4000 remaining)	<div></div>
Additional Comments for the Ministry:	<div></div>

Supporting Documents ▼	
Document Name: *	<div></div> <div>Browse... Upload&gt;</div> <b>Do Not upload any documents that contain personal information.</b>
Document Name	File Name
Date Uploaded	Uploaded By

Activity History ▼					
Date/Time	Action	Compliance Follow-up	Additional Comments for/from the Ministry	Date Compliance Follow-up Received by PA	Processed By

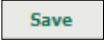
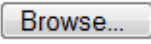
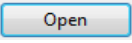



The **Non-Compliance Details** window displays the following sections:

- **Non-Compliance Details:** Including information from the Non-Compliance(s) table on the **Licence Inspection Overview** window (e.g., checklist section, checklist question etc.), as well as, Compliance Follow-up and Additional Comments to the Ministry.
- **Supporting Documents:** This is where evidence of compliance may be uploaded.  

**i**

**Note:** Users can only remove supporting documents from CCLS prior to submission.
- **Activity History:** This area displays the history of applicant / licensee and ministry action regarding non-compliances.

3. Enter notes in the **Compliance Follow-up** field.
4. You can enter **Additional Comments for the Ministry** if required.

5. Click .
6. Upload the supporting document(s):
  - 6.1. Enter the document name / description.
  - 6.2. Click .
  - 6.3. Select the file.
  - 6.4. Click .
  - 6.5. Click . The filename appears in the supporting documents table.
7. Click . The **Declaration and Consent** window appears.
8. If you agree, click the “I agree” radio button then click . The table in your dashboard updates showing the number of follow-ups submitted.

Compliance Follow-up Required – Licensing Inspections						Total: 1 ▲
ID	Name of Child Care Centre/Home Child Care Agency	Inspection Date	Total Number of Compliance Follow-up Required	Total Number of Compliance Follow-up Submitted	First Non-Compliance Due Date	
	ZYZ Child Care Centre	22/08/2018	1	1	05/09/2018	Select >



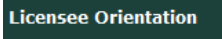
## Viewing the Licensee Orientation Video






### Introduction

Before a new applicant can apply for a licence, they must view the licensee orientation video. No options will be available in the software until the orientation is completed.

Existing licensees and applicants can review the video at any time.

### Viewing the Licensee Orientation

Click . The video starts. If you can't finish the orientation, the system will save the location where you left off. The next time you run the orientation, the system will ask you if you want to continue or start again.

- Use the  and  buttons to go through the slides.
- Click  to view a list of all the topics so you can see how you are progressing. You can also jump to a topic to review it again.
- The  contains a list of definitions of terms used in the video.
-  provides links to relevant sites and documents.
- To read a transcript of the narrative, click **Transcript**.
- To download the audio of the video in segments, click **Download**.

## Completing and Updating Your Licensee Profile

### Introduction



Your profile contains information about your:

- Preferred language of correspondence
- Applicant / licensee type
- Contact information (including your mailing address)

It is important for you to keep the information up-to-date.

**Note:** Once you have registered for CCLS, you cannot change your applicant / licensee type, nor your licensee / applicant name.

**Note:** The **Profile** option is not available to prospective licensees until the Licensee Orientation video is completed. For licensed child care licensees, the profile is always available.

### Completing and Updating Your Profile

1. Click **Profile**.
2. Click **Profile Information**. The **Applicant / Licensee Type** window appears.

**Note:** The profile window that appears varies depending on your applicant / licensee type (individual, corporation or First Nation). **Make sure you follow the instructions for your licensee type.**

3. Enter / review the information, and make changes as required. If a field that is not editable is incorrect contact the CCLS Helpdesk.

Licensee Type: Corporation



If your licensee type is not “corporation”, please skip this section.

<b>Applicant/Licensee Type</b>	
<b>Preferred Language of Correspondence: *</b>	<input checked="" type="radio"/> English <input type="radio"/> French
<b>Applicant/Licensee Type: *</b>	<input type="radio"/> Individual <input checked="" type="radio"/> Corporation <input type="radio"/> First Nation
<b>Corporation Number: *</b>	<input type="text"/>
<b>Corporation Name: *</b>	<input type="text"/>
<b>Is the corporation a co-operative corporation?: *</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Is the corporation: *</b>	<input type="radio"/> For-Profit <input type="radio"/> Non-Profit
<b>Please select the type of organization (if applicable): *</b>	<input type="radio"/> Consolidated Municipal Service System Manager /District Social Services Administration Board <input type="radio"/> Publicly-Funded School Board <input type="radio"/> Hospital/Health Facility <input type="radio"/> College/University <input type="radio"/> Church/Religious Group <input type="radio"/> Other
<b>Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Is the corporation carrying on business with a name different than its corporate name?: *</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Is this corporation a multi-service corporation (i.e. the board of directors is responsible for child care and other services in the community)? *</b>	<input type="radio"/> Yes <input type="radio"/> No

Directors of the Corporation								
Director's Last Name	Director's First Name	Start Date	Date Ceased	PRC Required	Telephone No.	Signing Authority	CECE Number	Action
								Add Director

Officers of the Corporation									
Officer's Last Name	Officer's First Name	Role	Date Elected	Date Ceased	PRC Required	Telephone No.	Signing Authority	CECE Number	Action
									Add Officer

Please Note: Corporations must complete and submit an Initial Return to the [Ministry of Government and Consumer Services](#) within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)

Exit Save Save & Next

*(Depending on your corporation type (Publicly-Funded School Board, Hospital/Health Facility, etc.), your window may look different.)*

1. Enter / review / edit the information as required.

**Note:** The following information will be locked once you save your entries:

- **Applicant / Licensee Type**
- **Corporation Number**
- **Corporation Name**
- **Is the corporation a co-operative corporation?**
- **Is the corporation For-Profit or Non-Profit**
- **Organization Type**



**Tip:** Click the [Ministry of Government and Consumer Services](#) link to go directly to their site to complete a return if required.

2. Click .

3. To add a director:

**Note:** This section is for directors of the corporation as listed in the incorporation documentation submitted to the Ministry of Public and Business Service Delivery and Procurement (formerly known as the Ministry of Government and Consumer Services).

- 3.1. Click **Add Director**. The **Director** window appears.

Director				
Director's First Name: *	<input type="text"/>			
Director's Last Name: *	<input type="text"/>			
Date Elected:(dd/MM/yyyy) *	<input type="text"/>			
Country: *	<div>CANADA </div>			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<div></div>	<div></div>
Unit Designator:	<div> No.: <input type="text"/></div>			
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province: *	<div>Ontario </div>			
Postal Code: *	<input type="text"/>			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input type="text"/>	<div></div>	<input type="text"/>	<input type="text"/>
Rural Route:	<div> No.: <input type="text"/></div>			
Telephone No.:	<input type="text"/>			
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No			
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No			

Police Record Check:	
Will this individual be interacting with children? *	<input type="radio"/> Yes <input type="radio"/> No
Does this individual have a Police Record Check? *	<input type="radio"/> Yes <input type="radio"/> No
Is the date of their Police Record Check older than 6 months from today's date? *	<input type="radio"/> Yes <input type="radio"/> No

Written Confirmation for Non-Interaction with Children Form

Offence Declaration Form

Police Record Check Documents				
Document Type	Date Submitted	Date of Document	Status	
Police Record Check				<div>Upload Document &gt;</div>
Proof of Police Records Check Application				<div>Upload Document &gt;</div>
Offence Declaration				<div>Upload Document &gt;</div>
Written Confirmation of Non Interaction with Children				<div>Upload Document &gt;</div>

Cancel

Save

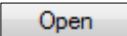
*(Depending on your corporation type, your window may look different.)*

3.2. Enter the director's information.


3.3. You can print / download, complete, and upload two forms if required:


(1) *Written Confirmation for Non-Interaction with Children Form*, and (2) *Offence Declaration Form*.


**Note:** Skip this step if you are a CMSM / DSSAB or Publicly-Funded School Board.

- 3.3.1. Click the applicable form button.
- 3.3.2. Click . A PDF copy of the form appears.
- 3.3.3. Complete the form online.
- 3.3.4. Save the form. Make note of the name and location of the form. You will be uploading it in the next step.

### 3.4. To upload a Police Record Check Document:

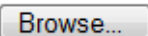
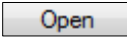

 **Note:** Skip this step if you are a CMSM / DSSAB or Publicly-Funded School Board.

 **Note:** All police reference check documents are encrypted to protect privacy.

 **Note:** Updated police reference check documents can be added at any time. Your Program Advisor will be notified when you upload a document.

- 3.4.1. Click **Upload Document**. The **Attachments** window appears.

Attachments	
Document Type	Proof of Police Record Check Application
Date of Police Records Check Application	<input type="text"/> Ex: 28/04/2012
Submission Date	Aug 27, 2018
File *	<input type="text"/> Browse...
Comments to Ministry	<div></div>
Ministry Comments:	
Comment	Date Submitted Submitted By
<div></div>	
<div>Cancel Save &amp; Return</div>	

- 3.4.2. Select the date the document was obtained.
- 3.4.3. Click .
- 3.4.4. Select the file to be uploaded then click .
- 3.4.5. Click .
- 3.4.6. Repeat step 3.4 as required.

- 3.5. Click . The person appears in the director's list.

### 4. To update a director:

- 4.1. Click **Update**. The **Director** window appears.

4.2. Make changes as required. See steps 3.3 and 3.4 for more information.

4.3. Click .


### 5. To deactivate a director.

5.1. Click **Deactivate**. The **Director** window appears.


5.2. Enter the **Date Ceased**.

5.3. Click .

### 6. To add an officer:

 **Note:** This section is for officers of the corporation as listed in the incorporation documentation submitted to the Ministry of Public and Business Service Delivery and Procurement (formerly known as the Ministry of Government and Consumer Services).

6.1. Click **Add Officer>**. The **Officer** window appears.

Officer			
Officer's First Name: *	<input type="text"/>		
Officer's Last Name: *	<input type="text"/>		
Title/Role: *	Please select... ▼		
Date Elected:(dd/MM/yyyy) *	<input type="text"/> 		
Country: *	CANADA ▼		
Address: *	Street #: *	Street Name: *	Street Type: ▼ Street Dir: ▼
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	▼ No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>		
City: *	<input type="text"/>		
Province: *	Ontario ▼		
Postal Code: *	<input type="text"/>		
P.O. Box:	No.: <input type="text"/>	Box Type: ▼	Box Qualifier: <input type="text"/> Box Area Name: <input type="text"/>
Rural Route:	▼ No.: <input type="text"/>		
Telephone No.:	<input type="text"/>		
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No		
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No		

Police Record Check:				
Will this individual be interacting with children? *	<input type="radio"/> Yes	<input type="radio"/> No		
Does this individual have a Police Record Check? *	<input type="radio"/> Yes	<input type="radio"/> No		
Is the date of their Police Record Check older than 6 months from today's date? *	<input type="radio"/> Yes	<input type="radio"/> No		
<div>Written Confirmation for Non-Interaction with Children Form</div> <div>Offence Declaration Form</div>				
Police Record Check Documents				
Document Type	Date Submitted	Date of Document	Status	
Police Record Check				Upload Document >
Proof of Police Records Check Application				Upload Document >
Offence Declaration				Upload Document >
Written Confirmation of Non Interaction with Children				Upload Document >
				<div>Cancel</div> <div>Save</div>

(Depending on your corporation type, your window may look different.)

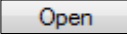
6.2. Enter the officer's information.

6.3. You can print / download, complete, and upload two forms if required:

**Note:** Skip this step if you are a CMSM / DSSAB or Publicly-Funded School Board.

(1) *Written Confirmation for Non-Interaction with Children Form*, and (2) *Offence Declaration Form*.

6.3.1. Click the applicable form button.

6.3.2. Click . A PDF copy of the form appears.

6.3.3. Complete the form online.

6.3.4. Save the form. Make note of the name and location of the form. You will be uploading it in the next step.

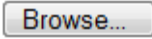
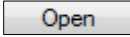

6.4. **To upload the Police Record Check Documents:**

**Note:** Skip this step if you are a CMSM / DSSAB or Publicly-Funded School Board.

**Note:** All police reference check documents are encrypted to protect privacy.


**Note:** Updated police reference check documents can be added at any time.



- 6.4.1. Click **Upload Document**.
- 6.4.2. Select the date the document was obtained.
- 6.4.3. Click .
- 6.4.4. Select the file to be uploaded then click .
- 6.4.5. Click .
- 6.4.6. Repeat step 6.4 for all documents.

6.5. Click . The person appears in the officer's list.

### 7. To update an officer:

- 7.1. Click **Update**. The **Officer** window appears.
- 7.2. Make changes as required. See steps 6.3 and 6.4 for more information.
- 7.3. Click .

### 8. To deactivate an officer:

- 8.1. Click **Deactivate**. The **Officer** window appears.
- 8.2. Enter the **Date Ceased**.
- 8.3. Click .

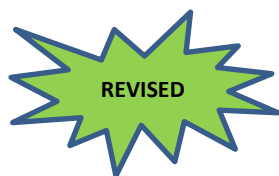
- 9. Click . The **Applicant / Licensee Information** window appears.

Applicant/Licensee Information				
<b>Applicant/Licensee Name:</b>	<input type="text" value="Corporation 324"/>			
<b>Phone: *</b>	<input type="text"/>			
	Ext:	<input type="text"/>		
<b>Fax:</b>	<input type="text"/>			
<b>Email: *</b>	<input type="text"/>			
<b>Website:</b>	<input type="text"/>			
<b>Contact Name: *</b>	<input type="text"/>			
	<input type="text"/>			
<b>Contact Title:</b>	<input type="text"/>			
<b>Contact Phone: *</b>	<input type="text"/>			
	Ext:	<input type="text"/>		
Applicant/Licensee Mailing Address				
<b>Country: *</b>	<input type="text" value="CANADA"/>			
<b>Address: *</b>	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Unit Designator:</b>	<input type="text"/>	No.:	<input type="text"/>	
<b>Extra Address Information:</b>	<input type="text"/>			
<b>City: *</b>	<input type="text"/>			
<b>Province: *</b>	<input type="text" value="Ontario"/>			
<b>Postal Code: *</b>	<input type="text"/>			
<b>P.O. Box:</b>	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Rural Route:</b>	<input type="text"/>	No.:	<input type="text"/>	
<div> <input type="button" value="Previous"/> <input type="button" value="Exit"/> <input type="button" value="Save"/> </div>				

10. Enter / update the information as required.

11. Click .

12. Click . Your home page appears.

*Licensee Type: First Nation*

If your licensee type is not “First Nation”, please skip this section.

<b>Applicant/Licensee Type</b>								
<b>Preferred Language of Correspondence: *</b>			<input checked="" type="radio"/> English <input type="radio"/> French					
<b>Applicant/Licensee Type: *</b>			<input type="radio"/> Individual <input type="radio"/> Corporation <input checked="" type="radio"/> First Nation					
<b>Select First Nation: *</b>			<div>Please select... ▼</div>					
<b>Add Child Care Manager</b>								
Manager's Last Name	Manager's First Name	Start Date	Date Ceased	PRC Required	Telephone No.	Signing Authority	CECE Number	Action
								Add Manager
<b>Add First Nation Member</b>								
Role *	First Name *	Last Name *	Signing Authority *	Registered ECE *	CECE Number	Action		
<div>Please select ▼</div>	<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	Add First Nation Member		
<b>First Nation Member</b>								
Role	First Name	Last Name	Date Ceased	Signing Authority	CECE Number	Action		

Exit

Save

Save & Next

**Note:** The fields **Applicant Licensee Type** and **First Nation** cannot be changed.


- Enter / review / edit the information as required.
- To add a First Nation member:**

**Note:** A chief is mandatory.

  - Select the **Role** from the dropdown list.
  - Type in the **First Name** and **Last Name**.
  - Indicate if the individual has **Signing Authority**.
  - Indicate if the individual is a registered early childhood educator (RECE) and their College of Early Childhood Educators (CECE) number.
  - Click **Add First Nation Member**. The person appears in the **First Nation member** list.
- To update a First Nation member:**

- 3.1. Click **Update**. The **First Nation Member** window appears.
- 3.2. Make the changes.
- 3.3. Click .

#### 4. To deactivate a First Nation member:

- 4.1. Click **Deactivate**. The **First Nation Member** window appears.
- 4.2. Enter the **Date Ceased**.
- 4.3. Click .

#### 5. To add a Child Care Manager:

- 5.1. Click **Add Manager**. The **Manager** window appears.

Manager				
Manager's First Name: *	<input type="text"/>			
Manager's Last Name: *	<input type="text"/>			
Start Date:(dd/MM/yyyy) *	<input type="text"/>			
Country: *	CANADA <input type="button" value="v"/>			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir: <input type="button" value="v"/>
	<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="v"/>
Unit Designator:	<input type="button" value="v"/> No.: <input type="text"/>			
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province: *	Ontario <input type="button" value="v"/>			
Postal Code: *	<input type="text"/>			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="button" value="v"/> No.: <input type="text"/>			
Telephone No.:	<input type="text"/>			
Signing Authority: *	<input type="radio"/> Yes <input type="radio"/> No			
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No			

Police Record Check:				
Will this individual be interacting with children? *	<input type="radio"/> Yes <input type="radio"/> No			
Does this individual have a Police Record Check? *	<input type="radio"/> Yes <input type="radio"/> No			
Is the date of their Police Record Check older than 6 months from today's date? *	<input type="radio"/> Yes <input type="radio"/> No			
<a href="#">Written Confirmation for Non-Interaction with Children Form</a> <a href="#">Offence Declaration Form</a>				
Police Record Check Documents				
Document Type	Date Submitted	Date of Document	Status	
Police Record Check				<a href="#">Upload Document &gt;</a>
Proof of Police Records Check Application				<a href="#">Upload Document &gt;</a>
Offence Declaration				<a href="#">Upload Document &gt;</a>
Written Confirmation of Non Interaction with Children				<a href="#">Upload Document &gt;</a>
				<a href="#">Cancel</a> <a href="#">Save</a>

5.2. Enter the manager information.

5.3. You can print / download, complete and upload 2 forms if required:

**Note:** Skip this step if you are a CMSM / DSSAB or Publicly-Funded School Board.

(1) *Written Confirmation for Non-Interaction with Children Form*, and (2) *Offence Declaration Form*.

5.3.1. Click the applicable form button.

5.3.2. Click [Open](#). A PDF copy of the form appears.

5.3.3. Complete the form online.

5.3.4. Save the form. Make note of the name and location of the form. You will be uploading it in the next step.

5.4. **To upload the Police Record Check Documents:**

**Note:** All police reference check documents are encrypted to protect privacy.

**Note:** Updated police reference check documents can be added at any time.

5.4.1. Click **Upload Document**.


5.4.2. Select the date the document was obtained.

5.4.3. Click [Browse...](#).

5.4.4. Select the file to be uploaded then click [Open](#).

5.4.5. Click [Save & Return](#).

5.4.6. Repeat step 5.4 for all documents.

5.5. Click . The person appears in the **First Nation Member** list.

6. Click . The ***Applicant / Licensee Information*** window appears.

Applicant/Licensee Information				
Applicant/Licensee Name:	ABC Corp			
Phone: *		Ext:		
Fax:				
Email: *	zzz@zzz.ca			
Website:				
Contact Name: *	John	ZZZ		
Contact Title:				
Contact Phone: *		Ext:		
Applicant/Licensee Mailing Address				
Country: *	CANADA			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
Unit Designator:		No.:		
Extra Address Information:				
City: *				
Province: *	Ontario			
Postal Code: *				
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
Rural Route:		No.:		
			< Previous	Exit
			Save	

7. Enter / update the information required.

8. Click .

9. Click . Your home page appears.

**Licensee Type: Individual**

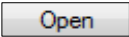
If your licensee type is not “individual”, please skip this section.

Applicant/Licensee Type	
Preferred Language of Correspondence: *	<input checked="" type="radio"/> English <input type="radio"/> French
Applicant/Licensee Type: *	<input checked="" type="radio"/> Individual <input type="radio"/> Corporation <input type="radio"/> First Nation
First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Has the business name been registered with the Ministry of Government and Consumer Services (MGCS)? *	<input type="radio"/> Yes <input type="radio"/> No
Are you a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No
Police Record Check:	
Will you be interacting with children? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have a Police Record Check? *	<input type="radio"/> Yes <input type="radio"/> No
<a href="#">Written Confirmation for Non-Interaction with Children Form</a> <a href="#">Offence Declaration Form</a>	

1. Enter / review / edit the information.

**Note:** The following information will be locked once you save your entries:

- **Applicant / Licensee Type**
- **First Name**
- **Last Name**

2. You can print / download, complete and upload two forms if required:
  - (1) *Written Confirmation for Non-Interaction with Children Form*, and (2) *Offence Declaration Form*.
  - 2.1. Click the applicable form button.
  - 2.2. Click . A PDF copy of the form appears.
  - 2.3. Complete the form online.

2.4. Save the form. Make note of the name and location of the form. You will be uploading it in the next step.

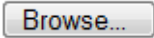
3. **To upload the Police Record Check Documents:**

**Note:** All police reference check documents are encrypted to protect privacy.

**Note:** Updated police reference check documents can be added at any time.

3.1. Click **Upload Document>**.

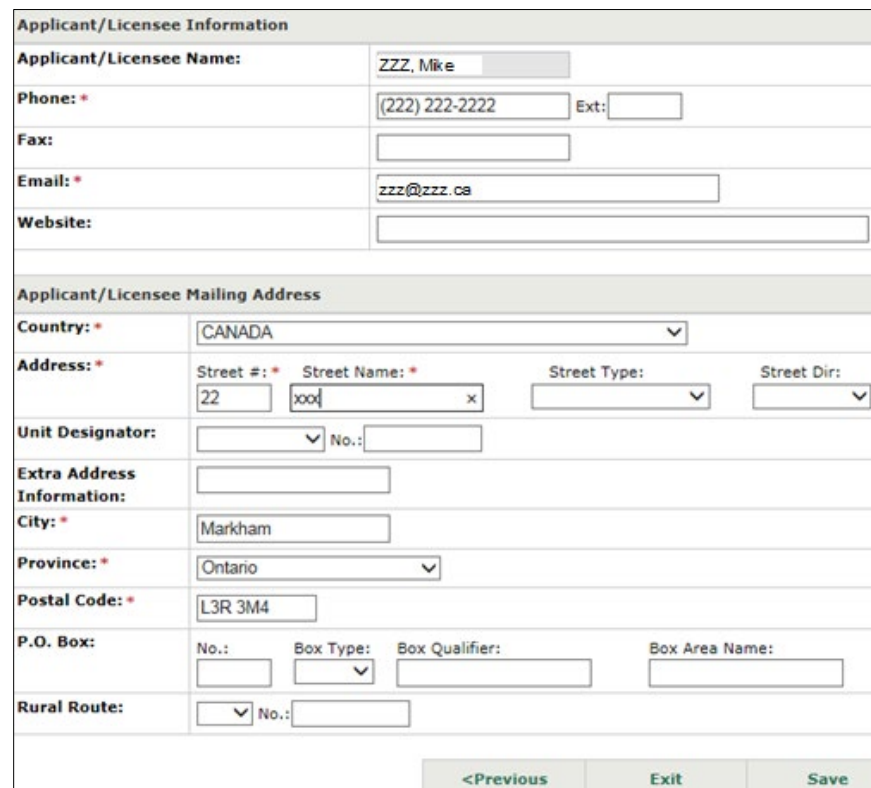
3.2. Select the date the document was obtained.




3.3. Click .

3.4. Select the file to be uploaded then click .

3.5. Click .

4. Click . The **Applicant / Licensee Information** window appears.




Applicant/Licensee Information				
Applicant/Licensee Name:	ZZZ, Mike			
Phone: *	(222) 222-2222	Ext:		
Fax:				
Email: *	zzz@zzz.ca			
Website:				
Applicant/Licensee Mailing Address				
Country: *	CANADA			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
	22	xxx		
Unit Designator:	No.:			
Extra Address Information:				
City: *	Markham			
Province: *	Ontario			
Postal Code: *	L3R 3M4			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
Rural Route:	No.:			
  				

5. Verify / edit the information.

6. Click .



7. Click . Your home page appears.

## Applications

### Applying for a Child Care Centre Licence

#### Introduction



The **New Licence Application** module is where you apply for a new child care centre licence. You may also view a list of your licence applications.

You can apply for a new licence as an individual, corporation or First Nation. The process is similar for each type however the windows may be slightly different. Only the windows for a corporation applicant type are shown in this guide.


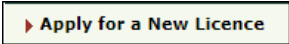
This section walks you through the application process, generally following the left navigation panel. As sections are completed, a check mark appears on the navigation panel.

New Licence Application ▾
▶ Apply for a New Licence
✓ Program type
✓ Licensing History
✓ Applicant Type
✓ Applicant Information
> Child Care Centre Information
> Operational Information
> Initial Documents
> Review Application Details
> Initial Deposit
> Fee Balance
> Supporting Documents
> Staffing Information
> Licence Inspection Overview
> Space Information
▶ View New Licence Applications

**Note:** You will not complete all steps in one sitting. If you are applying for CWELCC, you will send the application to the Service System Manager(s) for them to provide CWELCC advice. You will receive an email when CWELCC advice has been provided, and at that time can either re-submit the application to the Service System Manager(s), or complete the **Initial Deposit** page and submit the application to the Ministry of Education, or withdraw the application.

If you are not applying for CWELCC, you will be able to complete the **Initial Deposit** page. At that time your application will be reviewed and assigned to a Ministry of Education Program Advisor. You will be advised through email when you can continue the application process.

### Step 1: Enter Application Information

1. Click .
2. Click . The **Notice of Collection of Personal Information** page appears.

#### Notice of collection of Personal Information

Please be advised that the business and personal information provided in connection with this licence application is collected under the authority of the *Child Care and Early Years Act, 2014* (CCEYA) to administer and enforce the CCEYA and its regulations.

Administration and enforcement of the CCEYA includes reviewing and verifying this application, making licensing decisions, conducting inspections, dealing with complaints about licensed child care centres and home child care agencies, enforcing the CCEYA and its regulations and any conditions placed on the licence, public reporting on licensed child care and policy analysis, evaluation, monitoring and research related to child care.

In administering and enforcing the CCEYA, the Ministry may collect personal information relevant to the issuance and renewal of a licence to operate a child care centre or home child care agency from sources other than the applicant including: municipal building, fire and zoning departments, public health departments, police services and other law enforcement agencies, the College of Early Childhood Educators, the Ontario Ministry of Government and Consumer Services, the Department of Consumer and Corporate Affairs Canada and other persons, departments or municipalities or District Social Services Administration Boards, other provinces, territories or countries that may have information relevant to the administration and enforcement of the CCEYA.

Business information about the applicant may appear on the Ministry of Education (MEDU) Licensed Child Care Website and may be made available to the public on request.

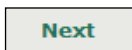
If you have questions about the collection of the personal information, please contact the Child Care Branch, Early Years and Child Care Division, Ministry of Education, 77 Wellesley Street West, PO Box 980, Toronto ON, M7A 1N3, 416-314-8373.

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

Exit

Next

(Your window may look different)

3. Read the **Notice of Collection of Personal Information**.
4. Click . The **Program Type** window appears.

#### Program type

Please select the type of licence you are applying for: \*

☐ Child Care Centre

☐ Home Child Care Agency

Exit

Next

5. Select the **Child Care Centre** radio button. The window expands.

The screenshot shows a web form titled "Program type". Below the title is a section labeled "Please select the type of licence you are applying for: \*". It contains two radio buttons: "Child Care Centre" (which is selected) and "Home Child Care Agency". Below this is another section labeled "Please select the schedule you are applying for: \*". It features a dropdown menu with "Please select..." and a downward arrow. The dropdown is open, showing three options: "Schedule 1", "Schedule 4", and "Schedule 1 and Schedule 4". To the right of the dropdown are two buttons: "Exit" and "Next".

6. Use the dropdown arrow to select the schedule you are applying for.

**Note:** Age groupings are categorized into schedules. For more information, please see the [Child Care and Early Years Act, 2014](#) (CCEYA) and / or [Child Care Centre Licensing Manual | Ontario.ca](#).

7. Click . The **Licensing History** window appears.

## Step 2: Complete the Licensing History

Licence Documents	
Licensing History	
1. 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? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No

Exit
Save
Save & Next

*(Your screen may not appear exactly as shown)*

1. Answer all the questions about your licensing history.  

**Note:** More questions may appear depending on your answers.
2. Click Save & Next>. The ***Applicant Type*** window appears.

### Step 3: Review the Applicant Type Information


<b>Applicant Type</b>	
Preferred Language of Correspondence: *	English
<b>Applicant/Licensee Type: *</b>	
	Corporation
Corporation Number:	Not Available Pas disponible[04064]
Corporation Name: *	462525 Ontario Inc.
Is the corporation a co-operative corporation?: *	No
Is the corporation: *	For-Profit
Please select the type of organization (if applicable):	College/University
Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *	Yes
Is the corporation carrying on business with a name different than its corporate name?: *	No
Is this corporation a multi-service corporation (i.e. the board of directors is responsible for child care and other services in the community)?: *	No

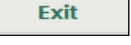
Please Note: Corporations must complete and submit an Initial Return to the [Ministry of Government and Consumer Services](#) within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)

[Previous](#)
[Exit](#)
[Next](#)

*(The window contents depend on the type of applicant you are: individual, corporation or First Nation.)*

1. Review your applicant type information. It has been populated from your Profile.

 **Note:** No information can be changed on this window.

If your profile is incorrect, click  and update your profile. Only some profile information can be changed. See page [34](#) for details on updating your profile.

2. Click . The **Applicant Information** window appears.

## Step 4: Review the Applicant Information

Applicant Information	
Applicant Name:	ABCD Corp
Phone: *	(111) 111-1111
Fax:	
Applicant Email: *	zzz.zzz@zzz.com
Website:	
Contact Name: *	Xxxx, John
Contact Title:	
Contact Phone: *	(111) 111-1111
Mailing Address	
Address: *	Street #: 2 Street Name: Xyz Street Type: Square Street Dir:
Unit Designator:	No.:
Extra Address Information:	
City: *	Markham
Province: *	Ontario
Postal Code: *	L3R 3M4
P.O. Box:	No.: Box Type: Box Qualifier: Box Area Name:
Rural Route:	No.:
Country: *	CANADA
<div style="text-align: right;"> <span>&lt;Previous</span> <span>Exit</span> <span>Next&gt;</span> </div>	

1. Review your applicant information. It has been populated from your Profile.

**Note:** No information can be changed from this window.

If the information displayed is incorrect, click Exit and update your profile. For details on updating your profile see [page 34](#).

2. Click Next>. The **Child Care Centre Information** window appears.

## Step 5: Enter the Child Care Centre Information

Child Care Centre Information			
Name of Child Care Centre: *	<input type="text"/>		
Child Care Centre Email: *	<input type="text"/>		
Website:	<input type="text"/>		
Fax:	<input type="text"/>		
Phone: *	<input type="text"/>	Ext: <input type="text"/>	
Secondary Phone Number (if different):	<input type="text"/>	Ext: <input type="text"/>	
Contact Name: *	<input type="text"/>	<input type="text"/>	
Position:	<input type="text"/>		
Will this child care centre be operated by a private school? *	<input type="radio"/> Yes <input type="radio"/> No		
Please indicate the primary use of the building: *	<div>Please select... <span style="float: right;">▼</span></div>		

Child Care Centre Civic (Site) Address			
Address:	Street #: *	Street Name: *	Street Type: <span style="float: right;">▼</span>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<div><span style="float: right;">▼</span> No.: <input type="text"/></div>		
Extra Address Information:	<input type="text"/>		
City/Municipality: *	<input type="text"/>		
Province: *	<div>Ontario <span style="float: right;">▼</span></div>		
Postal Code: *	Postal Code <input type="text"/>		
Consolidated Municipal Service Manager/District Social Services Administration Board: *	<div>Please select... <span style="float: right;">▼</span></div> <div>Notes: To find your local CMSM/DSSAB, click <a href="#">here</a></div>		

Child Care Centre Mailing Address (if different than civic or applicant mailing address).			
Country: *	<div>CANADA <span style="float: right;">▼</span></div>		
Address:	Street #: *	Street Name:	Street Type: <span style="float: right;">▼</span>
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<div><span style="float: right;">▼</span> No.: <input type="text"/></div>		
Extra Address Information:	<input type="text"/>		
City/Municipality:	<input type="text"/>		
Province:	<div>Please select... <span style="float: right;">▼</span></div>		
Postal Code:	<input type="text"/>		
P.O. Box:	No.: <input type="text"/>	Box Type: <span style="float: right;">▼</span>	Box Area Name: <input type="text"/>
Rural Route	<div><span style="float: right;">▼</span> No.: <input type="text"/></div>		



Program Description	
Child Care Centre Language of Service: *	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other
Safe Drinking Water Act	
Is water provided through service connections with a municipal residential water system? *	<input type="radio"/> Yes <input type="radio"/> No
Was plumbing in this building installed? *	<input type="radio"/> Before January 1, 1990 <input type="radio"/> After January 1, 1990
DWIS ID#:	<input style="width: 100%;" type="text"/>

Previous
Exit
Save
Save & Next

1. Enter the information.

**Field Notes and Tips**

All fields: Do not type in all upper case.

**Note:** More questions may appear depending on your answers.

**Consolidated municipal service manager / District social services administration board (CMSM / DSSAB)**

- The CMSM / DSSAB, also known as Service System Manager (SSM), is typically automatically mapped using the postal code of the child care centre / home child care agency location.
- If the system is unable to map the CMSM / DSSAB using the postal code, you will need to use the drop-down to select the CMSM / DSSAB for your child care centre / home child care agency.
- Identifying your local CMSM / DSSAB will determine which Ministry of Education Child Care Branch region and office your application will be assigned to.

- **Note:** This section does not apply if the applicant type is “First Nation”.

- **If the CMSM / DSSAB does not automatically populate and you do not know what to enter:**


(a) Click the [here](#) link.

Notes: To find your local CMSM/DSSAB, click [here](#)

A file download window appears.

- (b) Click Open. A document appears to help you determine the CMSM / DSSAB for your area.

(c) Scroll through the document and make note of the Service System Manager for your area.

 **Tip:** Search for the name of your town.

(d) Close the document (select **FILE** → **EXIT**)

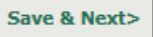
- If the CMSM / DSSAB is City of Toronto, select the ward where your child care centre will be operating.

### **Language(s) of Service Delivery**

- This is the language(s) you will be providing service in your child care centre. You can enter more than one.
- If you select **Other**, select the language then click **Add>>**. More than one language can be selected.


**DWIS ID number**

- When you register your child care centre with the Ministry of the Environment, Conservation and Parks, your child care centre will be assigned a unique Drinking Number Information System number (DWIS ID). For more information, please reference the [Child Care Centre Licensing Manual | Ontario.ca](#).

2. Click . The **Operational Information** window appears.

## Step 6: Enter Operational Information



**Warning:** Click  regularly throughout the application to ensure your information is not lost.

CWELCC Funding Information	
Are you intending to apply for CWELCC funding?: *	<input type="radio"/> Yes <input type="radio"/> No
Consolidated Municipal Service Manager/District Social Services Administration Board *	
City of Brantford	
Proposed Program Options *	
Please identify the types of programs you plan to offer	
<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school <input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school <input type="checkbox"/> Overnight
Months of Operation *	
<input type="radio"/> Operates 12 months <input type="radio"/> Operates fewer than 12 months (please check months below)	
Days and Hours of Operation *	
Please describe your days and hours of operation for all of the planned programs selected above	
<div style="border: 1px solid #ccc; width: 100%;"></div>	

1. Use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.


**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.


2. Enter the remaining information.

 **Note:** All fields are mandatory.


 **Note:** More questions may appear depending on your answers.


Add Room for Primary and Alternate Capacity *			
Room Name *	<input type="text" value="Room A"/>		
Floor Level *	<input type="text" value="Floor 1"/>		
Primary Age Group *	<input type="text" value="Junior School Age"/>		
Primary Capacity * This number must be greater than 0	<input type="text" value="20"/>		
<b>Alternate Capacity *</b>	<b>Age Group</b>	<b>Age Range</b>	<b>Alternate Capacity</b>
	Infant	under 18 months	<input type="text" value="10"/> <b>max. 10</b>
	Toddler	18 months up to 30 months	<input type="text" value="15"/> <b>max. 15</b>
	Preschool	30 months up to 6 years	<input type="text" value="15"/> <b>max. 24</b>
	Kindergarten	44 months up to 7 years	<input type="text" value="15"/> <b>max. 26</b>
	Primary/Junior School Age	68 months up to 13 years	<input type="text" value="18"/> <b>max. 30</b>
	Junior School Age	9 years up to 13 years	N/A <b>max. 20</b>
	Family Age Group	under 13 years	<input type="text" value="15"/> <b>max. 15</b>
Will this room be operating 6 hours or more in a day? *			<input checked="" type="radio"/> Yes <input type="radio"/> No
Is this room shared and used by the school for instructional purposes? *			<input type="radio"/> Yes <input checked="" type="radio"/> No
<a href="#" style="color: green; text-decoration: none;">Add Room&gt;</a>			


*(This window may look different depending on the schedule you selected previously, and whether your centre will be located in a Publicly-Funded School)*

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


3. Enter the room name, floor level, primary age group, and primary capacity for the child care room.

 **Note:** All age groups have a capacity limit. This means that there is a maximum number of children in that age group that can be cared for in the room at a time. The capacity limit for each group is noted in blue font beside each alternate capacity free-form text field (box).


 **Warning:** Room names must be unique. The room name and floor level will be locked and cannot be changed once your Program Advisor begins a licence inspection.


 **Warning:** Child care rooms on or above the third floor require Director Approval. Please contact your Program Advisor for more information.


 **Warning:** The primary capacity cannot be 0.

 **Note for programs located in a Publicly-Funded School (PFS):** When entering information into the Primary and Alternate Capacity tables for Kindergarten and School age groups located in shared space in the school, you may enter a generic room name (e.g., kinder room 1, school age group 1). All rooms that will be used for these groups must be listed on the signed Shared Space Confirmation form.


4. Enter the alternate capacities you want to have in this room.

 **Tip:** If there is an age group you do not want as an alternate capacity or you do not want any alternate capacities, enter “0” in the alternate capacity free-form text field (box).

 **Warning:** The primary age group cannot also be an alternate age group. The primary age group will be listed as N/A in the alternate capacity section.

 **Warning:** An alternate capacity cannot be greater than the primary capacity. As you enter alternate capacities, you may need to update the primary age group / capacity to ensure it has the greatest capacity.


5. Answer the question(s) using the radio button.


 **Note:** “Is this room shared and used by the school for instructional purposes?” will only display if you indicated that the centre will be located in a Publicly-Funded School.


6. Click **Add Room >**.

Primary Capacity Proposed by Applicant *								
Schedule 1 and Schedule 4								
Room Name		Floor Level	Age Group		Age Range		Capacity	Action
Room A		Floor 1	Junior School Age		9 years up to 13 years		20	Remove Edit
Total Capacity					20			
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 A	Floor 1	10	15	15	15	18	N/A	15

 **Note:** The information you entered in the “Add Room for Primary and Alternate Capacity” box will then populate in the “Primary Capacity Proposed By Applicant” and “Alternate Capacity Proposed By Applicant” tables.

 **Note:** The total capacity is calculated automatically. It is the sum of the primary capacity for all the rooms in the proposed child care centre.

 **Warning:** If you selected Schedule 1 and 4 as your schedule type but do not have any family age group capacities in your application, you will need to change the schedule type to Schedule 1. If you selected Schedule 1 and 4 as your schedule type but only have family age group capacities in your application, you will need to change the schedule type to Schedule 4.


 **Warning:** If you change the schedule type during the application, you will receive an error message if the age groups you have entered no longer match the schedule type. For example, if you originally selected Schedule 1 and 4 and later change to Schedule 1, you must edit the rooms with family age group to remove all the family age group capacities.

If you need to change any of the information in these tables, click **Edit**, and the information will populate in the “Edit Room for Primary and Alternate Capacity” box for you to update (see previous page for information).

Once you are done making updates, click **Add Room >**.

If you need to remove a room, click **Remove**. The information for the room will be deleted from “Primary Capacity Proposed By Applicant” and “Alternate Capacity Proposed By Applicant” tables, and any sleep areas for the room will also be removed (see next page for sleep areas information).

<b>Rooms operating LESS than 6 hours in a day:</b>
<b>Rooms NOT shared and used by the school for instructional purposes:</b>
Room A

 **Note:** The rooms that you indicated will not be 6 hours or more in a day, and the rooms you indicated are not shared and

used by the school for instructional purposes will populate in the sections above.

**Note:** The “Rooms NOT shared and used by the school for instructional purposes” section will only display if you indicated that the centre will be located in a Publicly-Funded School.

If you need to change any of the information in these sections, find the applicable room in the “Primary Capacity Proposed By Applicant” table then click **Edit**. The information will populate in the “Add Room for Primary and Alternate Capacity” box for you to update (see previous page for information).

Once you are done making updates, click **Add Room >**.

Will the family age group serve children younger than 24 months? *	
Room A	<input type="radio"/> Yes <input type="radio"/> No

- Rooms that you indicated will have family age group (as a primary or alternate capacity) will populate in this section. Use the radio buttons to indicate whether or not the family age group in each room will serve children younger than 24 months.

**Note:** This section is only applicable to Schedule 4, and Schedule 1 and 4 applications.

Sleep Area			
Sleep Area Name	Floor Level	Sleep Area is associated with which room?	Action
<input type="text" value="Sleep Room 1"/>	<input type="text" value="Floor 1"/> ▼	<input type="text" value="Room A"/> ▼	<b>Remove</b>
			<b>Add Sleep Area&gt;</b>

**Note:** Sleep areas are required for rooms that have the following primary or alterante capacity: infant or family age group (with children under 24 months). These rooms may populate in the **Sleep Area** section. You will need to enter information for the pre-populated sleep areas.

- Enter the room / area name for the sleep area in the first column (“Sleep Area Name”).
- Select the floor level for the sleep area by clicking the drop-down menu in the second column (“Floor Level”).
- Select the child care room that the sleep area will be used for by clicking the drop-down menu in the third column (“Sleep Area is associated with which room?”).




11. Click .

Repeat steps 8-11 for any other pre-populated sleep areas.

If you would like to add another sleep area, click **Add Sleep Area >** and then repeat steps 8-11.

If you would like to remove a sleep area, click **Remove**.

If you need update a sleep area, simply update the information in the section and click  at the bottom of the page.




**Warning:** Sleep areas on or above the third floor require Director Approval. Please contact your Program Advisor for more information.

Playground			
Playground Location	Age Group	Fixed equipment?	Action
<div>at ground level and adjacent to the building</div> <div>▼</div>	<input checked="" type="checkbox"/> Infant <input checked="" type="checkbox"/> Toddler <input checked="" type="checkbox"/> Preschool <input checked="" type="checkbox"/> Family Age Group	<input checked="" type="radio"/> Yes <input type="radio"/> No	<b>Remove</b>
<b>Add Playground&gt;</b>			

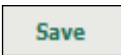
12. Click **Add Playground >**.

13. Select the location of the playground by clicking the drop-down menu in the first column ("Playground Location").

14. Indicate the age groups that will use the playground by using the check boxes in the second column ("Age Group").

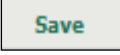
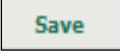
 **Note:** Only the age groups in your "Primary Capacity Proposed by Applicant" and "Alternate Capacity Proposed by Applicant" tables will appear in this column.


15. Indicate whether the equipment on the playground will be fixed by using the radio buttons in the third column ("Fixed equipment?").


16. Click .

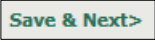
If you would like to add another playground, repeat steps 12-16.

If you would like to remove a playground, click **Remove**.

If you need update a  and, simply update the information in the section and click  at the bottom of the page.

 **Note:** Child care centres operating for six hours or more in a day are required to have an outdoor play space (i.e., playground).

 **Warning:** Outdoor play spaces (i.e., playgrounds) not at ground level or non-adjacent to the child care centre require Director Approval. Please contact your Program Advisor for more information.

17. Click .

## Step 7: Upload Initial Documents

<a href="#">Hide Instructions</a>				
TBD INID - Initial Documents to Submit				
<b>Initial Documents to Submit</b>				
Document Type	Date Submitted	Status	Status Date	Action
Zoning approval				<a href="#">Upload Document</a>


<a href="#">Previous</a>
--------------------------


<a href="#">Exit</a>
----------------------


<a href="#">Next</a>
----------------------


1. Click **Upload Document** to select a file from your computer.

2. Click [Save & Next>](#).

 **Note:** You are only able to upload one document. The document can have multiple pages.

 **Note:** If you have questions about zoning, contact your municipal government for information on their zoning approval process.

 **Tip:** Where you have indicated that you are intending to apply for CWELCC funding, you may submit your application to the SSM for advice prior to uploading your zoning approval.


 **Warning:** However, when you receive the advice from the SSM, you must upload the zoning approval in order to submit the application to the Ministry.


3. Click [Save & Next>](#). The **Review Application Details** window appears.

## Step 8: Review and Submit your Application

All the information you have entered in your application appears in one continuous window to make it easy for you to review.


Review Application Details


[Expand All](#) | [Collapse All](#)
 [Print](#)


Licensing History 

[Revise](#)


1. 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
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA?	No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA?	No

Applicant Type 

Applicant Information 

Child Care Centre Information 

[Revise](#)

Operational Information 

[Revise](#)



Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.

Withdraw Application

Previous

Exit

Next



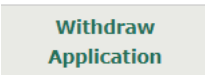
 **Tip:** To print your application click  **Print** (located near the top right corner of the form).

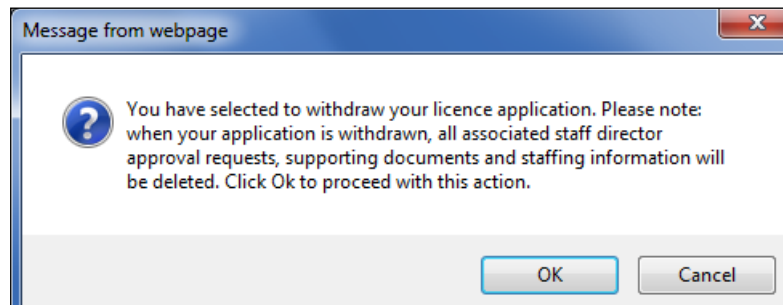
1. Review your application.

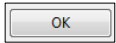



**Warning:** Once you click Submit, you will not be able to make any changes to your application until the Service System Manager provides advice, or after it is submitted and approved by your Program Advisor. You will not be able to change your application type (i.e., child care centre or home child care agency). If you need to revise the application type after submission, you will have to withdraw this application and start a new one.

2. If a revision is required in a particular section:

- 2.1. Click . Your application opens at the section required.
- 2.2. Make changes where required.
- 2.3. Click  to save your changes.
3. If you would like to withdraw your application:
  - 3.1. Click  (near the bottom of the **Review Application Details** window). A confirmation message appears.



- 3.2. Read the warning.
- 3.3. To withdraw click .
4. Submit your application.
  - 4.1. Click . The **Declaration and Consent** window appears.

**Declaration and Consent**

I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the *Child Care and Early Years Act, 2014* (CCEYA).

I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the CCEYA.

**I understand that the Ministry will share the information included in this application with all service system managers listed in my application in order to obtain advice from, or provide notice to, the service system manager in relation to enrollment in the Canada-Wide Early Learning and Child Care (CWELCC) system for the purposes of subsection 13.1 (2) of O. Reg. 137/15. (Not applicable to First Nations on-reserve)**

I understand that any advice provided by a Service System Manager for the purposes of s.13.1 of O. Reg. 137/15 will be based on the information the Service System Manager has at the time. This advice does not constitute a decision or promise made with respect to enrollment in the CWELCC system.

☐ I Agree

☐ I Disagree

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

4.2. If you agree with the statement, click the **I agree** radio button.

4.3. Your next step will depend on how you responded to the “Are you intending to apply for CWELCC funding?” question:

**4.3.1.** If you indicated that you are intending to apply for CWELCC funding, the application will be submitted to the SSM for advice. Click [Submit Application to SSM](#)

**4.3.2. You are done for now!**

**ⓘ Note:** After the SSM provides CWELCC advice, the application will be returned to you, and you will need to pay the initial deposit before submitting the application to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 9: Reviewing CWELCC advice](#) to continue)


**4.3.3.** If you are not intending to apply for CWELCC funding, the application will be submitted to the Ministry. Click [Proceed to Deposit Payment](#). The **Initial Deposit** window appears. (skip to [Step 10: Remit Initial Deposit Payment](#))

## Step 9: Reviewing CWELCC Advice


Once you receive an email that CWELCC advice has been provided, you will need to review your application details.

The application can be found under the “In Process Items” section of your dashboard, or under “View New Licence Applications” on your left navigation panel. Go to either of these locations and click **Select** or **Select Application**.


1. You will be taken to the **Review Application Details** page. Read the information on the page, particularly the **Operational Information** section to review the CWELCC advice status.

 **Note:** The SSM may have left you a comment. Use the left navigation panel to visit the **Operational Information** page and verify if there is a comment in the **History of SSM / Applicant Comments** section.

If necessary, enter a comment in the **Comments to SSM** free-form text field then click **Add >**. Use the left navigation panel to return to the **Review Application Details** page

Operational Information 		<a href="#">Revise</a>
<b>CWELCC Funding Information</b>		
<b>Are you intending to apply for CWELCC funding?:</b>	Yes	
<b>Consolidated Municipal Service Manager/District Social Services Administration Board</b>	<b>CWELCC Advice Status</b>	
City of Brantford	<b>Denied</b>  Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))	

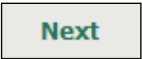
2. Optional: If you need to update information, click **Revise** on the applicable section and update the information.

 **Warning:** Updating the program options / duration, and / or licensed capacity (primary and alternate capacity), may trigger the CWELCC advice status to be reset and require new SSM advice.


If your CWELCC advice status is reset: Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter a comment in the **Comments to SSM** free-form text field, then click **Add >**. Return to [Step 8: Review and Submit](#)

[your Application](#) for details on submitting the application to the SSM.

3. Your next step depends on your CWELCC advice status:


3.1. If your CWELCC advice status is approved, click . The **Declaration and Consent** window appears.

3.1.1. If you agree with the statement, click the **I agree** radio button.

3.1.2. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).


3.2. If your CWELCC advice status is denied, you can either: re-submit the application to the SSM for new advice, no longer intend to apply for CWELCC funding, or submit the application to the Ministry with the denied CWELCC advice status. Decide your preferred option and follow the applicable path below:

3.3. If you would like to re-submit the application to the SSM:

3.3.1. Optional: Click **Revise** on the sections of your application you would like to update. Click  on any page you make changes on.

3.3.2. Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter your comment in the **Comments to SSM** free-form text field then click **Add >**.

3.3.3. Click .

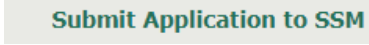
3.3.4. Use the left navigation panel to go to the **Review Application Details** page. Or click  until you reach the **Review Application Details** page.

3.3.5. Click . A new window appears.


3.3.6. Select "Submit application to the SSM".



3.3.7. The ***Declaration and Consent*** window appears. If you agree with the statement, click the **I agree** radio button.

3.3.8. Click .


### 3.3.9. You are done for now!

 **Note:** After the SSM provides CWELCC advice, the application will be returned to you, and you will need to pay the initial deposit before submitting the application to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 9: Reviewing CWELCC advice](#) to continue)

3.4. If you no longer intend to apply for CWELCC funding:


3.4.1. Click **Revise** on the ***Operational Information*** section. On the ***Operational Information*** page, use the radio button to change your response to “Are you intending to apply for CWELCC funding?” to “No”.

3.4.2. Click .

3.4.3. Use the left navigation panel to go to the ***Review Application Details*** page. Or click  until you reach the ***Review Application Details*** page.

3.4.4. Click . The ***Declaration and Consent*** window appears.

3.4.5. If you agree with the statement, click the **I agree** radio button.


3.4.6. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).

3.5. If you would like to submit the application to the Ministry with the denied CWELCC advice status:

3.5.1. Click . A new window appears.

3.5.2. Select “Submit application to the Ministry”.

3.5.3. The ***Declaration and Consent*** window appears. If you agree with the statement, click the **I agree** radio button.

3.5.4. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).

## Step 10: Remit Initial Deposit Payment

<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–24</b>	<b>\$200</b>	\$100	\$50
<b>25–49</b>	<b>\$250</b>	\$120	\$65
<b>50–74</b>	<b>\$300</b>	\$140	\$75
<b>75–99</b>	<b>\$350</b>	\$170	\$90
<b>100–124</b>	<b>\$400</b>	\$200	\$100
<b>125 or more</b>	<b>\$450</b>	\$230	\$115

*Figure 1: Child Care Centre Fee Table*

Please note that the initial deposit payment amount in the image below is fictitious and is subject to change. Please refer to the payment amount on CCLS.

[Hide Instructions](#)

During the emergency closure period and the period of time immediately following, all licensing application, renewal and revision fees were set to \$0. The regulation that allowed for this to happen has expired, and all licensing fees will be reinstated as of September 23, 2020.

---

**Initial Deposit**

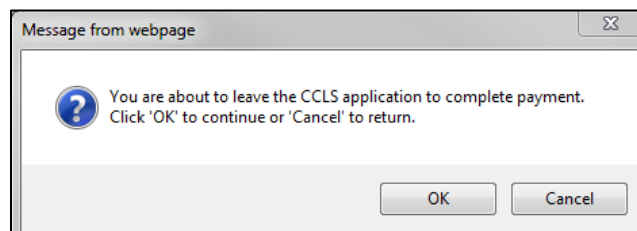
In order to submit your application, a deposit payment of **\$200** must be submitted.

I acknowledge that, should my final licensed capacity be 25 or more children, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.

I understand that all fees paid in connection with this licence application are non-refundable.

To submit your application, you are required to pay an initial deposit. Please click on 'Continue with Credit Card' to complete the payment.

1. Read the information on the window.
2. Click . A confirmation message appears.







3. Click  to continue. The **Order Summary** window appears.

**Order Summary**



**Payment to:** Child Care Licencing  
**Total:** \$200.00 (CAD)



**Payment Method**




Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.

**NOTE: You now have 15 minutes in which to complete your payment.**  
Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by 



4. Click . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div>		
<div>Cancel payment</div>		
Visa and Mastercard are accepted.		
WORLDLINE		

5. Enter the payment information.
6. Click 

Submit Payment

.
7. You will be re-directed to CCLS.

## You are done for now!



Your application has been submitted. You will receive a confirmation email.



You will receive another email when the application has been assigned to a Ministry of Education Program Advisor. At that time you can move forward with your application by submitting supporting documents, entering staffing information, and requesting staff Director approvals.

In the meantime, you can start developing / obtaining the following documents:

- ☐ Incorporation papers (if you are applying as a corporation)

- ☐ Business name registration (if applicable)
- ☐ Detailed floor plans
- ☐ Detailed site plans
  
- You may wish to review the Licensee Orientation Video or the [Child Care Centre Licensing Manual | Ontario.ca](#) for more information about the documents required.
  
- Your Program Advisor will review your application and let you know if more information or revisions are required. (See page [26](#), Revising and Responding to Comments, for details).

## Step 11: Submit Supporting Documents



You will receive an email advising when you can start submitting supporting documents.

**Note:** You can upload multiple versions of the same document if required. The latest uploaded version is the version that will be reviewed by the Ministry.

**Note:** If one document contains more than one page, upload it as one document only. Do not upload each page separately.

1. Open your application. (See page [133](#) for details if required.) The **Review Application Details** window appears.
2. Click [Supporting Documents](#). The **Supporting Documents** window appears showing a table of required documents. Some documents may be marked as “not applicable” under the **Status** column. The documents listed in the **Initial Documents to Submit** section should be submitted before the others. However, you can upload the supporting documents in the other sections at any time.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Incorporation papers		Not Applicable	Jan 3, 2018	Select >
Zoning approval				Upload Document >
Floor plan				Upload Document >
Site plan				Upload Document >
Combined floor and site plan				Upload Document >
Add Additional Document >				

Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Approved fire evacuation procedures				Upload Document >
Emergency Management Policy		Not Applicable	Jan 3, 2018	Select >
Sanitary practices		Not Applicable	Jan 3, 2018	Select >
Waiting list policy		Not Applicable	Jan 3, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 3, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 3, 2018	Select >
Serious occurrence policy		Not Applicable	Jan 3, 2018	Select >
Medication policy		Not Applicable	Jan 3, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 3, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 3, 2018	Select >
Parent Handbook		Not Applicable	Jan 3, 2018	Select >
Program Statement		Not Applicable	Jan 3, 2018	Select >
Playground safety policy		Not Applicable	Jan 3, 2018	Select >
Anaphylactic policy		Not Applicable	Jan 3, 2018	Select >
A supervision policy for volunteers and placement students		Not Applicable	Jan 3, 2018	Select >
Criminal Reference Check Policy (including Police Vulnerable Sector Check)		Not Applicable	Jan 3, 2018	Select >
Training and Development Policy for Staff		Not Applicable	Jan 3, 2018	Select >
Sample enrolment form		Not Applicable	Jan 3, 2018	Select >
Accident form		Not Applicable	Jan 3, 2018	Select >
Sample menu		Not Applicable	Jan 3, 2018	Select >
List of play materials, equipment and furnishings		Not Applicable	Jan 3, 2018	Select >
Add Additional Document >				

Municipal and Other Approvals				
Document Type	Date Submitted	Status	Status Date	
Health approval				Upload Document >
Fire Code Approval				Upload Document >
Building approval				Upload Document >
Add Additional Document >				

Other Documents				
Document Type	Date Submitted	Status	Status Date	
Insurance certificate				Upload Document >
Third party certified playground inspection report (if applicable)				Upload Document >
Add Additional Document >				

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

<Previous
Exit
Next>

*(The files required will be different if you are applying as an individual, corporation or First Nation.)*

3. Upload the document. See page [21](#) for details.
4. Repeat step 3 for all documents.
5. Add “additional documents” if required. See page [21](#) for details.



6. Click . The ***Staffing Information*** window appears.

## Step 12: Review Staffing Information

**Note:** Staff members are added / updated via the **Administration** menu – **Manage Staff Information**. The information that is entered on that page will display in your application as “read only”. For details on adding or editing staff members see page [258](#).

**Note:** A staff director approval request is required for the following positions:

- RECE Supervisor
- Non-RECE Supervisor
- Program staff to take the place of an RECE
- Non-RECE Resource Teacher

**Note:** There must be a Director approved supervisor before a licence can be issued. For details on requesting staff Director approval, see page [247](#).

1. Open your application. (See page [133](#) for details.)

2. Click [> Staffing Information](#). The **Staffing Information** window appears.

**Please review the staffing information the ministry has on file for this application.**  
**Please make any updates in the Administration module:**  
Click [Manage Staff Information >](#)

Staffing Information									
Program Staff									
Registered Early Childhood Educator (RECE) Supervisor	Non-RECE Supervisor (otherwise approved)	Resource Teacher	RECE Program Staff	Program Staff to take the place of an RECE (otherwise approved)	Unqualified Program Staff	Diploma/ Degree in Child and Youth Care	Diploma/ Degree in Recreation and Leisure Services	Member in Good Standing with Ontario College of Teachers	Total
0	0	0	0	0	0	0	0	0	0


  

Non Program Staff				
Cook	Administrator	Custodian	Other	Total
0	0	0	0	0

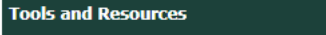
Staff Information									
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	% in Program	Director Approval Required?	Director Approval Status	Director Approval Details

[<Previous](#)    [Exit](#)    [Next>](#)

3. Review the information.
4. If everything is correct, click  and skip to [Step 13: Review Space Information](#).
5. To make changes, see the next section(s).

## Adding a Staff member to your staff list

Before starting the steps below, please download and print the **Notice with Respect to the Collection of Personal**

**Information** form found in . You will need to complete the form during this process.

1. Click **Manage Staff Information>** The **Staff Information** list appears.

**Reminder:** Staff Director Approval requests may be submitted for the following three "primary positions" only:

- 1) Registered Early Childhood Educator (RECE) Supervisor;
- 2) Non-RECE Supervisor (otherwise approved); and
- 3) Program Staff to take the place of a RECE (otherwise approved).

No Record(s) Found

**Staff Information**

Add Staff>

*(Your list may be empty if no staff have been added yet)*

2. Click **Add Staff>**. The **Staff Information** window appears.

Hide Instructions

**Staff Information**

<b>Staff First Name: *</b>	<input style="width: 90%;" type="text"/>
<b>Staff Last Name: *</b>	<input style="width: 90%;" type="text"/>
<b>Date of Hire: *</b>	<input style="width: 60%;" type="text"/> Eg: 28/04/2012
<b>Is the staff member a Registered Early Childhood Educator: *</b>	<input type="radio"/> Yes <input type="radio"/> No

**Location/Position Information**

Select Position and Location

Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.

Exit

Save & Return

3. Enter the **Staff Information**.

4. Complete the **Notice with Respect to the Collection of Personal Information** form.
  - 4.1. Have the individual sign the form and provide them with a copy.
  - 4.2. Retain the form in the staff's file.

**Note:** If you have not yet downloaded and printed the form, it can be found in [Tools and Resources](#).
5. Add the **Location / Position Information**:
  - 5.1. Click **Select Position and Location>**. The following window appears.

- 5.2. Select the name of the **Child Care Centre** if applicable.
  - 5.3. Select the applicant's **Primary Position**. Where a staff member has more than one area of responsibility, identify their primary role.
  - 5.4. Complete the information for any fields that appear.
  - 5.5. Click [Save & Return](#).
6. Click [Save & Return](#) or [Save & Next](#).

**If you want to request director approval now:**

- 6.1. Click [Request Director Approval](#) the **Applicant Details** window appears.
- 6.2. Continue to the next section, step 5.

If Director Approval is not required, you are done. Continue to [Step 13: Review Space Information](#).

## Requesting a Staff Director Approval if Required

1. Click [Staff Director Approval >](#).

2. Click . The following window appears.

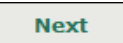
To request director approval for a staff member, you must first enter the staff information in Administration module:  
 Click [Manage Staff Information >](#)

---

**Is approval requested for**


☐ Registered Early Childhood Educator (RECE) Supervisor  
☐ Non-RECE Supervisor (otherwise approved)  
☐ Program Staff to take the place of a qualified staff (otherwise approval)  
☐ Resource Teacher

Exit Next

3. Select the type of approval required.
4. Click . The **Applicant Details** window appears.

Applicant Details	
<b>Applicant Name: *</b>	<div>Please select ...</div>
<b>Child Care Centre or Home Child Care Agency Name:</b>	ABCD Child Care Centre
<b>College of Early Childhood Educators (CECE) Registration Number:</b>	
<b>Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisor):</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>The approval is requested for the individual to work with (check all that apply): *</b>	Schedule 1: <input type="checkbox"/> Infant (Under 18 months) <input type="checkbox"/> Toddler (18 months up to 30 months) <input type="checkbox"/> Preschool (30 months up to 6 years) <input type="checkbox"/> Kindergarten (44 months up to 7 years) <input type="checkbox"/> Primary/Junior School Age (68 months up to 13 years) <input type="checkbox"/> Junior School Age (9 years up to 13 years)  Schedule 4: <input type="checkbox"/> Family Age Group (Under 13 years)
<b>Proposed start date: *</b>	<div></div> Eg: 28/04/2012
<b>What percentage of the day is the supervisor expected to be in program?</b>	
<b>This individual is expected to normally work:</b>	Hours per day: <div>Please select</div> Days per week: <div>Please select</div> Weeks per year: <div>Please select</div>
<b>Describe the position the applicant would fill: *</b>	<div></div>

*(Partial window only – your window may be different)*

5. Enter the applicant details.
-  **Note:** Select only one age group for Program Staff to take the place of a qualified staff (otherwise approval).
6. Add the applicant's child care experience:
- 6.1. Click [Add Experience>](#). The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input type="text"/>			
Position: *	<input type="text"/>			
Start Date: *	<input type="text"/> <small>Eg: 28/04/2012</small>			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input checked="" type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<div style="border: 1px solid #ccc; height: 40px;"></div>			
Program Address				
Country: *	<div style="border: 1px solid #ccc; padding: 2px;">CANADA ▼</div>			
Address:	Street #: *	Street Name: *	Street Type: ▼	Street Dir: ▼
	<input type="text"/>	<input type="text"/>	<div style="border: 1px solid #ccc; height: 20px;"></div>	<div style="border: 1px solid #ccc; height: 20px;"></div>
Unit Designator:	<div style="border: 1px solid #ccc; height: 20px;"></div> ▼	No.:	<input type="text"/>	
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province/State: *	<div style="border: 1px solid #ccc; padding: 2px;">Ontario ▼</div>			
Postal Code/ZIP Code:	<input type="text"/>			
P.O. Box:	No.:	Type: ▼	Qualifier:	Area Name:
	<input type="text"/>	<div style="border: 1px solid #ccc; height: 20px;"></div>	<input type="text"/>	<input type="text"/>
Rural Route:	<div style="border: 1px solid #ccc; height: 20px;"></div> ▼	No.:	<input type="text"/>	
				<div style="display: inline-block; border: 1px solid #ccc; padding: 2px 10px; margin-right: 10px;">Cancel</div> <div style="display: inline-block; border: 1px solid #ccc; padding: 2px 10px; background-color: #d9ead3;">Save &amp; Return</div>

6.2. Enter the information.

6.3. Click Save & Return. The **Applicant Details** window appears.

7. Click Save & Next.

8. If the approval is for:
- a non-RECE supervisor, or
  - a program staff to take the place of an RECE,

The following question appears near the bottom of the window.

Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

8.1. Answer the question

8.2. If you respond “Yes” to the above question, you will be prompted to enter additional training.

Additional Training				
Education Institution Name	Course Name	Course Start Date	Course End Date	
				<a href="#">Add Course &gt;</a>

8.2.1. Click **Add Course>**. The **Additional Training** window appears.

Additional Training	
Education Institution Name: *	<input type="text"/>
Course Name: *	<input type="text"/>
Course Start Date: *	<input type="text"/> <small>Eg: 28/04/2012</small>
Course End Date: *	<input type="text"/> <small>Eg: 28/04/2012</small>
Additional Comments:	<div style="border: 1px solid #ccc; height: 40px;"></div>
<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>	

8.2.2. Enter the information.

8.2.3. Click .

9. Click .

10. The **Supporting Documents** window may appear.

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				<a href="#">Upload Document &gt;</a>
Transcripts from post-secondary training				<a href="#">Upload Document &gt;</a>
<a href="#">Add Additional Document &gt;</a>				
		<a href="#">&lt;Previous</a>	<a href="#">Exit</a>	<a href="#">Next</a>

(Your window may display different document types required.)

10.1. Upload supporting documents as applicable. (See page [21](#) for details.)

10.2. Click . The **Review and Submit** window appears.

Review and Submit	
<a href="#">Show Instructions</a>	
<a href="#">Expand All</a>   <a href="#">Collapse All</a>	
Print	
<b>Applicant Details ▼</b>	<a href="#">Revise &gt;</a>
<b>Approval Status:</b>	Draft
<b>Applicant Name:</b>	Xyz, Jack
<b>Child Care Centre or Home Child Care Agency Name:</b>	ABCD Child Care Centre
<b>College of Early Childhood Educators (CECE) Registration Number:</b>	1111
<b>Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisor):</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>The approval is requested for the individual to work with (check all that apply):</b>	Schedule 1: Infant (Under 18 months)  Schedule 4: Family Age Group (Under 13 years)
<b>Proposed start date:</b>	03/01/2018
<b>What percentage of the day is the supervisor expected to be in program?</b>	100%
<b>This individual is expected to normally work:</b>	Hours per day: 6 Days per week: 2 Weeks per year: 16

(Partial window only)

11. Review the information on the **Review Application Details** window.

12. If changes are required:

12.1. Click [Revise >](#).

12.2. Make the changes.

12.3. Click [Save & Next](#).

13. Click [Submit](#). The **Declaration and Consent** window appears.

DECLARATION AND CONSENT
<p>I declare that the contents of this application have been discussed with the individual for whom the application is being made. The individual has been provided the Notice of Collection of Personal Information form, has signed it and been made aware of the collection of personal information for the purposes of this application.</p> <p> <input checked="" type="radio"/> I Agree           <input type="radio"/> I Disagree         </p> <p style="color: blue; font-size: small;">Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>
<div style="display: flex; justify-content: space-between; width: 100%;"> <span><a href="#">&lt;Previous</a></span> <span><a href="#">Exit</a></span> <span><a href="#">Submit</a></span> </div>




14. If you agree with the statement, select the **I agree** radio button.

15. Click . The **Confirmation** window appears.

Your Staff Director Approval Request has been submitted.



16. Click . Your home page appears.



You will receive a confirmation email.

- Your Program Advisor will review your request and let you know if more information or revisions are required. (See sections: [Revising an Entry](#) and [Responding to a Comment](#).)
- If you are issued a licence, you will simultaneously receive an email indicating that the Director approval request was approved. Print the letter and retain it in the staff member's file.
- If the Director approval is denied, you will receive an email notification immediately.

## Editing Staff Members if Required

1. Click **Manage Staff Information>**. The **Manage Staff Information** list appears.

Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >
<a href="#">Add Staff&gt;</a>						

2. To open a staff record click **Select>**.

3. Make the changes. See page [258](#) for details on how to edit, deactivate, and put a staff member on temporary leave.

4. Click .

## Step 13: Review Space Information

**Note:** You cannot make changes in the space information window, it is read-only. The data on this page is based on the information supplied in your application details and supporting documents (floor plan and site plan). This information is approved in principle by the Director.

1. Open your application. (See page [133](#) for details if required.)

2. Click [Space Information](#). The **Space Information** window appears.

**Note:** If this screen is blank, your floor plan has not yet been approved in principle.

Space Information								
<b>Approved Plans</b>								
Document Type	Version	Date Submitted						
Floor plan	v4	Sep 9, 2015						
Site plan	v2	Aug 19, 2015						
<b>Primary Capacity</b>								
Schedule 1 & 4								
Room Name	Floor Level	Age Group	Age Range	Capacity	Room Area (sq.m)			
Room A	1	Infant	under 18 months	10	24.1			
Room B	2	Family Age Group	under 13 years	15	28.5			
<b>Total Capacity</b>			35					
<b>Alternate Capacity</b>								
Schedule 1 & 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)	P/J School Age 968 mths up to 13 yrs	Junior School Age (9 yrs up to 13 yrs)	Family Age Group (under 13 yrs)
Room A	1	N/A	5	0	0	9	0	5
Room B	2	5	0	0	10	0	0	N/A
<b>Rooms operating LESS than 6 hours in a day:</b>								
Room A								
<b>Rooms NOT shared and used by the school for instructional purposes:</b>								
Room A								
<b>Will the family age group serve children younger than 24 months?</b>								
Room A		Yes						
Room B		No						
<b>Sleep Area</b>								
Sleep Area Name	Floor Level	Sleep Area is associated with which room?						
Room ABC	1	Room A						
Room DEF	1	Room A						


Other Required Area					
Room Name	Floor Level	Area Type			
Room P	1	Staff Room			
Room G	1	Office			

Playground					
Playground Location	Age Group	Playground Area (sq.m)	Playground Capacity	Fence Height (Metres)	Fixed Equipment?
at ground level and adjacent to the building	Infant, Toddler	24.1	15	1.1	Yes
at ground level but not adjacent to the building	Preschool	30	12	1.2	Yes

Previous
Exit

3. Review the information. If there is an error, contact your Program Advisor.

** Note:** The information on this window may change if a licence is issued based on final measurements and ministry approvals.

4. Click Exit. Your Home Page appears.

## Step 14: Print Floor / Site Plan Letter



You will receive an email and letter when your floor / site plan is approved in principle. A notice will also appear in the **Ministry Actions** area of your Home Page.

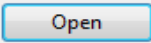


The letter includes a version number and date for information purposes.

1. From your home page, scroll to the **Ministry Actions** section.
2. Open the **Floor / Site Plan Review – New Licence Applications** section.

Ministry Actions					
New Licence Applications					Total: 0
Staff Director Approvals					Total: 0
Floor/Site Plan Review - New Licence Applications					Total: 1
ID	Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Approval Date	
2727	ABCD Corp	ABCD Child Care Centre	2 Zzz Square , Markh...	26/01/2018	Select >

3. Click **Select>**. The **Review Application Details** window opens.

Ministry Approvals
Floor plan approval letter

4. Click the **Floor plan approval letter** link found near the top of the page. The **File Download** window appears.
5. Click . The letter opens in a PDF viewer.
6. Print the letter.
  - 6.1. Select **File** → **Print**. A **Print** window appears.
  - 6.2. Click .
7. Close the PDF viewer (click the red X .
8. Submit the letter to your local municipality in order to obtain municipal approvals.

 **Tip:** You may wish to review the Orientation Video or [Child Care Centre Licensing Manual | Ontario.ca](#) for more

information about the municipal approvals required for child care centre licence applications.

- You may be contacted by your Program Advisor to revise your application or supporting documents. (For details see page [26](#).)

### Step 15: Remit Fee Balance Payment (if applicable)

**Note:** You will be notified by email if / when a fee balance is required. The fee balance is your outstanding balance, after the initial deposit amount has been subtracted. If your final total capacity (sum of all primary capacities) is 24 children or less, you will not have to remit an additional fee.

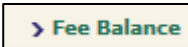
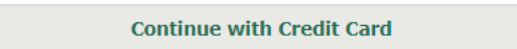
<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
0–24	\$200	\$100	\$50
25–49	\$250	\$120	\$65
50–74	\$300	\$140	\$75
75–99	\$350	\$170	\$90
100–124	\$400	\$200	\$100
125 or more	\$450	\$230	\$115

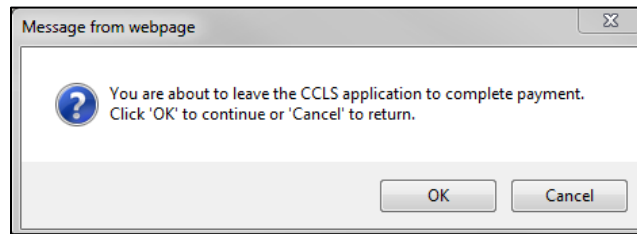
Figure 1: Child Care Centre Fee Table

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

Your licence will not be issued until the pending fee balance is submitted and processed.

New Licence Applications				Total: 1
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	
ABCD Corp	ABCD Child Care Centre	2 Xyz Landing , Mark...	Fee Balance Required	Select >

1. Open the application.
2. Click . The **Fee Payment** window appears.
3. Read the information.
4. Click . A confirmation message appears.







5. Click  to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**


Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

6. Click . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div>		
<div>Cancel payment</div>		
Visa and Mastercard are accepted.		
		

7. Enter the payment information.
8. Click 

Submit Payment

.
9. You will be re-directed to CCLS.

### Next Steps

- The Director will review your application.
- If your licence is approved and issued by the Director, you are required to print your licensing documents. (See page [146](#) for details.)



## Applying for a Home Child Care Agency Licence

### Introduction



The **New Licence Application** module is where you to apply for a new licence for a home child care agency. You can also view a list of your licence applications.

You can apply for a new licence as an individual, corporation or First Nation. The process is similar for each type however the windows may be slightly different. Only the windows for a corporation applicant type are included in this guide.

This section walks you through the application process, generally following the left navigation panel. As sections are completed, a check mark appears on the navigation panel.



**Note:** You will not complete all steps in one sitting. If you are applying for CWELCC, you will send the application to the Service System Manager(s) for them to provide CWELCC advice. You will receive an email when CWELCC advice has been provided, and at that time can either re-submit the application to the Service System Manager(s), or complete the **Initial Deposit** page and submit the application to the Ministry of Education, or withdraw the application.

If you are not applying for CWELCC, you will be able to complete the **Initial Deposit** page. At that time your application will be reviewed and assigned to a Ministry of Education Program Advisor.

You will be advised through email when you can continue the application process.

### Step 1: Enter Application Information

1. Click .
2. Click . The **Notice of Collection of Personal Information** page appears.

#### Notice of collection of Personal Information

Please be advised that the business and personal information provided in connection with this licence application is collected under the authority of the *Child Care and Early Years Act, 2014* (CCEYA) to administer and enforce the CCEYA and its regulations.

Administration and enforcement of the CCEYA includes reviewing and verifying this application, making licensing decisions, conducting inspections, dealing with complaints about licensed child care centres and home child care agencies, enforcing the CCEYA and its regulations and any conditions placed on the licence, public reporting on licensed child care and policy analysis, evaluation, monitoring and research related to child care.

In administering and enforcing the CCEYA, the Ministry may collect personal information relevant to the issuance and renewal of a licence to operate a child care centre or home child care agency from sources other than the applicant including: municipal building, fire and zoning departments, public health departments, police services and other law enforcement agencies, the College of Early Childhood Educators, the Ontario Ministry of Government and Consumer Services, the Department of Consumer and Corporate Affairs Canada and other persons, departments or municipalities or District Social Services Administration Boards, other provinces, territories or countries that may have information relevant to the administration and enforcement of the CCEYA.

Business information about the applicant may appear on the Ministry of Education (MEDU) Licensed Child Care Website and may be made available to the public on request.

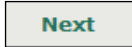
If you have questions about the collection of the personal information, please contact the Child Care Branch, Early Years and Child Care Division, Ministry of Education, 77 Wellesley Street West, PO Box 980, Toronto ON, M7A 1N3, 416-314-8373.

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

Exit

Next

(Your window may look different)

3. Read the **Notice of Collection of Personal Information**.
4. Click . The **Program Type** window appears.

#### Program type

Please select the type of licence you are applying for: \*

☐ Child Care Centre

☐ Home Child Care Agency

Exit

Next

5. Select the **Home Child Care Agency** radio button.

6. Click .
7. The ***Licensing History*** window appears.

## Step 2: Complete the Licensing History

Licensing History	
1. 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? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No

*(Your screen may not be exactly as shown)*

1. Answer all the questions about your licensing history.  
**Note:** More questions may appear depending on your answers.
2. Click . The **Applicant Type** window appears.

### Step 3: Review the Applicant Type Information


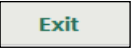
<b>Applicant Type</b>	
Preferred Language of Correspondence: *	English
<b>Applicant/Licensee Type: *</b>	
	Corporation
Corporation Number:	Not Available Pas disponible[04064]
Corporation Name: *	462525 Ontario Inc.
Is the corporation a co-operative corporation?: *	No
Is the corporation: *	For-Profit
Please select the type of organization (if applicable):	College/University
Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *	Yes
Is the corporation carrying on business with a name different than its corporate name?: *	No
Is this corporation a multi-service corporation (i.e. the board of directors is responsible for child care and other services in the community)?: *	No

Please Note: Corporations must complete and submit an Initial Return to the [Ministry of Government and Consumer Services](#) within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)

[Previous](#)
[Exit](#)
[Next](#)

*(The window contents depend on the type of applicant you are: individual, corporation or First Nation.)*

1. Review your applicant type information. It has been populated from your Profile.


 **Note:** No information can be changed on this window. If your profile is incorrect, click  and update your profile. Only some profile information can be changed. See page [34](#) for details on updating your profile.

2. Click . The **Applicant Information** window appears.

### Step 4: Review the Applicant Information

Applicant Information	
Applicant Name:	ABCD Corp
Phone: *	(111) 111-1111
Fax:	
Applicant Email: *	zzz.zzz@zzz.com
Website:	
Contact Name: *	Xxxx, John
Contact Title:	
Contact Phone: *	(111) 111-1111
Mailing Address	
Address: *	Street #: 2 Street Name: Xyz Street Type: Square Street Dir:
Unit Designator:	No.:
Extra Address Information:	
City: *	Markham
Province: *	Ontario
Postal Code: *	L3R 3M4
P.O. Box:	No.: Box Type: Box Qualifier: Box Area Name:
Rural Route:	No.:
Country: *	CANADA
<div style="text-align: right;"> <input style="margin-right: 10px;" type="button" value=" &lt;Previous "/> <input style="margin-right: 10px;" type="button" value=" Exit "/> <input style="margin-right: 10px;" type="button" value=" Next&gt; "/> </div>	

1. Review your applicant information. It has been populated from your Profile.

 **Note:** No information can be changed from this window.

If the information is incorrect, click  and update your profile. For details on updating your profile see page [34](#).

2. Click . The **Agency Information** window appears.

## Step 5: Enter the Agency Information


Agency Information			
Name of Agency: *	<input type="text"/>		
Agency Email: *	<input type="text"/>		
Website:	<input type="text"/>		
Fax:	<input type="text"/>		
Phone: *	<input type="text"/>	Ext: <input type="text"/>	
Secondary Phone Number (if different):	<input type="text"/>	Ext: <input type="text"/>	
Contact Name: *	<input type="text"/>	<input type="text"/>	
Position:	<input type="text"/>		
Agency Head Office Civic Address			
Address:	Street #: <input type="text"/>	Street Name: <input type="text"/>	Street Type: <input type="text"/> Street Dir: <input type="text"/>
Unit Designator:	Unit Designator <input type="text"/> No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>		
City/Municipality: *	<input type="text"/>		
Province: *	<input type="text" value="Ontario"/>		
Postal Code: *	<input type="text"/>		
Consolidated Municipal Service Manager/District Social Services Administration Board: *	<input type="text" value="Please select..."/> <a href="#">Notes: To find your local CMSM/DSSAB, click here</a>		
Will you be providing home care at the agency head office location?: * <input type="radio"/> Yes <input type="radio"/> No			
Agency Mailing Address (if different from Agency Head Office Civic Address)			
Country: *	<input type="text" value="CANADA"/>		
Address:	Street #: <input type="text"/>	Street Name: <input type="text"/>	Street Type: <input type="text"/> Street Dir: <input type="text"/>
Unit Designator:	Unit Designator <input type="text"/> No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>		
City/Municipality:	<input type="text"/>		
Province:	<input type="text" value="Please select..."/>		
Postal Code:	<input type="text"/>		
P.O. Box:	No.: <input type="text"/>	Box Type: <input type="text"/>	Box Qualifier: <input type="text"/> Box Area Name: <input type="text"/>
Rural Route:	<input type="text"/> No.: <input type="text"/>		
Program Description			
Language of Service: *	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other		
<input type="button" value="Previous"/> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save &amp; Next"/>			

(Your window may look different.)

1. Enter the information.


### **Field Notes and Tips**

All fields: Do not type in all upper case.

 **Note:** More questions may appear depending on your answers.

### **Consolidated municipal service manager / District social services administration board (CMSM / DSSAB)**


- The CMSM / DSSAB, also known as Service System Manager (SSM), is typically automatically mapped using the postal code of the child care centre / home child care agency location.
- If the system is unable to map the CMSM / DSSAB using the postal code, you will need to use the drop-down to select the CMSM / DSSAB for your child care centre / home child care agency.
- Identifying your local CMSM / DSSAB will determine which Ministry of Education Child Care Branch region and office your application will be assigned to.

-  **Note:** This section does not apply if the applicant type is “First Nation”.

- **If the CMSM / DSSAB does not automatically populate and you do not know what to enter:**  
(e) Click the [here](#) link.

Notes: To find your local CMSM/DSSAB, click [here](#)

A file download window appears.

- (f) Click . A document appears to help you determine the CMSM / DSSAB for your area.
- (g) Scroll through the document and make note of the Service System Manager for your area.

 **Tip:** Search for the name of your town.

- (h) Close the document (select **FILE** → **EXIT**)

- If the CMSM / DSSAB is City of Toronto, select the ward where your child care centre will be operating.

### **Language(s) of Service Delivery**


- This is the language(s) you will be providing service in your home child care agency. You can enter more than one.
- If you select **Other**, select the language then click **Add>>**. More than one language can be selected.



2. Click . The ***Operational Information*** window appears.

## Step 6: Enter Operational Information



**Warning:** Click  regularly throughout the application to ensure your information is not lost.

Proposed Premises Information	
Are you intending to apply for CWELCC funding?: *	<input type="radio"/> Yes <input type="radio"/> No
Consolidated Municipal Service Manager/District Social Services Administration Board *	Proposed Number of Homes *
<input type="text" value="Please select ..."/>	<input type="text"/>

1. Use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

2. Use the drop-down to select a CMSM / DSSAB where you will be operating home child care premises.  
**Note:** If you indicated that you will be providing home child care at the agency head office location, you must select the head office location's CMSM / DSSAB.
3. Enter the number of home child care premises you will be operating in that CMSM / DSSAB area in the free-form text field. Then click **Add >**.

If you would like to add additional CMSM / DSSABs, click the next drop-down and repeat steps 2-3.

If you would like to remove a CMSM / DSSAB, click **Delete**.

Please identify the types of programs you plan to offer					
<b>Operational Information</b>					
<b>Proposed Program Options</b> (indicate all that apply) *	<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school			
	<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school			
	<input type="checkbox"/> Extended hours(more than 12 hours)	<input type="checkbox"/> Overnight			
	<input type="checkbox"/> Flexible Hours(e.g. shifts, evenings)	<input type="checkbox"/> Weekend			
<table border="1"><tr><td>Previous</td><td>Exit</td><td>Save</td><td>Save &amp; Next</td></tr></table>		Previous	Exit	Save	Save & Next
Previous	Exit	Save	Save & Next		

4. Select the **Proposed Program Options** you plan to offer in the home child care premises.

 **Note:** You can select more than one option.

5. Click . The **Review Application Details** window appears.


## Step 7: Upload Initial Documents


If you indicated that you will be providing home child care at the agency head office location, you must upload zoning approval.


Hide Instructions				
TBD INID - Initial Documents to Submit				
Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	Action
Zoning approval				Upload Document


Previous	Exit	Next
----------	------	------

1. Click **Upload Document** to select a file from your computer.
2. Click **Save & Next>**.

 **Note:** You are only able to upload one document. The document can have multiple pages.

 **Note:** If you have questions about zoning, contact your municipal government for information on their zoning approval process.


 **Tip:** Where you have indicated that you are intending to apply for CWELCC funding, you may submit your application to the SSM for advice prior to uploading your zoning approval.

 **Warning:** However, when you receive the advice from the SSM, you must upload the zoning approval in order to submit the application to the Ministry.

## Step 8: Review and Submit your Application

All the information you have entered in your application appears in one continuous window to make it easy for you to review.

Review Application Details

Expand All | Collapse All
 Print

Licensing History <sup>▲</sup>
[Revise](#)

1. 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
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA?	No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA?	No

Applicant Type ▼

Applicant Information ▼

Agency Information ▼

[Revise](#)

Operational Information ▼

[Revise](#)



Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.

Withdraw Application

Previous

Exit

Next

 **Tip:** To print your application, click  **Print** (located near the top right corner of the form).

### 1. Review your application.



**Warning:** Once you click Submit, you will not be able to make any changes to your application until the Service System Manager provides advice, or after it is submitted and approved by your Program Advisor. You will not be able to change your application type (i.e., child care centre or home child care agency). If you need to revise the application type after

submission, you will have to withdraw this application and start a new one.

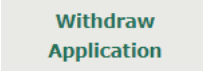
2. If a revision is required in a particular section:

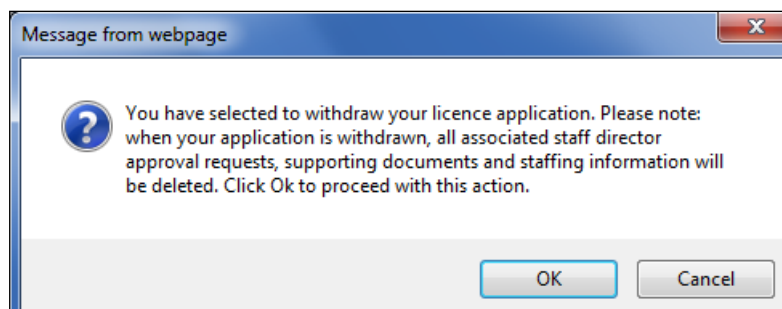
2.1. Click . Your application opens at the section required.

2.2. Make changes where required.

2.3. Click  to save your changes.

3. If you would like to withdraw your application:

3.1. Click  (near the bottom of the **Review Application Details** window). A confirmation message appears.



3.2. Read the warning.

3.3. To withdraw click .

4. Submit your application.

4.1. Click . The **Declaration and Consent** window appears.

**Declaration and Consent**

I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the *Child Care and Early Years Act, 2014* (CCEYA).

I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the CCEYA.

**I understand that the Ministry will share the information included in this application with all service system managers listed in my application in order to obtain advice from, or provide notice to, the service system manager in relation to enrollment in the Canada-Wide Early Learning and Child Care (CWELCC) system for the purposes of subsection 13.1 (2) of O. Reg. 137/15. (Not applicable to First Nations on-reserve)**

I understand that any advice provided by a Service System Manager for the purposes of s.13.1 of O. Reg. 137/15 will be based on the information the Service System Manager has at the time. This advice does not constitute a decision or promise made with respect to enrollment in the CWELCC system.

☐ I Agree

☐ I Disagree

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

4.2. If you agree with the statement, click the **I agree** radio button.

4.3. Your next step will depend on how you responded to the “Are you intending to apply for CWELCC funding?” question:

**4.3.1.** If you indicated that you are intending to apply for CWELCC funding, the application will be submitted to the SSM(s) for advice.

**4.3.2.** Click [Submit Application to SSM](#).

**4.3.3. You are done for now!**

**ⓘ Note:** After the SSM / SSMs provide(s) CWELCC advice, the application will be returned to you, and you will need to pay the initial deposit before submitting the application to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 9: Reviewing CWELCC advice](#) to continue)

**4.3.4.** If you are not intending to apply for CWELCC funding, the application will be submitted to the Ministry.


Click [Proceed to Deposit Payment](#). The **Initial Deposit** window appears. (skip to [Step 10: Remit Initial Deposit Payment](#))

## Step 9: Reviewing CWELCC Advice


Once you receive an email that CWELCC advice has been provided, you will need to review your application details.

The application can be found under the “In Process Items” section of your dashboard, or under “View New Licence Applications” on your left navigation panel. Go to either of these locations and click **Select** or **Select Application**.


1. You will be taken to the **Review Application Details** page. Read the information on the page, particularly the **Operational Information** section to review the CWELCC advice status.

 **Note:** The SSM may have left you a comment. Use the left navigation panel to visit the **Operational Information** page and verify if there is a comment in the **History of SSM / Applicant Comments** section.

If necessary, enter a comment in the **Comments to SSM** free-form text field then click **Add >**. Use the left navigation panel to return to the **Review Application Details** page

Operational Information 		<a href="#">Revise</a>
<b>CWELCC Funding Information</b>		
<b>Are you intending to apply for CWELCC funding?:</b>	Yes	
<b>Consolidated Municipal Service Manager/District Social Services Administration Board</b>	<b>CWELCC Advice Status</b>	
City of Brantford	<b>Denied</b>  Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))	

2. Optional: If you need to update information, click **Revise** on the applicable section and update the information.


 **Warning:** Updating the program options / duration, and / or number of home child care premises, may trigger the CWELCC advice status to be reset and require new SSM advice.

If your CWELCC advice status is reset: Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter a comment in the **Comments to SSM** free-form text field, then click **Add >**. Return to [Step 8: Review and Submit your Application](#) for details on submitting the application to the SSM.




3. Your next step depends on your CWELCC advice status:

3.1. If your CWELCC advice status is approved for all the

CMSMs / DSSABs, click . The **Declaration and Consent** window appears.


3.1.1. If you agree with the statement, click the “I agree” radio button.

3.1.2. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).

3.2. If your CWELCC advice status is denied for any or all CMSMs / DSSABs, you can either: re-submit the application to the SSM(s) for new advice, remove the SSM(s) who have provided a denied status and submit the application to the Ministry, or no longer intend to apply for CWELCC funding and submit the application to the Ministry. Decide your preferred option and follow the applicable path below:


3.3. If you would like to re-submit the application to the SSM(s):

3.3.1. Optional: Click **Revise** on the sections of your application you would like to update.

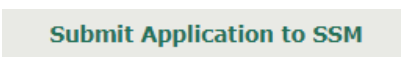
3.3.2. Click  on any page you make changes on.

3.3.3. Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter your comment in the **Comments to SSM** free-form text field then click **Add >**.

3.3.4. Click .

3.3.5. Use the left navigation panel to go to the **Review Application Details** page. Or click  until you reach the **Review Application Details** page.

3.3.6. The **Declaration and Consent** window appears. If you agree with the statement, click the **I agree** radio button.

3.3.7. Click .

**3.3.8. You are done for now!**


**Note:** After the SSM / SSMs provide(s) CWELCC advice, the application will be returned to you, and you will need to pay the initial deposit before submitting the application to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 9: Reviewing CWELCC advice](#) to continue)

3.4. If you would like to remove the SSM(s) who have provided a denied status and submit the application to the Ministry:

3.4.1. Click **Revise** on the **Operational Information** section.


3.4.2. On the **Operational Information** page, find the CMSM / DSSAB that provided the denied status, and click **Delete**.

3.4.3. Click .

3.4.4. Use the left navigation panel to go to the **Review Application Details** page. Or click  until you reach the **Review Application Details** page.

3.4.5. Click . The **Declaration and Consent** window appears.


3.4.6. If you agree with the statement, click the “I agree” radio button.



3.4.7. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).

3.5. If you no longer intend to apply for CWELCC funding:

3.5.1. Click **Revise** on the **Operational Information** section. On the **Operational Information** page, use the radio button to change your response to “Are you intending to apply for CWELCC funding?” to “No”.

3.5.2. Click .

3.5.3. Use the left navigation panel to go to the **Review Application Details** page. Or click  until you reach the **Review Application Details** page.

- 3.5.4. Click . The ***Declaration and Consent*** window appears.
- 3.5.5. If you agree with the statement, click the “I agree” radio button.
- 3.5.6. Click  then skip to [Step 10: Remit Initial Deposit Payment](#).

### Step 10: Remit Initial Deposit Payment

<u>Number of premises</u>	<u>Fee for a new licence</u>	Fee for renewal of a licence	Licence revision fee
<b>0–25</b>	<b>\$200</b>	\$100	\$50
<b>26–50</b>	<b>\$250</b>	\$120	\$65
<b>51–75</b>	<b>\$300</b>	\$140	\$75
<b>76–100</b>	<b>\$350</b>	\$170	\$90
<b>101–125</b>	<b>\$400</b>	\$200	\$100
<b>126 or more</b>	<b>\$450</b>	\$230	\$115

*Figure 2: Home Child Care Agency Fee Table*

Please note that the initial deposit payment amount in the image below is fictitious and is subject to change. Please refer to the payment amount on CCLS.

[Hide Instructions](#)

During the emergency closure period and the period of time immediately following, all licensing application, renewal and revision fees were set to \$0. The regulation that allowed for this to happen has expired, and all licensing fees will be reinstated as of September 23, 2020.

---

**Initial Deposit**

In order to submit your application, a deposit payment of **\$200** must be submitted.

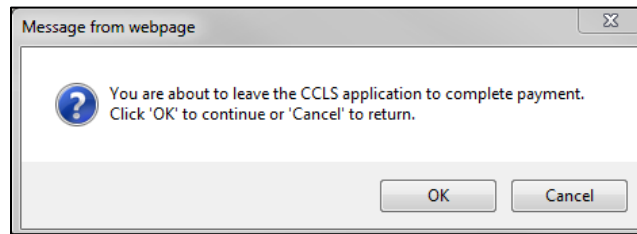
I acknowledge that, should my final number of approved homes be 26 or more homes, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.

I understand that all fees paid in connection with this licence application are non-refundable.

To submit your application, you are required to pay an initial deposit. Please click on 'Continue with Credit Card' to complete the payment.

Continue with Credit Card

1. Read the information on the window.
2. Click Continue with Credit Card. A confirmation message appears.




3. Click  to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**

Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

4. Click . You will be re-directed to the payment portal.

PAYMENT INFORMATION

\$200.00 CAD

Name on card


Card number


01 ▼ 2024 ▼ Card cvd

Submit payment

Cancel payment

Visa and Mastercard are accepted.

**WORLDLINE** 

5. Enter the payment information.
6. Click  .
7. You will be re-directed to CCLS.

## You are done for now!



Your application is submitted. You will receive a confirmation email.



You will receive an email when your application is assigned to a Ministry of Education Program Advisor. At that time you can start submitting supporting documents, entering staffing information, and requesting Director approvals for home child care visitors.

In the meantime, you can start developing / obtaining the following documents:

- ☐ Incorporation papers (if you are applying as a corporation)

- ❑ Business name registration (if applicable)
  - You may wish to review the Licensee Orientation Video or the [Home Child Care Licensing Manual | Ontario.ca](#) for more information about the documents required.
  - Your Program Advisor will review your application and let you know if more information or revisions are required. (See sections: [Revising an Entry](#) and [Responding to a Comment](#) for details.)

## Step 11: Submit Supporting Documents



You will receive an email advising when you can submit supporting documents.

**Note:** You can upload multiple versions of the same document if required. The latest uploaded version is the version that will be reviewed by the Ministry.

**Note:** If one document contains more than one page, upload it as one document only. Do not upload each page separately.

1. Open your application. (See page [133](#) for details if required.) The **Review Application Details** window appears.
2. Click [Supporting Documents](#). The **Supporting Documents** window appears showing a table of documents. Some documents may be marked as “not applicable”. The documents in the **Initial Documents to Submit** section should be submitted before the others. However, you can upload the supporting documents in the other sections at any time.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Incorporation papers		Not Applicable	Jan 4, 2018	Select >
Add Additional Document >				
Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Sanitary practices		Not Applicable	Jan 4, 2018	Select >
Waiting list policy		Not Applicable	Jan 4, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 4, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 4, 2018	Select >
Serious occurrence policy		Not Applicable	Jan 4, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 4, 2018	Select >
Medication policy		Not Applicable	Jan 4, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 4, 2018	Select >
Parent Handbook		Not Applicable	Jan 4, 2018	Select >
Program Statement		Not Applicable	Jan 4, 2018	Select >
Anaphylactic policy		Not Applicable	Jan 4, 2018	Select >
A supervision policy for volunteers and placement students		Not Applicable	Jan 4, 2018	Select >
Criminal Reference Check Policy (including Police Vulnerable Sector Check)		Not Applicable	Jan 4, 2018	Select >
Training and development policy for home visitors and providers		Not Applicable	Jan 4, 2018	Select >
Provision of equipment policy		Not Applicable	Jan 4, 2018	Select >
Sample Written Agreement between Licensee and Provider		Not Applicable	Jan 4, 2018	Select >
Standing and Recreational Bodies of Water Policy		Not Applicable	Jan 4, 2018	Select >
Add Additional Document >				



Municipal and Other Approvals				
Document Type	Date Submitted	Status	Status Date	
Health approval		Not Applicable	Aug 21, 2018	Select >
Fire Code Approval		Not Applicable	Aug 21, 2018	Select >
Building approval		Not Applicable	Aug 21, 2018	Select >
Zoning approval		Not Applicable	Aug 21, 2018	Select >
Add Additional Document >				
Other Documents				
Document Type	Date Submitted	Status	Status Date	
Insurance certificate				Upload Document >
Add Additional Document >				
<p><b>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</b></p>				
		<Previous	Exit	Next>

*(The files required will be different if you are applying as an individual, corporation or First Nation.)*

3. Upload the document. For details on how to upload a document, see page [21](#).
4. Repeat step 3 for all documents.
5. Add “additional documents” if required. See page [21](#) for details.
6. Click Next. The **Staffing Information** window appears.



As the documents are reviewed by the Ministry, you will receive email(s) advising if the document is satisfactory, not applicable, or if it requires a revision. (For details see page [26](#).)

## Step 12: Review Home Child Care Visitor / Staffing Information

**Note:** Staff members are added / updated via the **Administration** menu – **Manage Staff Information**. The information that is entered on that page will display in your application as read only. For details on adding or editing staff members see page [258](#).

**Note:** A staff director approval request is required for the following positions:

- RECE Home Child Care visitor
- Home Child Care visitor with other qualifications

1. If it is not already open, open your application. The **Review Application Details** window appears.

2. Click [> Staffing Information](#). The **Staffing Information** window appears showing the Home Child Care Visitors Information.

Please review the home visitor information the ministry has on file for this application.  
Please make any updates in the Administration module:  
Click [Manage Staff Information >](#)

Home Visitors Information				
Registered Early Childhood Educator (RECE) Home Child Care Visitor	Home Child Care visitor with Child and Family Studies credentials	Home Child Care visitor with other qualifications (otherwise approved)	Resource Teacher	Total
0	0	0	0	0

List of Home Visitors							
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	Director Approval Status	Director Approval Details

[<Previous](#)
[Exit](#)

3. Review the information.

4. If everything is correct, click [Next](#) and go to [Step 13: Remit the Fee Balance Payment](#).

## Adding a Staff Member to your staff list

Before starting the steps below, please download and print the **Notice with Respect to the Collection of Personal**

**Information** form found in [Tools and Resources](#). You will need to complete the form during this process.

1. From the **Staffing Information** window, click **Manage Staff Information>**. The **Manage Staff Information** list appears.

No Record(s) Found	
Staff Information	
<a href="#">Add Staff&gt;</a>	

*(Your list may be empty if no staff have been added yet.)*

2. Click **Add Staff>**. The **Staff Information** window appears.

Staff Information					
Staff First Name: *		<input type="text"/>			
Staff Last Name: *		<input type="text"/>			
Date of Hire: *		<input type="text"/> Eg: 28/04/2012			
Is the staff member a Registered Early Childhood Educator: *		<input type="radio"/> Yes <input type="radio"/> No			
Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval Request Required?	Works in school age group with children < 9 years?	
<a href="#">Select Position and Location&gt;</a>					
<p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>					
				<a href="#">Exit &gt;</a>	<a href="#">Save &amp; Return</a>

*(This window may change as you enter information.)*

3. Enter the **Staff Information**.



**Warning:** The staff information cannot be changed once it is saved.

4. Complete the **Notice with Respect to the Collection of Personal Information** form.
  - 4.1. Have the individual sign the form and provide them with a copy.
  - 4.2. Retain the form in the staff's file.

**Note:** If you have not yet downloaded and printed the form, it can be found in [Tools and Resources](#).

5. Add the **Position / Location**:
  - 5.1. Click **Select Position and Location**>. The following window appears.

5.2. Select the **Home Child Care Agency Name**.

5.3. Select the applicant's **Primary Position**.

### **Field Notes and Tips**

**Primary Position:** Where a staff member has more than one area of responsibility, please identify their primary role.


5.4. Click [Save & Return](#).

6. Click [Save & Return](#) or [Save & Next](#). The following window appears if Director approval is required.

If Director Approval is not required, you are done. Continue to [Step 13: Remit the Fee Balance Payment](#).

## Requesting a Director Approval (if required)

1. Click [Request Director Approval](#). The **Applicant Details** window appears.

Applicant Details	
Applicant Name: *	<input type="text" value="Zzzzz, Ida"/>
Child Care Centre or Home Child Care Agency Name:	ABCD Agency
College of Early Childhood Educators (CECE) Registration Number:	1212
Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Home Visitor):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Proposed start date: *	<input type="text"/>  Eg: 28/04/2012
This individual is expected to normally work:	Hours per day: <input type="text" value="Please select"/>
	Days per week: <input type="text" value="Please select"/>
	Weeks per year: <input type="text" value="Please select"/>
Describe the position the applicant would fill: *	<div><div></div></div>

*(Partial window only – your window may look different)*

2. Add the applicant details.
3. Add the child care experience.
  - 3.1. Click [Add Experience>](#). The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input style="width: 90%;" type="text"/>			
Position: *	<input style="width: 90%;" type="text"/>			
Start Date: *	01/10/2014 <small>Eg: 28/04/2012</small>			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input checked="" type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<div style="border: 1px solid #ccc; padding: 2px;"></div>			
Program Address				
Country: *	CANADA			
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
Unit Designator:	<input style="width: 80%;" type="text"/> No.: <input style="width: 80%;" type="text"/>			
Extra Address Information:	<input style="width: 90%;" type="text"/>			
City: *	<input style="width: 90%;" type="text"/>			
Province/State: *	Ontario			
Postal Code/ZIP Code:	<input style="width: 90%;" type="text"/>			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>
Rural Route:	<input style="width: 80%;" type="text"/> No.: <input style="width: 80%;" type="text"/>			
				<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>

3.2. Enter the information.

3.3. Click . The **Applicant Details** window appears.

4. Click .

5. If the approval is for a Home Child Care visitor with other qualifications, the following question appears near the bottom of the window:

Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

5.1. Answer the question.

5.2. If you respond “Yes” to the above question, you will be prompted to enter additional training.

Additional Training				
Education Institution Name	Course Name	Course Start Date	Course End Date	
				<a href="#">Add Course &gt;</a>

5.2.1. Click **Add Course>**. The **Additional Training** window appears.

Additional Training	
Education Institution Name: *	<input type="text"/>
Course Name: *	<input type="text"/>
Course Start Date: *	<input type="text"/> Eg: 28/04/2012
Course End Date: *	<input type="text"/> Eg: 28/04/2012
Additional Comments:	<div style="border: 1px solid #ccc; height: 40px;"></div>
<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>	

5.2.2. Enter the information.

5.2.3. Click .

6. Click .

7. If the approval is for a Home Child Care Visitor with other qualifications the **Supporting Documents** window appears.

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				<a href="#">Upload Document &gt;</a>
Transcripts from post-secondary training				<a href="#">Upload Document &gt;</a>
<a href="#">Add Additional Document &gt;</a>				
		<a href="#">&lt;Previous</a>	<a href="#">Exit</a>	<a href="#">Next</a>

7.1. Upload supporting documents as applicable. (For assistance on how to upload a document, see page [21](#).)

7.2. Click . The **Review Application Details** window appears.

8. Review the information.

9. If changes are required:

9.1. Click **Revise>**.

9.2. Make the changes.

9.3. Click .

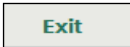
10. Click . The **Declaration and Consent** window appears.

DECLARATION AND CONSENT		
<p>I declare that the contents of this application have been discussed with the individual for whom the application is being made. The individual has been provided the Notice of Collection of Personal Information form, has signed it and been made aware of the collection of personal information for the purposes of this application.</p>		
<p><input type="radio"/> I Agree      <input type="radio"/> I Disagree</p>		
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>		
<a href="#">&lt;Previous</a>		<a href="#">Exit</a> <a href="#">Submit</a>

11. If you agree with the statement select the “I agree” radio button.

12. Click . A **Confirmation** window appears.

<p>Your Staff Director Approval Request has been submitted.</p>	<a href="#">Exit</a>
---	----------------------



13. Click . Your home page appears.



You will receive a confirmation email.

- Your Program Advisor will review your request and let you know if more information or revisions are required (see sections: [Revising an Entry](#) and [Responding to a Comment](#), for details).
- If your licence is approved, you will receive an email and letter indicating the approval. Print the letter and retain it in the staff member's file.
- If the Director approval is denied, you will receive an email notification immediately.

### Editing a Staff Member if required

1. Click .
2. Click . The **Staff Information** list appears.



Staff Information						
						Per Page 10 ▼
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xzxx	Helen	ABCD Agency	Registered Early Childhood Educator (RECE) Home Child Care Visitor	01/01/2018	Active	Select >
Zzzzz	Ida	ABCD Agency	Registered Early Childhood Educator (RECE) Home Child Care Visitor	02/01/2018	Active	Select >
						Add Staff>

3. Click **Select>**.
  4. Edit the staff member information as required.
  5. Click **Save & Return**.
- You may be contacted by your Program Advisor to revise your application or supporting documents. (For details see page [26](#).)

### Step 13: Remit the Fee Balance Payment (if applicable)


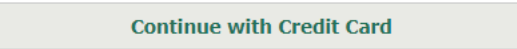
**Note:** You will be notified by email if / when a fee balance is required. The fee balance is your outstanding balance, after the initial deposit amount has been subtracted. If the total number of home child care premises is 25 premises or less, you will not have to remit an additional fee.

<u>Number of premises</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–25</b>	<b>\$200</b>	\$100	\$50
<b>26–50</b>	<b>\$250</b>	\$120	\$65
<b>51–75</b>	<b>\$300</b>	\$140	\$75
<b>76–100</b>	<b>\$350</b>	\$170	\$90
<b>101–125</b>	<b>\$400</b>	\$200	\$100
<b>126 or more</b>	<b>\$450</b>	\$230	\$115

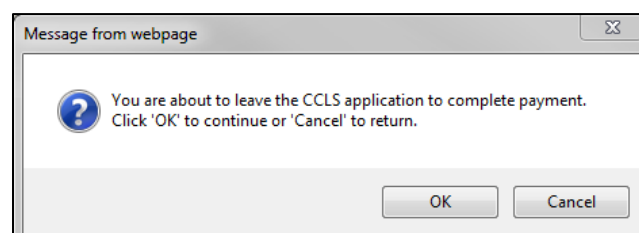
Figure 2: Home Child Care Agency Fee Table

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

Your licence will not be issued until the pending fee balance is submitted and processed.

1. Open the application.
2. Click . The **Fee Payment** window appears.
3. Read the information.
4. Click . A confirmation message appears.

**Tip:** If you cannot pay by credit card, you may email the CCLS Helpdesk to request to pay by cheque or money order.







5. Click  to continue. The **Order Summary** window appears.

**Order Summary**



**Payment to:** Child Care Licencing  
**Total:** \$200.00 (CAD)



**Payment Method**





Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**  
Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by 



6. Click . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;">\$200.00 CAD</div>		
<div style="border: 1px solid #ccc; height: 25px; margin-bottom: 5px;"></div> Name on card		
<div style="border: 1px solid #ccc; height: 25px; margin-bottom: 5px;"></div> Card number		
<div style="border: 1px solid #ccc; height: 25px; display: flex; align-items: center; justify-content: center;">01 ▼</div>	<div style="border: 1px solid #ccc; height: 25px; display: flex; align-items: center; justify-content: center;">2024 ▼</div>	<div style="border: 1px solid #ccc; height: 25px; display: flex; align-items: center; justify-content: center;">Card cvd</div>
<div style="background-color: black; color: white; padding: 10px 50px; border-radius: 15px; margin-bottom: 10px; display: inline-block;">Submit payment</div> <div style="background-color: #ccc; padding: 10px 50px; border-radius: 15px; display: inline-block;">Cancel payment</div>		
<p>Visa and Mastercard are accepted.</p> <div style="font-weight: bold; color: #00a651; font-size: 1.2em; margin-top: 10px;">WORLDLINE </div>		

7. Enter the payment information.
8. Click  .
9. You will be re-directed to CCLS.

### Next Steps

- The Director will review your application.
- If your licence is approved and issued by the Director, you are required to print your licensing documents.

## Working with a Draft or Submitted Application

### Viewing an Application Status

1. Click **New Licence Application**.
2. Click **View New Licence Applications**. The **List of New Licence Applications** window appears.

List of New Licence Applications				Per Page 10
Program Type	Name of Child Care Centre / Home Child Care Agency	Site Address	Status	
Child Care Centre	ABCD Child Care Centre	2 Zzz Square Markham	Under Review	Select Application
Home Child Care Agency	ABCD Agency	2 Xyz Square Markham	Submitted	Select Application

The **Status** column indicates if the application is submitted or under review.

### Opening an Application

1. Go to your dashboard (click **HOME**).
2. Expand the **New Licence Applications** section in either the **Drafts** or **In Process Items** area.

New Licence Applications				Total: 2
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	
ABCD Corp	ABCD Child Care Centre	2 Zzz Square , Markh...	Under Review	Select >
ABCD Corp	ABCD Agency	2 Xyz Square , Markh...	Under Review	Select >

3. Click **Select>**. The **Review Application Details** window appears.

### Printing your Application

1. Open your application. (See the previous section if required.) The **Review Application Details** window appears.

**Note:** If you cannot access the **Review Application Details** window, you cannot print your application yet. Your application must be completed to the “Review Application Details” stage.

Review Application Details	
<a href="#">Expand All</a>   <a href="#">Collapse All</a>	
<a href="#">Print</a>	
Licensing History ▼	
<b>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 <i>Day Nurseries Act (DNA)</i> or the <i>Child Care and Early Years Act, 2014 (CCEYA)</i>?</b>	No

(Partial window only)

2. Click **Print** . A ***Print*** window appears.
3. Click .

### ***Updating a Submitted Application***

Depending on the status of an application, only certain things can be changed:

#### **Draft**

- The application can be withdrawn.
- Any changes can be made.

#### **Submitted / Pending Payment**

- The application can be withdrawn.
- No changes can be made.

#### **Under System Service MGR Review**

- The application can be withdrawn.
- No changes can be made.

#### **CWELCC Advice Approved**

- The application can be withdrawn.
- Any changes can be made.

#### **CWELCC Advice Not Approved**

- The application can be withdrawn.
- Any changes can be made.

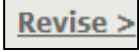
#### **Under Review**

- The application can be withdrawn.
- Fields are locked but a request can be made to unlock the fields (see the next page for details).

**Pending Revision / Additional Information**

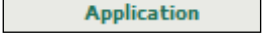
- The application can be withdrawn.
- Changes can be made to sections where the “**Revise**” button is green.
- Some information cannot be unlocked in your application such as the applicant type and cannot be changed. To change the applicant type, the application must be withdrawn, and the applicant must create a new My Ontario Account and register for CCLS again.

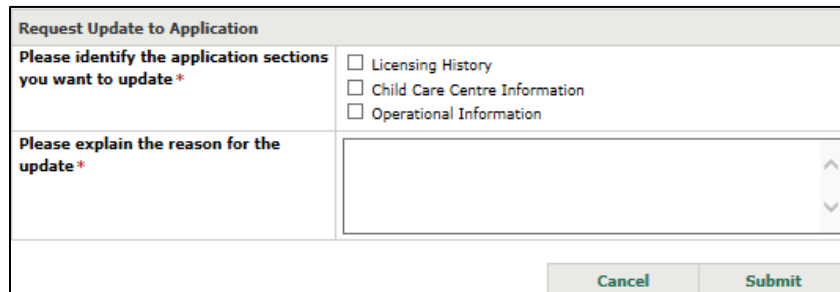
### ***Requesting an Update to an Application under Review***

Changes cannot be made to a section when the “**Revise**” button is grey .


A request must be made to the Program Advisor indicating why the change is required.

1. Open the application. (See page [133](#) for details). The **Review Application Details** window appears.

2. Scroll down the application and click . The **Request Update to Application** window appears.



The screenshot shows a window titled "Request Update to Application". It contains two main sections. The first section is labeled "Please identify the application sections you want to update\*" and includes three checkboxes: "Licensing History", "Child Care Centre Information", and "Operational Information". The second section is labeled "Please explain the reason for the update\*" and features a large text area with up and down arrow icons on the right side. At the bottom right of the window are two buttons: "Cancel" and "Submit".

3. Select the check box of the item(s) to be updated.
4. Enter an explanation for the change.
5. Click . Your request is forwarded to your Program Advisor.
6. You will receive an email when the section is unlocked for you to edit. The status of the application will change to “Pending Revision / Additional Information”.
7. Make the changes. (See page [25](#) for details on revising an entry.)



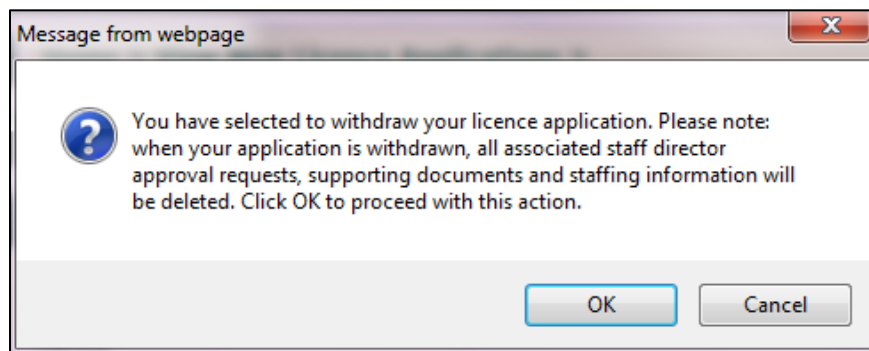
## Withdrawing an Application

### Withdrawing a Draft Application

1. Click **New Licence Application**.
2. Click **View New Licence Applications**. A **List of New Licence Applications** appears.

List of New Licence Applications				Per Page 10
Program Type	Name of Child Care Centre / Home Child Care Agency	Site Address	Status	
Child Care Centre	AAA Childcare	2 ZZZ x	Draft	<a href="#">Select Application</a> <a href="#">Withdraw Application</a>

3. Click **Withdraw Application**. A confirmation message appears.



4. Click **OK**. Your application is withdrawn and disappears from the list and CCLS.

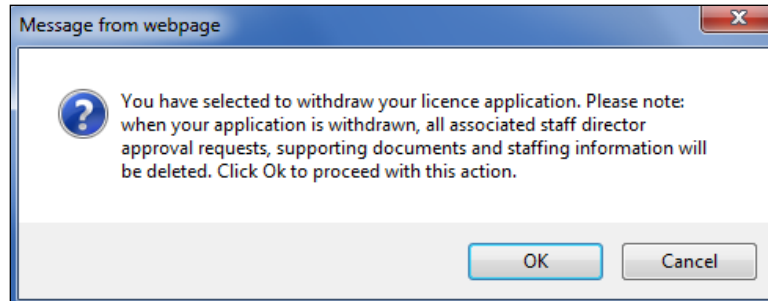
### Withdrawing an application that is under the following statuses

Status:

- Submitted
- Under System Service MGR Review
- Under Review
- CWELCC Advice Approved
- CWELCC Advice Not Approved
- Pending Revision / Additional Information

1. Open the application. (See page [133](#) for details). The **Review Application Details** page appears.

2. Click **Withdraw Application** (near the bottom of the page). A confirmation message appears.



3. Click **OK**. Your application is withdrawn and disappears from the list.

## Licences

### Viewing Your Licences and Licence Information

**Note:** The **Current Licences** option appears only if you have a licensed program.

#### Method 1:

1. Click **Current Licences**.
2. Click **View Your Licences**. A **List of Active Licence(s)** appears.

List of Licence(s)					Per Page 10
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
58067	Home Child Care Agency	STUV Agency	2 Sss, Markham, ON, CA	Jun 20, 2018	Select >
58066	Child Care Centre	SSS Child Care Centre	2 Sss, Markham, ON, CA	Jun 18, 2018	Select >

3. Click **Select>** to open the licence. The **Licensing History** window appears.
4. Click **View Current Licence>**.

#### Method 2:

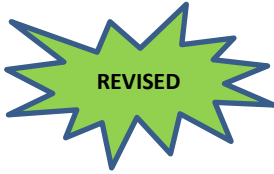
1. From your dashboard, scroll to the **Ministry Actions** section.
2. Open the **New Licence Applications** section.

Ministry Actions					
Closed Serious Occurrences				Total: 0	
New Licence Applications				Total: 2 ▲	
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	Issued Date▼	
STUV Corp	STUV Agency	2 Sss Boulevard , Ma...	Licence Issued	05/06/2018	Select >
STUV Corp	SSS Child Care Centre	2 Sss Acres , Markha...	Licence Issued	05/06/2018	Select >

3. Click **Select>** to open the licence.

## Understanding Your Licence Windows

### Introduction



Once you have opened the licence, the following tabs become available so you can quickly jump to the windows.

▶ View Your Licences
> Licence Details
> Operating Capacity
> Fee Information
> Mini Survey
> Tiered Licensing Information
> Summary of Non-Compliances
> Supporting Documents
> Space Information

Child care centre tabs

▶ View Your Licences
> Licence Details
> Fee Information
> Mini Survey
> Supporting Documents

Home child care agency tabs

Following is a description of each tab:

### Licence Details

This page include the information on file for the current licence:

- Licence Header: The name of the Child Care Centre / Home Child Care Agency, the Licence Number, the Schedule (for child care centres) and the name of your Program Advisor.

**Child Care Centre:** ABCD Child Care Centre | **Licence #:** 00000 | **Schedule:** 1&4 | **PA:** Xxxxxx xxx

- CWELCC Enrollment Status
- Licence Documents (including the licence, licensing letter, floor plan approval letter, licensing checklist, and summary of requirements and recommendations report)
- Licensee Type
- Directors / Officers of the Corporation or First Nation members
- Licensee Information
- Child Care Centre Information / Agency Information
- Child Care Centre Civic (Site) Address / Agency Head office Civic and Mailing Addresses

- Program Description
- Safe Drinking Water Act information (for child care centres)
- Operational Information
  - Number of home child care premises (for home child care agencies)
  - Program Options
  - Months of Operation (for child care centres)
  - Days and Hours of Operation (for child care centres)
  - Primary Capacity (for child care centres)
  - Alternate Capacity (for child care centres)
  - Rooms operating less than 6 hours in a day (for child care centres)
  - Rooms not shared and used by the school for instructional purposes (for child care centres located in a Publicly-Funded School)
  - Whether family age group rooms will or will not serve children younger than 24 months (for child care centres that are Schedule 4 or Schedule 1 and 4)
  - Sleep Area (for child care centres)
  - Other Required Area (for child care centres)
  - Playground (for child care centres)

### Operating Capacity



Primary Capacity					
Schedule 1 & 4					
Room Name	Floor Level	Age Group	Age Range	Capacity	Room Area (sq.m)
Room A	1	Infant	under 18 months	10	24.1
Room B	2	Family Age Group	under 13 years	15	28.5
Total Capacity			35		

Alternate Capacity								
Schedule 1 & 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)	P/J School Age (68 mths up to 13 yrs)	Junior School Age (9 yrs up to 13 yrs)	Family Age Group (under 13 yrs)
Room A	1	N/A	5	0	0	9	0	5
Room B	2	5	0	0	10	0	0	N/A

What age group is currently operating in each room?	
Room A	Infant
Room B	Family Age Group

The operating capacity page includes the primary and alternate capacity from the current licence, and operating capacity information.


At anytime, licensees can view this page and update the operating capacity they have in each licensed child care room using the drop-down.

What age group is currently operating in each room?	
Room A	Infant
Room B	Family Age Group

Each room will only display the age groups the room is licensed for.


If the room is not in use, there is a “Not operating” option.

Click  or  to save the new information.

 **Note:** This page is only available for child care centres.


### ***Fee Information***

The fee information page comprises fees charged by the child care program.

 **Note:** This page is currently not in use. You will be notified if the Ministry requires you to enter information on this page.

### ***Mini Survey***

The mini survey page comprises contact, benefits, and financial information for the child care program.

 **Note:** This page is currently not in use. You will be notified if the Ministry requires you to enter information on this page.

### ***Tiered Licensing Information***

The tiered licensing information includes the compliance profile summarizing the number of inspections, the non-compliance score and the associated licence tier.

 **Note:** This page is only available for child care centres.

## Summary of Non-Compliances

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
<a href="#">Search &gt;</a>			

This page displays the list of non-compliances including:

- Legislative Reference
- Observed non-compliance
- Inspection Date
- Inspection Type
- If the issue was resolved before the licence was issued
- Risk weight (for child care centres)

## Supporting Documents

Floor/Site Plans		
Document Type	Date Submitted	Action
Floor plan		
Site plan		
Combined floor and site plan		

Policies and Procedures		
Document Type	Date Submitted	Action
Approved fire evacuation procedures		
Emergency Management Policy		
Sanitary practices		
Waiting list policy		
Sleep Supervision Policy		
Process for Monitoring Compliance and Contraventions		
Serious occurrence policy		
Medication policy		
Parent Issues and Concerns Policy		
Program Statement		
Program Statement Implementation Policy		
Updated Parent Handbook		
Playground safety policy		
Anaphylactic policy		
Supervision policy for volunteers and placement students		
Criminal Reference Check Policy (including Police Vulnerable Sector Check)		
Training and Development Policy for Staff		
Sample enrolment form		
Accident form		
Sample menu		
List of play materials, equipment and furnishings		


Municipal and Other Approvals		
Document Type	Date Submitted	Action
Zoning approval		
Fire Code Approval		<a href="#">Upload Document</a>
Building approval		<a href="#">Upload Document</a>
Health approval		<a href="#">Upload Document</a>

Additional Documents		
Document Type	Date Submitted	Action
Incorporation papers		
New Business Name Registration (Master Business Licence)		
Third party certified playground inspection report (if applicable)		
Insurance certificate		
Playground plans		
Canada-Wide Early Learning and Child Care System Opt-Out Form		<a href="#">Upload Document</a>

[Previous](#)   [Exit](#)   [Next](#)

This page includes the most recent supporting documents for the licence that have been uploaded to CCLS. Where documents have been uploaded, the title of the document will appear in green text. Click the green text to view the document.

 **Note:** For programs licensed prior to December 2013, the supporting documents may be blank.



## Space Information

Space Information								
<b>Approved Plans</b>								
Document Type		Version		Date Submitted				
Floor plan		v4		Sep 9, 2015				
Site plan		v2		Aug 19, 2015				
<b>Primary Capacity</b>								
Schedule 1 & 4								
Room Name	Floor Level	Age Group	Age Range	Capacity	Room Area (sq.m)			
Room A	1	Infant	under 18 months	10	24.1			
Room B	2	Family Age Group	under 13 years	15	28.5			
Total Capacity			35					
<b>Alternate Capacity</b>								
Schedule 1 & 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)	P/J Shcool Age 968 mths up to 13 yrs)	Junior School Age (9 yrs up to 13 yrs)	Family Age Group (under 13 yrs)
Room A	1	N/A	5	0	0	9	0	5
Room B	2	5	0	0	10	0	0	N/A
<b>Rooms operating LESS than 6 hours in a day:</b>								
Room A								
<b>Rooms NOT shared and used by the school for instructional purposes:</b>								
Room A								
<b>Will the family age group serve children younger than 24 months?</b>								
Room A		Yes						
Room B		No						
<b>Sleep Area</b>								
Sleep Area Name		Floor Level		Sleep Area is associated with which room?				
Room ABC		1		Room A				
Room DEF		1		Room A				
<b>Other Required Area</b>								
Room Name		Floor Level		Area Type				
Room P		1		Staff Room				
Room G		1		Office				
<b>Playground</b>								
Playground Location		Age Group	Playground Area (sq.m)	Playground Capacity	Fence Height (Metres)	Fixed Equipment?		
at ground level and adjacent to the building		Infant, Toddler	24.1	15	1.1	Yes		
at ground level but not adjacent to the building		Preschool	30	12	1.2	Yes		

This page includes space information for the current licence on file in CCLS:

- Primary Capacity (with room areas)
- Alternate Capacity
- Rooms operating less than 6 hours in a day
- Rooms not shared and used by the school for instructional purposes (for child care centres located in a Publicly-Funded School)
- Whether family age group rooms will or will not serve children younger than 24 months (for child care centres that are Schedule 4 or Schedule 1 and 4)
- Sleep Area
- Other Required Area
- Playground

**i Note:** This page is only available for child care centres. For child care centres licensed prior to December 2013, the space information page may be blank.

## Printing and Posting Your Licensing Documents

You will receive an email notification when the ministry has issued you:

- A new licence
- A renewed licence
- A revised licence (for changes to capacity, number of approved home child care premises, licensed child care rooms, program options / duration, child care centre / home child care agency name, and home child care agency civic address)
- An amended licence (when changes are made to terms and conditions or Director approvals during the licence period)

Your licensing documents must be printed and in some cases, posted.

**i Note:** You will not be able to open the licence document links until a licence has been issued in CCLS.

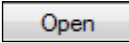


**i Note:** Provisional licenses are not to be printed. The Ministry will courier the licence to you.

- 
1. Open your licence (see page [139](#) for details). The **Licence Details** window appears.

2. At the top of the window is a list of **Licence Documents**.


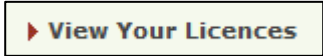
Licence Documents
<a href="#">Licence</a>
<a href="#">Licensing Letter</a>
<a href="#">Floor plan approval letter</a>
<a href="#">Child Care Centre Licensing Checklist</a>
<a href="#">Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 1)</a>
<a href="#">Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 2)</a>

(Your document list may be different.)

3. Click the document link. The **File Download** window appears.
4. Click . The document opens in PDF format.
5. Print the document.
  - 5.1. Select **File** then **Print** from the menu.
  - 5.2. Click .
6. Close the viewer. Click .
7. Repeat steps 3 to 6 for each document.
8. Post the **Licence** in a conspicuous place at, or near an entrance commonly used by parents.
9. The **Licensing Checklist** and **Summary Of Child Care Centre Licensing Requirements and Recommendations** must be available for parents.

## Viewing your Licensing History

The licensing history table indicates when a licence was issued, when there have been renewals, revisions, etc. From this table you can view the item or update the current licence.

1. Click .
2. Click .
3. Select your current licence from the list. **It appears in bold print.** The **Licensing History** window appears.

Licensing History				
History of Licences				Per Page 10 ▾
Date ▾	Activity	Type	Processed By	Details
Jan 31, 2018	New Licence	Regular	Jim Xyz	View Current Licence > Update Current Licence > Select >
Jan 31, 2018	New Licence	Regular	Jim Xyz	Select >

## Updating your Licence Information

When renewing your licence, you will be asked to update the licence information. In addition, you can update your licence information 90 days prior to the licence expiry date. The information includes:

- Child Care Centre Information such as the email address, phone, and contact. The name of the Child Care Centre cannot be changed here.
- Mailing Address
- Program Description – language
- Safe Drinking Water Act
- Operational Information such as the months, days and hours of operation

1. Open the **Licensing History** window (see the previous section).

Licensing History				
History of Licences				Per Page 10 ▾
Date ▾	Activity	Type	Processed By	Details
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	View Current Licence > Update Current Licence > Select >
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	Select >

2. Click **Update Current Licence>**. The **Licence Details** window appears.



If your licence is up for renewal, this option is not available.

3. Update the information.

4. Click .

## Uploading Updated Inspection Reports

1. Click **Current Licences**.
2. Click **View Your Licences**. The **Search for a Licence** window appears.

List of Licence(s)					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

3. From the **List of Licence(s)** section, select the licence to be updated.

Licensing History				
History of Licences				Per Page 10 ▾
Date ▾	Activity	Type	Processed By	Details
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	View Current Licence > Update Current Licence >
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	Select >

4. Click **Update Current Licence>**. The **Licence Details** window appears.
5. Click **> Supporting Documents**. The **Supporting Documents** window appears.
6. Scroll down to the **Municipal and Other Approvals** section.

Municipal and Other Approvals		
Document Type	Date Submitted	
Zoning approval	Jan 25, 2018	
Fire Code Approval		Upload Document >
Building approval		Upload Document >
Health approval		Upload Document >

7. Upload the document. For details on how to upload a document, see page [21](#).
8. Click **Exit**. An email is sent to your Program Advisor indicating that you have uploaded a new document.

## Requesting a Replacement Decal and New Provider Cards

### Introduction




Licensees are required to have a licensed child care decal (green sticker) posted at the child care centre and home child care agency location. Home child care providers must have a licensed child care provider card at their home child care premises.


If a licensed child care decal / provider card is damaged, lost, or never received, licensees must request a replacement decal / provider card in the **Request a Replacement Decal** module.

Licensees must also use this module to request new provider cards when they have been approved to oversee more home child care premises.

Do not use this module to request a decal / provider card(s) when your licence is first issued. A decal / provider card(s) will automatically be sent to you by the Ministry.

### Requesting a Replacement Decal / Provider Card

 **Warning:** Information in this module cannot be saved. You must complete and submit the decal / provider card request in one sitting.

 **Warning:** Mailing address information cannot be updated in this module. Before proceeding, please review your program's mailing address information in **Current Licences**, and the licensee mailing address in **Profile**.

1. Click **Current Licences**.
2. Click **Request Replacement Decal**. The **List of Licences** appears.

Search By:					
Licence Number:	<input type="text"/>			Search Clear	
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>				
Program type:	<input type="radio"/> Child Care Centre <input type="radio"/> Home Child Care Agency				
Site / Agency Address:	Street #:	<input type="text"/>	Street Name:		<input type="text"/>
	City/Town:	<input type="text"/>	Postal Code:		<input type="text"/>

List of Licence(s)				
Select All	Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address
<input type="checkbox"/>	0006023	Child Care Centre	Kids & Company Ltd. - Bloor Christie	703 Bloor, Toronto, ON, CA
<input type="checkbox"/>	57800	Home Child Care Agency	HCCA_CORP_R14.0_40.18_96	777 Bay, Toronto, ON, CA
<input type="checkbox"/>	56038	Child Care Centre	Kids & Company Scotia Plaza	104 Yonge, Toronto, ON, CA

(Your list may be empty if you have no active licences.)

3. Select one or multiple licences using the check boxes.
4. Click . The **Request Decal** page appears.
5. Review the **Licensee Information**. This section cannot be changed.

Licensee Information	
Licence Name:	Kids & Company Ltd.
Licence Number:	0006023
Name of Child Care Centre:	Kids & Company Ltd. - Bloor Christie
Contact Name:	kipos, Victoria

6. Review the **Child Care Centre Civic (Site) Address / Agency Head Office Civic Address Information**

Child Care Centre Civic (Site) Address				
<b>Address:</b>	<b>Street #:</b> 703	<b>Street Name:</b> Bloor	<b>Street Type:</b> Street	<b>Street Dir:</b> West
<b>Unit Designator:</b>	<b>No.:</b>			
<b>Extra Address Information:</b>				
<b>City:</b>	Toronto			
<b>Province:</b>	Ontario			
<b>Postal Code:</b>	M6G 1L5			
<b>Consolidated Municipal Service Manager/District Social Services Administration Board:</b>	City of Toronto			
Do you want to send the decal to the above civic address?		<input type="radio"/> Yes <input checked="" type="radio"/> No		
Please select the address you want to send the decal to:		<input type="radio"/> Licensee Mailing Address <input checked="" type="radio"/> Centre Mailing Address		

7. Use the radio buttons to select the address you want the decal / provider card to be sent to.

**Note:** If you want the decal / provider card sent to a mailing address, the mailing address will appear for you to confirm the address.

8. Use the radio buttons and check boxes to enter information in the **Decal Replacement Information** section.

**Note:** If a field has radio buttons, you can only select one option. If a field has check boxes, you can select more than one option.

Decal Replacement Information	
<b>Reason for replacement Decal:</b>	<input type="radio"/> Damaged <input checked="" type="radio"/> Lost <input type="radio"/> Not Received
<b>Your Decal will be replaced in the following language:</b>	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <a href="#">You can select one or more language</a>


- 8.1. Home Child Care Agencies have additional questions concerning Provider Cards. Use the drop-down menu to select the number of Provider Cards you need.

**Note:** If a field has radio buttons, you can only select one option. If a field has check boxes, you can select more than one option.

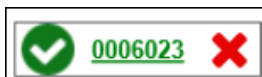


**Note:** The number of Provider Card fields are capped at the number of home child care premises the agency is licensed to oversee.

Decal and Provider Card Replacement Information	
Do you need to replace the agency Decal?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Reason for replacement Decal:	<input type="radio"/> Damaged <input checked="" type="radio"/> Lost <input type="radio"/> Not Received
Your Decal will be replaced in the following language:	<input type="checkbox"/> English <input type="checkbox"/> French <a href="#">You can select one or more language</a>
Do you need to replace and/or request Provider Cards?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Reason for new and/or replacement Provider Cards:	<input type="checkbox"/> Damaged <input type="checkbox"/> Lost <input checked="" type="checkbox"/> Not Received <input checked="" type="checkbox"/> New Provider
Which type of Provider Card do you need?	<input type="checkbox"/> English Number of English Provider Cards required: <input type="text" value="3"/> <input type="checkbox"/> French Number of French Provider Cards required: <input type="text" value="Please select ."/> <a href="#">Please note that providers only need a Provider Card in one language</a>

9. Click the licence number at the top of the page to go to the next licence and repeat the above steps. If it is the only / last licence, click .

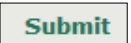
- 9.1. As licences are completed, a green check mark will appear beside the licence at the top of the page.



- 9.2. If you no longer want to request a replacement decal / provider card for a licence, click the red x beside the licence.



- 9.3. A confirmation message appears. Click .

10. Once you click , the **Declaration and Consent** window appears.

11. If you agree with the declaration, select the **I Agree** radio button.

12. Click .

## You're all done!

**Note:** You will not receive any notification once the replacement decal / provider card has been submitted. The decal / provider card will be mailed to you within eight weeks.

### Submitted Replacement Decal / Provider Card Requests

Once a request a replacement decal / provider card request has been submitted, it will appear in the **Replacement Decal Request Submitted** section.

1. Click **Current Licences**.
2. Click **Request Replacement Decal**. The **Replacement Decal Request Submitted** section appears at the bottom of the page.

Replacement Decal Request Submitted			
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address
0002229	Child Care Centre	Kids & Company Ltd. - Yonge	200 Bloor, Toronto, ON, CA
56821	Home Child Care Agency	HCCA Glow in the dark	109 Bay, Toronto, ON, CA

*(Your list may be empty if you have no active licences.)*

The licence will remain in this section for approximately eight weeks. A new request cannot be submitted for the licence during that time.

If you do not receive your decal / provider card after eight weeks, contact your Program Advisor for support.

## Renewals

### Introduction

**Note:**  does not appear as an option until you have a licence issued in CCLS.

**Note:** Only limited information can be changed during a renewal. If other changes are required see the section **Completing and Updating Your Licensee Profile** on page [34](#).

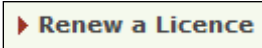
### Viewing / Opening a Licence to be Renewed



1. Click .
2. Click . The **Renew a Licence** window appears.
3. Read the **Notice of Collection of Personal Information**.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

5. To open the licence to be renewed click **Select>**.

### Opening a Licence Renewal that you Previously Started

- Once you start a renewal, it will not be accessible in the  module.
- A renewal that you have started is called an “Active Renewal”.

1. Click .
2. Click . The **List of Active Licence Renewal(s)** window appears.

List of Active Licence Renewal(s)						Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Draft	Select >

3. To open the licence renewal click **Select>**.

## Renewing a Child Care Centre Licence

### Introduction



All child care centre and home child care agency licences have an expiry date. You can see the expiry date on your licence and it is also visible in CCLS.

CCLS sends email reminders / alerts to individual and licensee roles 3 months before the licence expires, and regularly after that: 2 months, 1 month, 2 weeks, 7 days, and daily at 3, 2 and 1 day before the licence expires. The email alerts are sent if the renewal application and fee have not been submitted. If the application is submitted but not the fee, the system will continue to send notifications until the fee is received. The CMSM / DSSAB is also copied on the notification beginning at seven days prior to expiry.

To request a licence renewal, a licensee must:

- ✓ Submit a licence renewal application form (in CCLS);
- ✓ Complete an attestation that the licensee is not prohibited from operating a child care centre or home child care agency (in CCLS);
- ✓ Submit any other documentation required by the Minister; and
- ✓ Pay a licence renewal fee.

It is up to the licensee to make sure that the Ministry of Education receives the renewal application and fee on or before the licence expiry date. The fee has to be paid online when the renewal application is submitted or sent by mail far enough in advance of the expiry date so that it can be processed before the expiry date. (Please allow at least two weeks for processing.) The renewal application is not considered complete until the renewal application and the fee have both been received and processed.

If a licence renewal application **and the renewal fee** are not received and processed on or before the licence expiry date, the licence **will expire** the next day.

When a child care centre or home child care agency licence is expired, the licensee / providers are not authorized to provide child care under the authority of a licence and requirements for unlicensed child care must be met.

The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.



The [Licensed Child Care Website](#) (LCCW) displays issued and suspended licences. A warning message will appear on LCCW

where the licensee has failed to submit a renewal application and fee payment before the licence expiry date. If a licence is expired, it will be removed from LCCW. If the expired licence has been issued reinstatement it will be displayed on LCCW again.

Once a licence expires, the licensee has two options:


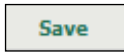
- (1) Close the child care program permanently; or
- (2) Submit a request for the licence to be reinstated. For details on reinstating a licence see page [183](#).

### ***Step 1: Make sure your profile is up-to-date***


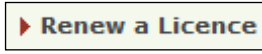

1. Click .
2. Click .
3. Review your profile. Change licence details and upload PRC documentation, as required. For details on how to edit your profile see page [34](#).

The following fields cannot be changed:

- **Applicant / licensee type**
- **Applicant / licensee name (corporation name, name of individual or name of first nation)**
- **First Nation**
- **Corporation Number**
- **Corporation Name**
- **Is the corporation a co-operative corporation?**
- **Is the corporation For-Profit or Non-Profit**
- **Organization Type**

4. Click . The ***Applicant / Licensee information*** window appears.
5. Review / edit the information.
6. Click .


### ***Step 2: If you have not started the renewal...***

1. Click .
2. Click .
3. Read the ***Notice of Collection of Personal Information***.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

5. Click **Select>** for the licence you want to renew. The ***Licensing History*** window appears.

### ***Step 3: If you have already started the renewal...***

1. Click .
2. Click . The ***List of Active Licence Renewal(s)*** window appears.

List of Active Licence Renewal(s)						Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Draft	Select >


3. Click **Select>** for the licence you would like to renew. The ***Licensing History*** window appears.

Licensing History	
1. 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? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
<div style="text-align: right;"> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save &amp; Next&gt;"/> </div>	

(If this is a reinstatement, the questions will be different.)



### **Step 4: Enter your Licensing History**

1. Answer the licensing history questions.
2. Click . The **Licence Renewal Details** window appears.

### **Step 5: Review and Revise the Information**

1. Review and revise the information as required. If other changes are required see the section entitled **Updating Your Licensee Profile** on page [34](#).

#### **List showing how fields can be edited during renewal**

##### **Licensee Type**

- Change the following information in the **Profile** module.
  - Preferred Language of Correspondence
  - Initial Return
  - Is the corporation carrying on business with a name different than its corporate name?
  - Is this corporation a multi-service corporation?
- The following information **cannot be changed**.
  - Licensee Type
  - Individual Name
  - First Nation Name
  - Corporation Name
  - Corporation Number
  - Is the corporation a co-operative operation?
  - For-Profit / Non-Profit
  - Organization Type

##### **Directors / Officers**

##### **Chief / First Nation Members**

- Change in the **Profile** module.

##### **Police Record Check Documentation**

- Change in the **Profile** module.
  - Directors / Officers of a Corporation
  - First Nation Child Care Manager
  - Individual Licensees

### **Licensee Information**

- Change in the **Profile** module.
  - Licensee Name
  - Phone / Fax
  - Licensee Email
  - Website
  - Contact Name, Title, Phone

### **Licensee Mailing Address**

- Change in the **Profile** module.

### **Child Care Centre Information**

- Requires a licence revision request.
  - Change Name of Child Care Centre
- The following fields can be edited directly on the screen:
  - Email
  - Website
  - Phone Numbers
  - Contact Name and Title
  - Mailing Address

### **Child Care Centre Civic (Site) Address**

- Require a new licence.
  - Change Child Care Centre Civic Address
  - Change Licensee Type

### **Program Description**

- Can be edited directly on the screen.
  - Language of Service

### **Safe Water Drinking Act**

- Can be edited directly on the screen.
  - all fields

### **Operational Information**

- Requires a licence revision request.
  - Change Program Option / Duration
- Can be edited directly on the screen.
  - Months of Operation
  - Days and Hours of Operation

### **Primary Capacity and Alternate Capacity**

- Changes to these tables requires a licence revision request.

2. Click . The **Supporting Documents** window appears.

**Note:** This window will be blank if you are not making any revisions during your renewal.

Home > Renew a Licence > Supporting Documents >		
Child Care Centre: ABCD Child Care Centre   Licence #: 57466   Schedule: 1&4   PA: Vijay Naidu		
There is no information to display. Please click "Next>" to continue		
<span style="margin-right: 20px;">&lt;Previous</span> <span style="margin-right: 20px;">Exit</span> <span>Next&gt;</span>		

3. Click Next>. The **Dates and Hours of Operation** window appears.

Dates and Hours of Operation	
Are any field trips planned for the month prior to the licence expiry?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are any changes planned to the hours of operation during the month prior to the licence expiry?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are there any days during the month prior to the licence expiry that the supervisor plans to be away from the centre?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Please Note: If the supervisor will not be present, it is the licensee's responsibility to ensure that a delegate is in place with access to the required files and documentation.	
<span style="margin-right: 20px;">&lt;Previous</span> <span style="margin-right: 20px;">Exit</span> <span style="margin-right: 20px;">Save</span> <span>Save &amp; Next&gt;</span>	

4. Enter any changes to the dates and hours of operation.
- Important note about entering a date:** After you enter a date, be sure to click **Add**. The date will appear in a table. You can then select another date if required.

Please provide dates:	<input style="width: 50px;" type="text"/> <span style="background-color: #d9d2e9; padding: 2px 5px;">Add</span>				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d9d2e9;"> <th style="width: 70%;">Date</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">04/01/2018</td> <td style="text-align: center;">Remove &gt;</td> </tr> </tbody> </table>		Date	Action	04/01/2018	Remove >
Date	Action				
04/01/2018	Remove >				

5. Click Save & Next. The **Review Renewal Details** window appears.
6. Take another look at the contents and make changes if required.

### Step 6: Submit Your Renewal Application

1. Click Submit. A **Declaration and Consent** window appears.

Declaration and Consent
<p>I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.</p> <p>I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i>.</p> <p><input type="radio"/> I Agree                      <input type="radio"/> I Disagree</p> <p style="color: blue;">Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p> <div style="text-align: right; margin-top: 10px;"><span style="background-color: #f2f2f2; padding: 2px 10px; border: 1px solid #ccc;">&lt;Previous</span>    <span style="background-color: #f2f2f2; padding: 2px 10px; border: 1px solid #ccc;">Exit</span>    <span style="background-color: #f2f2f2; padding: 2px 10px; border: 1px solid #ccc;">Proceed to Renewal Fee Payment</span></div>

2. If you agree with the declaration select the **I Agree** radio button.
3. Click Proceed to Renewal Fee Payment>. The ***Fee Payment*** window appears.


## Step 7: Remit Fee Payment

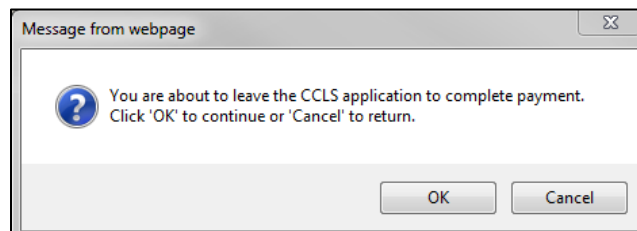
The amount of the renewal is based on the following fee table if the renewal application is submitted on or before the expiry date:

<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–24</b>	\$200	<b>\$100</b>	\$50
<b>25–49</b>	\$250	<b>\$120</b>	\$65
<b>50–74</b>	\$300	<b>\$140</b>	\$75
<b>75–99</b>	\$350	<b>\$170</b>	\$90
<b>100–124</b>	\$400	<b>\$200</b>	\$100
<b>125 or more</b>	\$450	<b>\$230</b>	\$115

Figure 1: Child Care Centre Fee Table

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

1. Read the information on the window.
2. Click . A confirmation message appears.




3. Click  to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**


Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

4. Click  . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div>		
<div>Cancel payment</div>		
Visa and Mastercard are accepted.		
		

5. Enter the payment information.
6. Click 

Submit Payment

.
7. You will be re-directed to CCLS.
8. Click 

Next>

. The **Staffing Information** window appears.

### Step 8: Review the Staffing Information

1. If the renewal is not on your screen, open the renewal then click 

> Staffing Information

.
2. The **Staffing Information** window appears.

Please review the staffing information the ministry has on file for this Child Care centre.  
Please make any updates in the Administration module:  
Click [Manage Staff Information](#) >

Staffing Information									
Program Staff									
Registered Early Childhood Educator (RECE) Supervisor	Non-RECE Supervisor (otherwise approved)	Resource Teacher	RECE Program Staff	Program Staff to take the place of an RECE (otherwise approved)	Unqualified Program Staff	Diploma/ Degree in Child and Youth Care	Diploma/ Degree in Recreation and Leisure Services	Member in Good Standing with Ontario College of Teachers	Total
1	0	0	0	0	0	0	0	0	1

Non Program Staff				
Cook	Administrator	Custodian	Other	Total
0	0	0	0	0

Staff Information									
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	% in Program	Director Approval Required?	Director Approval Status	Director Approval Details
Xyz	Jack	03/01/2018	Active	Registered Early Childhood Educator (RECE) Supervisor	1111	100%	Yes	Approved	<a href="#">Select &gt;</a>

[<Previous](#)
[Exit](#)
[Next>](#)

- Review the staffing information. If information needs to be updated, (e.g., adding / deactivating a staff member, changing a staff member's position), click [Manage Staff Information](#)> then follow the instructions starting on page [258](#).

- Click [Next>](#). The **Licence Inspection Overview** window appears.

### Step 9: Review the Licence Inspection Overview

Inspection details including licence inspection documents and any non-compliances can be found on this page. This page will be made available for you once the inspection is conducted.

If you need to upload documentation addressing a non-compliance. Follow the instructions under [Uploading Required Compliance Documents](#).

- If the renewal is not on your screen, open the renewal then click [> Licence Inspection Overview](#). The **Licence Inspection Overview** window appears if applicable.





2. Click . The **Tiered Information** window appears.

### Step 10: Review the Tiered Licensing Information

The tiered licensing information includes the compliance profile summarizing the number of inspections, the non-compliance score and the associated licence tier.

Note that centres that have been licensed for less than three years do not receive a tier level. Once the centre has been licensed for three years, a tier assessment will be made at the next renewal.

1. If the renewal is not on your screen, open the renewal then click . The **Tiered Licensing Information** window appears if applicable.
2. Click .

## You are done!



Your renewal application is submitted to the ministry. You will receive a confirmation email.

- Your Program Advisor will review the information and contact you if revisions or additional information are required (see page [26](#)).
- You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page [146](#) for details.

## Renewing a Home Child Care Agency Licence

### Introduction



When a home child care agency licence is expired, the licensee is no longer legally authorized to oversee child care at more than one home child care premises. The number of children receiving care must be reduced to no more than 5.

All child care centre or home child care agency licences have an expiry date. You can see the expiry date on your licence and it is also visible in CCLS.

CCLS sends email reminders/alerts to licensees 3 months before the licence expires, and regularly after that: 2 months, 1 month, 2 weeks, 7 days, and daily at 3, 2 and 1 day before the licence expires. The email alerts are sent if the renewal application and fee have not been submitted. If the application is submitted but not the fee, the system will continue to send notifications until the fee is received. The CMSM/DSSAB is also copied on the notification beginning at seven days prior to expiry.

To request a licence renewal, a licensee must:

- ✓ Submit a licence renewal application form (in CCLS);
- ✓ Complete an attestation that the licensee is not prohibited from operating a child care centre or home child care agency (in CCLS);
- ✓ Submit any other documentation required by the Minister; and
- ✓ Pay a licence renewal fee.

It is up to the licensee to make sure that the Ministry of Education receives the renewal application and fee on or before the licence expiry date. The fee has to be paid online when the renewal application is submitted or sent by mail far enough in advance of the expiry date so that it can be processed before the expiry date. (Please allow at least 2 weeks for processing.) The renewal application is not considered complete until the renewal application and the fee have both been received and processed.

If a licence renewal application **and the renewal fee** are not received and processed on or before the licence expiry date, the licence **will expire** the next day.

When a home child care agency licence is expired, the licensee is no longer legally authorized to provide child care at more than one home premises. Requirements for unlicensed child care must be met.

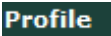
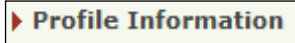
The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.

The Licensed Child Care Website (LCCW) displays issued and suspended licences. A warning message will appear on LCCW where the licensee has failed to submit a renewal application and fee payment before the licence expiry date. If a licence is expired it will be removed from LCCW. If the expired licence has been issued reinstatement it will be displayed on LCCW again.

Once a licence expires, the licensee has two options:


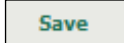
- 1) Close the home child care agency permanently; or
- 2) Submit a request for the licence to be reinstated. For details on reinstating a licence see page [183](#).

### **Step 1: Make sure your profile is up-to-date**

1. Click .
2. Click .
3. Review your profile. Edit your profile to change licence details and upload PRC documentation as required. For details on how to edit your profile see page [34](#).

The following fields cannot be changed:

- **Applicant / licensee type**
- **Applicant / licensee name (corporation name, name of individual or name of first nation)**
- **First Nation**
- **Corporation Number**
- **Corporation Name**
- **Is the corporation a co-operative corporation?**
- **Is the corporation For-Profit or Non-Profit**
- **Organization Type**

4. Click . The **Applicant / Licensee information** window appears.
5. Review / edit the information.
6. Click .

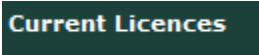

### Step 2: If you have not started the renewal...

1. Click .
2. Click .
3. Read the **Notice of Collection of Personal Information**.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▼
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

5. Click **Select>**. The **Licensing History** window appears.

### Step 3: If you have already started the renewal...


1. Click .
2. Click . The **List of Active Licence Renewal(s)** window appears.

List of Active Licence Renewal(s)						Per Page 10 ▼
Licence Number ▲	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Draft	Select >

3. Click **Select>** for the renewal you want to continue working on. The **Licence Renewal Details** window appears. Continue to Step 5.


### Step 4: Complete the Licensing History Information

1. Answer the questions.

2. Click . The **Licence Renewal Details** window appears.

### ***Step 5: Review and Revise the Information***

1. Review and revise the information as required. If other changes are required see the section entitled **Updating Your Licensee Profile** page [34](#).

 **Note:** Only some information can be changed during a renewal.

**List showing how fields can be edited during renewal:**

**Licensee Type**

- Change the following information in the **Profile** module.
  - Preferred Language of Correspondence
  - Initial Return
  - Is the corporation carrying on business with a name different than its corporate name?
  - Is this corporation a multi-service corporation?
- The following information cannot be changed.
  - Licensee Type
  - Individual Name
  - First Nation Name
  - Corporation Number
  - Corporation Name
  - Is the corporation a co-operative operation?
  - For-Profit / Non-Profit
  - Organization Type

**Directors/Officers**

**Chief / First Nation Members**

- Change all information in the **Profile** module.

**Police Record Check Documentation**

- Change in the **Profile** module.
  - For Directors / Officers of a Corporation
  - For First Nation Child Care Manager
  - For Individual Licensees

**Licensee Information**

- Change the following information in in the **Profile** module.
  - Licensee Name
  - Phone / Fax
  - Licensee Email
  - Website
  - Contact Name, Title, Phone

**Licensee Mailing Address**

- Change all information in in the **Profile** module.

**Agency Information**

- Request a licence revision to change:
  - Name of Agency
- The following information can be edited directly on the screen.
  - Agency Email

- Website
- Phone Numbers
- Contact Name & Title

#### **Agency Head Office Civic Address**

- Request a licence revision to change:
  - Agency Head Office Civic Address

#### **Agency Mailing Address**

- The following information can be edited directly on the screen.
  - All fields.


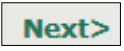
#### **Operational Information**

##### **Program Options**

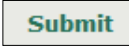
- The following information can be edited directly on the screen.
  - Proposed Program Options.

##### **Program Description**


- The following information can be edited directly on the screen.
  - Language of Service

2. Click . The **Supporting Documents** window appears.  
This screen will be blank if you are not making any revisions.
3. Click . The **Review Renewal Details** window appears.

### Step 6: Submit Your Renewal Application

1. Review and revise the information as required.
2. Click . The **Declaration and Consent** window appears.

Declaration and Consent		
I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.		
I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i> .		
<input type="radio"/> I Agree <input type="radio"/> I Disagree		
<b>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</b>		
<a href="#">&lt;Previous</a>	<a href="#">Exit</a>	<a href="#">Proceed to Renewal Fee Payment</a>

3. If you agree with the declaration select the **I Agree** radio button.
4. Click . The **Fee Payment** window appears.



### Step 7: Remit Fee Payment

The amount of the renewal is based on the following fee table if the renewal application is submitted on or before the expiry date:

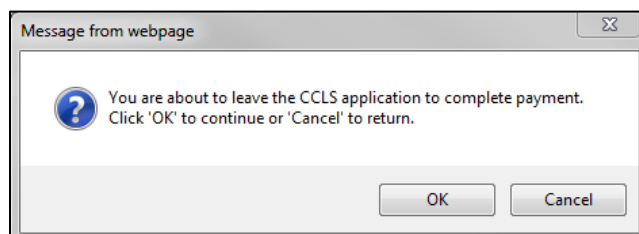
<u>Number of premises</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–25</b>	\$200	<b>\$100</b>	\$50
<b>26–50</b>	\$250	<b>\$120</b>	\$65
<b>51–75</b>	\$300	<b>\$140</b>	\$75
<b>76–100</b>	\$350	<b>\$170</b>	\$90
<b>101–125</b>	\$400	<b>\$200</b>	\$100
<b>126 or more</b>	\$450	<b>\$230</b>	\$115

*Figure 2: Home Child Care Agency Fee Table*

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

1. Read the information on the window.

2. Click Continue with Credit Card. A confirmation message appears.




3. Click OK to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**


Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

4. Click  . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div> <div>Cancel payment</div> <p>Visa and Mastercard are accepted.</p> <p><b>WORLDLINE</b> </p>		

5. Enter the payment information.
6. Click 

Submit Payment

.
7. You will be re-directed to CCLS.
8. Click 

Next>

. The **Home Child Care Premises** window appears.

## Step 8: Review the Home Child Care Premises

Home > Renew a Licence > Home Child Care Premises >

Home Child Care Agency: ABCD Agency | Licence #: 57465 | PA: Vijay Naidu |

Please review the Home Child Care Locations details the ministry has on file for this Home Child Care Agency .  
Please make any updates in [Manage Home Child Care Premises](#)

Number of Premises 1

List of Home Child Care Premises

Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status
Xyx	Janet		55 Xyzz Markham Ontario	Active

<Previous
Exit
Next>

1. Review the information. If updates are required (adding a premises, deactivating, etc.) click **Manage Home Child Care Premises** and follow the steps starting on page [272](#).
2. Click Next> . The **Staffing Information** window appears.

## Step 9: Review the Staffing Information

Please review the home visitor information the ministry has on file for this Home Child Care Agency .  
Please make any updates in the Administration module:  
Click [Manage Staff Information >](#)

Home Visitors Information				
Registered Early Childhood Educator (RECE) Home Child Care Visitor	Home Child Care visitor with Child and Family Studies credentials	Home Child Care visitor with other qualifications (otherwise approved)	Resource Teacher	Total
2	0	0	0	2

List of Home Visitors							
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	Director Approval Status	Director Approval Details
Zzzzz	Ida	02/01/2018	Active	Registered Early Childhood Educator (RECE) Home Child Care Visitor	1212	Approved	Select >
Xzxc	Helen	01/01/2018	Active	Registered Early Childhood Educator (RECE) Home Child Care Visitor	2222	N/A	N/A

[<Previous](#)
[Exit](#)

1. Review the staffing information. If information needs to be updated, (e.g., adding / deactivating a staff member, changing a staff member's position), click [Manage Staff Information>](#) then follow the instructions starting on page [258](#).
2. Click [Next>](#) . The **Licence Inspection Overview** window appears.

## Step 10: Review the Licence Inspection Overview

Inspection details including licence inspection documents and any non-compliances can be found on this page. This page will be made available for you once the inspection is conducted.

If you need to upload documentation addressing a non-compliance. Follow the instructions under [Uploading Required Compliance Documents](#).

1. If the renewal is not on your screen, open the renewal then click [> Licence Inspection Overview](#) . The **Licence Inspection Overview** window appears if applicable.
2. Click [Exit](#) . Your home page appears.

## You are done!



Your renewal application has been submitted to the ministry. You will receive a confirmation email.

- Your Program Advisor will review the information and contact you if revisions or additional information is required (see page [26](#)).
- You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page [146](#) for details.

## Reinstating an Expired Licence

### Introduction

If a licence is not renewed in time, the licensee has two options:

- 1) Close the child care program permanently; or
- 2) Submit a request for the licence to be reinstated.

**Note:** The request for reinstatement must occur within 30 days of expiry.

### Process

1. Click **Current Licences**.
2. Click **Renew a Licence**. The **Notice of Collection of Personal Information** window appears.
3. Read the notice then click **Next**.
4. The list of licences appears.

Please select the licence you want to renew from the list below:					Per Page 10
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
11111	Home Child Care Agency	Triple P Agency	2 Xxx, Markham, ON, CA	Jan 18, 2018 !	Request to Reinstatement >

5. Click **Request to Reinstatement>**. A message appears.

Home Child Care Agency: Triple P Agency | Licence #:11111 | PA: Jim Adv

Under the CCEYA, the term of a licence is deemed to be extended if a licensee has applied for the renewal of a licence before the expiry date by:

- completing and submitting the renewal application form;
- paying the renewal fee;
- completing an attestation that the licensee is not prohibited from operating a home child care agency under section 9 of the CCEYA; and
- submitting any other documentation or information specified by the Minister.

This home child care licensee expired on **Jan 18, 2018** because the licence renewal application and/or renewal fee were not submitted on or before the licence expiry date. You are therefore no longer permitted to coordinate child care at more than one home child care premises.

If you wish to reinstate your child care licence, you must complete and submit the reinstatement request form on the subsequent pages and submit the fee specified according to Column 2 of the table in section 81 (2) of O. Reg. 137/15.

Click 'Next' to submit a request to reinstate your expired child care licence, or click 'Exit' to exit this page.

If you wish to close your home child care agency, please contact your program advisor.

Exit
Next>

6. Read the message then click Next. The **Licensing History** window appears.

The information required is the similar to a renewal with the following exceptions:

- A window appears asking for additional Information.
- The fee payment amount for a reinstatement is the same as a **new** child care centre / home child care agency:

<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
0–24	\$200	\$100	\$50
25–49	\$250	\$120	\$65
50–74	\$300	\$140	\$75
75–99	\$350	\$170	\$90
100–124	\$400	\$200	\$100
125 or more	\$450	\$230	\$115

*Figure 1: Child Care Centre Fee Table*

<u>Number of premises</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
0–25	\$200	\$100	\$50
26–50	\$250	\$120	\$65
51–75	\$300	\$140	\$75
76–100	\$350	\$170	\$90
101–125	\$400	\$200	\$100
126 or more	\$450	\$230	\$115

*Figure 2: Home Child Care Agency Fee Table*

Please note that the payment amount is subject to change.  
Please refer to the payment amount on CCLS.

**For a Child Care Centre licence reinstatement:** See the instructions starting on page [161](#), Step 4.

**For a Home Child Care Agency reinstatement:** See the instructions starting on page [172](#), Step 4.



## Revisions

### Before you Begin

**Note:** Before requesting a revised licence, contact your Program Advisor to discuss the particulars of your request.

You can request a licence revision at any time (for example, before or after submitting a licence renewal application or at any time during the licensed period).

### Revising a Child Care Centre Licence

#### Step 1: Start the Revision and Select the Type



1. Click **Current Licences**.
2. Click **Request a Revised Licence**. The **Search for a Licence** window appears.
3. Search for and open the licence you would like to revise. The **Licence Revision Request Type** window appears.

Licence Revision Request Type	
Are you requesting a revision to your licence to (check those that apply)?	
<input type="checkbox"/>	Change the licensed capacity and/or licensed space
<input type="checkbox"/>	Change the Program Option/duration
<input type="checkbox"/>	Change the name of the Child Care Centre
<div>Exit</div> <div>Next</div>	

#### Step 2: Indicate the Changes Required

##### Changing the licensed capacity and / or licensed space (if required)

**Change the licensed capacity and / or licensed space:** Select this option for a licence revision that involves any change in primary and / or alternate capacity, or any change in licensed space. Changes to licensed space include adding, removing, and / or changing a currently licensed room / space (e.g., sleep areas, other required areas, and playgrounds). **This selection does not include any other revision request types. Select all the revision request types desired.**

**Note for programs located in a Publicly-Funded School (PFS):** A licence revision request is required for changes to

capacity for kindergarten and school age groups in the PFS, or where the room is not shared with the PFS (i.e., the room is dedicated space).

1. Select the “**Change the licensed capacity and / or licensed space**” check box. The **Licensed Capacity – Age Group Schedule** window appears showing your current schedule(s).

<input checked="" type="checkbox"/> Change the licensed capacity and/or licensed space	
<b>Licensed Capacity – Age Group Schedule</b>	
<b>Current Schedules:</b>	Schedule 1 and Schedule 4
<b>Proposed Schedules:</b>	<span style="border: 1px solid blue; padding: 2px;">Schedule 1 and Schedule 4</span> ▼

2. Select the proposed schedule(s).



**Warning:** If you have requested to change the schedule type, you will receive an error message if the age groups you have entered no longer match the schedule type. For example, if your current licence is Schedule 1 and 4 and you are requesting to change it to Schedule 1, you must edit the rooms with family age group to remove all the family age group capacities.

3. Click Next. The **Licence Revision Details** window appears. You will be able to view your current licence’s space information on this page.
4. To make edits to your primary and alternate capacities, view the **Revised Primary Capacity** and **Revised Alternate Capacity** tables.

Click "Edit" to identify changes to currently licensed room(s)/space(s), and/or changes to primary and alternate capacities. "Add" / "Remove" rooms as required.

**Revised Primary Capacity**

Schedule 1

Room Name	Floor Level	Age Group	Age Range	Capacity	Action
Preschool Room	Basement	Preschool	30 months up to 6 years	24	<a href="#">Remove</a>
<b>Total Revised Capacity</b>			24		

[Add Room](#)

**Revised Alternate Capacity \***

Schedule 1

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)
Preschool Room	Basement	10	15	N/A	15	22	10

(Partial window only)

**Review the rooms / spaces and edit / add / remove them as required.**

- If you would like to add a room, click [Add Room >](#). The the "Add Room for Primary and Alternate Capacity" box appears.

**Add Room for Primary and Alternate Capacity \***

Room Name \*

Floor Level \*

Primary Age Group \*

Primary Capacity \* This number must be greater than 0


	Age Group	Age Range	Alternate Capacity
<b>Alternate Capacity *</b>	Infant	under 18 months	<input type="text"/> <b>max. 10</b>
	Toddler	18 months up to 30 months	<input type="text"/> <b>max. 15</b>
	Preschool	30 months up to 6 years	<input type="text"/> <b>max. 24</b>
	Kindergarten	44 months up to 7 years	<input type="text"/> <b>max. 26</b>
	Primary/Junior School Age	68 months up to 13 years	<input type="text"/> <b>max. 30</b>
	Junior School Age	9 years up to 13 years	<input type="text"/> <b>max. 20</b>
	Family Age Group	under 13 years	<input type="text"/> <b>max. 15</b>

Will this room be operating 6 hours or more in a day? \* ☐ Yes ☐ No


Is this room shared and used by the school for instructional purposes? \* ☐ Yes ☐ No


[Add Room>](#)


*(This window may look different depending on the schedule you selected previously, and whether your centre will be located in a Publicly-Funded School)*

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


6. Enter the room name, floor level, primary age group, and primary capacity for the child care room.

 **Note:** All age groups have a capacity limit. This means that there is a maximum number of children in that age group that can be cared for in the room at a time. The capacity limit for each group is noted in blue font beside each alternate capacity free-form text field (box).


 **Warning:** Room names must be unique. The room name and floor level will be locked and cannot be changed once your Program Advisor begins a licence inspection.


 **Warning:** Child care rooms on or above the third floor require Director Approval. Please contact your Program Advisor for more information.


 **Warning:** The primary capacity cannot be 0.

 **Note for programs located in a Publicly-Funded School (PFS):** When entering information into the Primary and Alternate Capacity tables for Kindergarten and School age groups located in shared space in the school, you may enter a generic room name (e.g., kinder room 1, school age group 1). All rooms that will be used for these groups must be listed on the signed Shared Space Confirmation form.


7. Enter the alternate capacities you want to have in this room.

 **Tip:** If there is an age group you do not want as an alternate capacity or you do not want any alternate capacities, enter “0” in the alternate capacity free-form text field (box).


 **Warning:** The primary age group cannot also be an alternate age group. The primary age group will be listed as N/A in the alternate capacity section.


 **Warning:** An alternate capacity cannot be greater than the primary capacity. As you enter alternate capacities, you may need to update the primary age group / capacity to ensure it has the greatest capacity.

8. Answer the question(s) using the radio buttons.

 **Note:** “Is this room shared and used by the school for instructional purposes?” will only display if you indicated that the centre will be located in a Publicly-Funded School.

9. Click **Add Room >**.

 **Note:** The information you entered in the “Add Room for Primary and Alternate Capacity” box will then populate in the “Revised Primary Capacity” and “Revised Alternate Capacity” tables.

 **Note:** The total capacity is calculated automatically. It is the sum of the primary capacity for all the rooms in the proposed child care centre.



**Warning:** If you selected Schedule 1 and 4 as your schedule type but do not have any family age group capacities in your application, you will need to change the schedule type to Schedule 1. If you selected Schedule 1 and 4 as your schedule type but only have family age group capacities in your application, you will need to change the schedule type to Schedule 4.

If you need to change any of the information in these tables, click **Edit**, and the information will populate in the “Edit Room for Primary and Alternate Capacity” box for you to update (see previous page for information).

Once you are done making updates, click **Add Room >**.

If you need to remove a room, click **Remove**. The information for the room will be deleted from “Revised Primary Capacity” and “Revised Alternate Capacity” tables, and any sleep areas for the room will also be removed (see next page for sleep areas information).



**Warning:** Review existing (already licensed) rooms carefully before deleting a room. If you accidentally delete an existing room, the action cannot be undone. You will need to add the room again and CCLS will treat it as a proposed room.

<b>Rooms operating LESS than 6 hours in a day:</b>
Room A

<b>Rooms NOT shared and used by the school for instructional purposes:</b>
Room A

**Note:** The rooms that you indicated will not be 6 hours or more in a day, and the rooms you indicated are not shared and used by the school for instructional purposes will populate in the sections above.

**Note:** The “Rooms NOT shared and used by the school for instructional purposes” section will only display if you indicated that the centre will be located in a Publicly-Funded School.

If you need to change any of the information in these sections, find the applicable room in the “Revised Primary Capacity” table then click **Edit**. The information will populate in the “Add Room for Primary and Alternate Capacity” box for you to update (see previous page for information).

Once you are done making updates, click **Add Room >**.

<b>Will the family age group serve children younger than 24 months? *</b>	
Room A	<input type="radio"/> Yes <input type="radio"/> No

10. Rooms that you indicated will have family age group (as a primary or alternate capacity) will populate in this section. Use the radio buttons to indicate whether or not the family age group in each room will serve children younger than 24 months.


**Note:** This section is only applicable to Schedule 4, and Schedule 1 and 4 applications.

**Review the sleep areas and edit / add / remove them as required.**

Follow the steps below if you would like to add a sleep area:

Sleep Area			
Sleep Area Name	Floor Level	Sleep Area is associated with which room?	Action
<input type="text" value="Sleep Room 1"/>	<input type="text" value="Floor 1"/>	<input type="text" value="Room A"/>	<a href="#">Remove</a>
			<a href="#">Add Sleep Area&gt;</a>

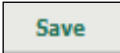
**Note:** Sleep areas are required for rooms that have the following primary or alterante capacity: infant or family age group (with children under 24 months). These rooms may populate in the **Sleep Area** section. You will need to enter information for the pre-populated sleep areas.

11. Enter the room / area name for the sleep area in the first column ("Sleep Area Name").
12. Select the floor level for the sleep area by clicking the drop-down menu in the second column ("Floor Level").
13. Select the child care room that the sleep area will be used for by clicking the drop-down menu in the third column ("Sleep Area is associated with which room?").
14. Click .

Repeat the steps above for any other pre-populated sleep areas.

If you would like to add another sleep area, click **Add Sleep Area >** and then repeat the steps above.

If you would like to remove a sleep area, click **Remove**.

If you need update a sleep area, simply update the information in the section and click  at the bottom of the page.

**Warning:** Sleep areas on or above the third floor require Director Approval. Please contact your Program Advisor for more information.

**Review the other required areas and edit / add / remove them as required.**

Follow the steps below if you would like to add an other required area:

Other Required Area			
Room Name	Floor Level	Area Type	
<input type="text" value="Room P"/>	<input type="text" value="1"/>	<input type="text" value="Staff Room"/>	<a href="#">Remove</a>
<input type="text" value="Room G"/>	<input type="text" value="1"/>	<input type="text" value="Office"/>	<a href="#">Remove</a>
<a href="#">Add Other Required Area &gt;</a>			

15. Click **Add Other Required Area >**.

16. Enter the room / area name for the other required area in the first column ("Room Name").

17. Select the floor level for the other required area by clicking the drop-down menu in the second column ("Floor Level").

18. Select the area type by clicking the drop-down menu in the third column ("Area Type").

19. Click .

If you would like to add another sleep area, click **Add Other Required Area >** and then repeat the steps above.

If you would like to remove a sleep area, click **Remove**.

If you need update an other required area, simply update the information in the section and click  at the bottom of the page.

### **Review the playgrounds and edit / add / remove it as required.**

Follow the steps below if you would like to add a playground:


Playground			
Playground Location	Age Group	Fixed equipment?	Action
<input type="text" value="at ground level and adjacent to the building"/>	<input checked="" type="checkbox"/> Infant <input checked="" type="checkbox"/> Toddler <input checked="" type="checkbox"/> Preschool <input checked="" type="checkbox"/> Family Age Group	<input checked="" type="radio"/> Yes <input type="radio"/> No	<a href="#">Remove</a>
<a href="#">Add Playground&gt;</a>			



20. Click **Add Playground >**.

21. Select the location of the playground by clicking the drop-down menu in the first column ("Playground Location").

22. Indicate the age groups that will use the playground by using the check boxes in the second column ("Age Group").


 **Note:** Only the age groups in your "Revised Primary Capacity" and "Revised Alternate Capacity" tables will appear in this column.


23. Indicate whether the equipment on the playground will be fixed by using the radio buttons in the third column ("Fixed equipment?").


24. Click .


If you would like to add another playground, repeat the steps above.

If you would like to remove a playground, click **Remove**.

If you need update a playground, simply update the information in the section and click  at the bottom of the page.

 **Note:** Child care centres operating for six hours or more in a day are required to have an outdoor play space (i.e., playground).

 **Warning:** Outdoor play spaces (i.e., playgrounds) not at ground level or non-adjacent to the child care centre require Director Approval. Please contact your Program Advisor for more information.

25. Click . The **Licence Revision Details** window appears.

Licence Revision Details	
Proposed date of change: *	<input style="width: 90%;" type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
Are you planning renovations? *	<input type="radio"/> Yes <input type="radio"/> No
Are you planning changes to the playground? *	<input type="radio"/> Yes <input type="radio"/> No
CWELCC Information	
This program is NOT currently enrolled in CWELCC	
Are you intending to apply for CWELCC funding?: *	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Previous"/> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save &amp; Next"/>	

26. Enter the information.

27. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

## Changing the program option/duration (if required)

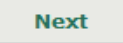
**Change the program option / duration:** This may include changing the program duration (for example, switching from a half-day program to a full-day program; switching from a full-day program to a before- and/or after-school program). **This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change the Program Option / Duration**” check box. The window expands. You will see your current program options.

☒ Change the Program Option/duration

Current Program Options		
<input checked="" type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight

Proposed Program Options		
<input checked="" type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight

2. Select your **Proposed Program Options** on this screen.
3. Click . The **Licence Revision Details** window appears.

**Licence Revision Details**

Proposed date of change: \*  Ex: 28/04/2012

Please provide a description of all the proposed change(s) to the licence \*





Are you planning renovations? \* ☐ Yes ☐ No

Are you planning changes to the playground? \* ☐ Yes ☐ No

**CWELCC Information**

This program is NOT currently enrolled in CWELCC

Are you intending to apply for CWELCC funding?: \* ☐ Yes ☐ No

4. Enter the information.
5. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

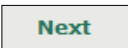
**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

### Changing the Child Care Centre Name (if required)

**Change the name of the child care centre:** Any changes to the official name of a child care centre require a new business name registration which will be required as part of this request. **This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change the name of the Child Care Centre**” check box.
2. Click . The next window to appear depends on the other revisions you are requesting. If this is the only change, the **Licence Revision Details** window appears.

Licence Revision Details	
Proposed date of change: *	<input type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid black; height: 40px;"></div>
Current Child Care Centre Name:	Seedlings Child Care Centre
New Child Care Centre Name *	<input type="text"/>
CWELCC Information	
This program is NOT currently enrolled in CWELCC	
Are you intending to apply for CWELCC funding?: *	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Previous"/> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save &amp; Next"/>	

3. Enter the information.
4. Enter the information about the name change.
5. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

### Step 3: Submit the Revision Request

1. Click **Save & Next**. The **Review Revision Details** window appears. It summarizes all the information that you have entered for the licence revision request.

The screenshot shows a web application window titled "Review Revision Details". At the top, there's a header bar with "Expand | Collapse" and a "Print" button. Below this, the window is divided into three main sections, each with a "Revise" link on the right:


- Licence Revision Request Type**
- Licence Revision Space Information**
- Licence Revision Details**

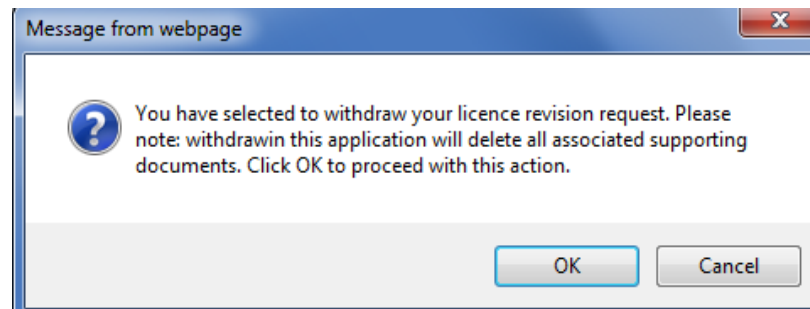
At the bottom right of the main content area, there is a "Withdraw Revision Request" button. At the very bottom of the window, there are three navigation buttons: "<Previous", "Exit", and "Submit".

(The window contents will vary depending on the type of revision(s) requested.)

2. Review the information and make changes if required.

3. **To withdraw your revision request:**

3.1. Click . A confirmation message appears.



3.2. Click  to withdraw the revision request.

4. To submit the revision request:

4.1. Click . The **Declaration and Consent** window appears.

**Declaration and Consent**

I declare that all information provided in connection with this request is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the Child Care and Early Years Act, 2014 (CCEYA).

I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the CCEYA.

**I understand that the Ministry will share the information included in this revision request with all service system managers listed in my revision in order to obtain advice from the service system manager in relation to enrollment in the Canada-Wide Early Learning and Child Care (CWELCC) system for the purposes of subsection 13.1 (3) of O. Reg. 137/15. (Not applicable to First Nations on-reserve)**

I understand where I am not currently enrolled in CWELCC and have indicated as part of my revision that I wish to enroll in CWELCC, that the advice provided by a Service System Manager for the purposes of s.13.1 of O. Reg. 137/15 will be based on the information the Service System Manager has at the time. This advice does not constitute a decision or promise made with respect to enrollment in the CWELCC system.

☐ I Agree      ☐ I Disagree

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**


Previous
Exit
Submit Revision to SSM

(Your window may look different.)

4.2. If you agree with the statement, click the “I agree” radio button.

4.3. Your next step will depend on if you are currently enrolled in the CWLECC system or how you responded to the “Are you intending to apply for CWELCC funding?” question:

**4.3.1.** If you are enrolled in CWELCC or have indicated that you are intending to apply for CWELCC funding, the revision request will be submitted to the SSM for advice.


Click .

**Note:** If you are only requesting to change the name of your child care program, you will not need to submit the revision request to the SSM.

**4.3.2. You are done for now!**

**Note:** After the SSM provides CWELCC advice, the revision request will be returned to you, and you will need to pay the initial deposit before submitting the revision request to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 4: Reviewing CWELCC advice](#) to continue)

**4.3.3.** If you are not enrolled in CWELCC and are not intending to apply for CWELCC funding, the revision request will be submitted to the Ministry.


Click . The **Initial Deposit** window appears. (skip to [Step 5: Remit Initial Deposit Payment](#))

## Step 4: Reviewing CWELCC Advice

Once you receive an email that CWELCC advice has been provided, you will need to review your revision details.

The revision request can be found under the “In Process Items” section of your dashboard, or under “View Active Licence Revisions” on your left navigation panel. Go to either of these locations and click **Select** or **Select Revision**.


1. You will be taken to the **Review Revision Details** page. Read the information on the page, particularly the **Operational Information** section to review the CWELCC advice status.

 **Note:** The SSM may have left you a comment. Use the left navigation panel to visit the **Operational Information** page and verify if there is a comment in the **History of SSM / Licensee Comments** section.

If necessary, enter a comment in the **Comments to SSM** free-form text field then click **Add >**. Use the left navigation panel to return to the **Review Revision Details** page

Operational Information ▲		<a href="#">Revise</a>
CWELCC Funding Information		
Are you intending to apply for CWELCC funding?:	Yes	
Consolidated Municipal Service Manager/District Social Services Administration Board	CWELCC Advice Status	
City of Brantford	<b>Denied</b>  Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))	

2. Optional: If you need to update information, click **Revise** on the applicable section and update the information.

 **Warning:** Updating the program options / duration, and / or licensed capacity (primary and alternate capacity), may trigger the CWELCC advice status to be reset and require new SSM advice.

If your CWELCC advice status is reset: Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter a comment in the **Comments to SSM** free-form text



field, then click **Add >**. Return to [Step 3: Submit the Revision Request](#) for details on submitting the revision to the SSM.


3. Your next step depends on your CWELCC enrollment and advice status:

- 3.1. If your CWELCC advice status is approved, click

 **Next**

. The **Declaration and Consent** window appears.

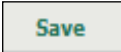
- 3.1.1. If you agree with the statement, click the “I agree” radio button.

- 3.1.2. Click  then skip to [Step 5: Remit Initial Deposit Payment](#).

- 3.2. If your CWELCC advice status is denied, you can either: re-submit the application to the SSM for new advice, or no longer intend to apply for CWELCC funding (if you are not enrolled in CWELCC). Decide your preferred option and follow the applicable path below:


**Note:** Licensees enrolled in CWELCC must have an approved CWELCC advice status to proceed with the revision request.

- 3.3. If you would like to re-submit the application to the SSM:

- 3.3.1. Optional: Click **Revise** on the sections of your application you would like to update. Click  on any page you make changes on.

- 3.3.2. Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter your comment in the **Comments to SSM** free-form text field then click **Add >**.

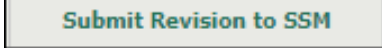
- 3.3.3. Click .

- 3.3.4. Use the left navigation panel to go to the **Review Revision Details** page. Or click  until you reach the **Review Revision Details** page.

- 3.3.5. Click . A new window appears.

3.3.6. Select “Submit revision to the SSM”.

3.3.7. The **Declaration and Consent** window appears. If you agree with the statement, click the “I agree” radio button.

3.3.8. Click .


### 3.3.9. You are done for now!

**Note:** After the SSM provides CWELCC advice, the application will be returned to you, and you will need to pay the initial deposit before submitting the revision request to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 4: Reviewing CWELCC advice](#) to continue)

3.4. If you no longer intend to apply for CWELCC funding (only if you are not enrolled in CWELCC):


3.4.1. Click **Revise** on the **Operational Information** section. On the **Operational Information** page, use the radio button to change your response to “Are you intending to apply for CWELCC funding?” to “No”.

3.4.2. Click .

3.4.3. Use the left navigation panel to go to the **Review Revision Details** page. Or click  until you reach the **Review Revision Details** page.

3.4.4. Click . The **Declaration and Consent** window appears.

3.4.5. If you agree with the statement, click the **I agree** radio button.

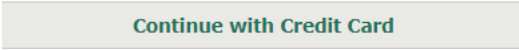
3.4.6. Click  then skip to [Step 5: Remit Initial Deposit Payment](#).

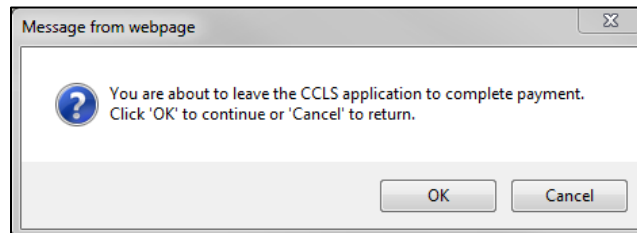
### Step 5: Remit Initial Deposit Payment

<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–24</b>	\$200	\$100	<b>\$50</b>
<b>25–49</b>	\$250	\$120	<b>\$65</b>
<b>50–74</b>	\$300	\$140	<b>\$75</b>
<b>75–99</b>	\$350	\$170	<b>\$90</b>
<b>100–124</b>	\$400	\$200	<b>\$100</b>
<b>125 or more</b>	\$450	\$230	<b>\$115</b>

Figure 1: Child Care Centre Fee Table

Please note that the initial deposit payment amount is subject to change. Please refer to the payment amount on CCLS.

1. Read the information on the window.
2. Click . A confirmation message appears.



3. Click  to continue. The **Order Summary** window appears.

#### Order Summary

**Payment to:** Child Care Licensing

**Total:** \$200.00 (CAD)

#### Payment Method



Accepted payment methods include Visa, Visa Debit, Mastercard and Debit Mastercard.


**Note: You now have 15 minutes in which to complete your payment.**

You will be redirected to a secure website for payment processing. Please do not click the browser Back button, close or reload your browser until this process is complete.

Afterwards, you will be redirected back to the Province's website.

Cancel

Make Payment

4. Click  . You will be re-directed to the payment portal.

You are paying: \$200.00 CAD

Name on card

Card number

Ontario accepts credit and debit cards.



Expiration date

Enter the month and year. For example, 08 / 27

MM

YY

 / 

Security code (CVV)


[Where do I find this?](#)

**Note**

Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Cancel Payment

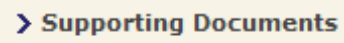
Submit Payment

5. Enter the payment information.
6. Click .
7. You will be re-directed to CCLS.
8. The **Supporting Documents** window appears.

## Step 6: Submit Supporting Documents (if required)

**Note:** The supporting document page will be made available for you to upload the supporting documents related to your licence revision request once your deposit payment has been submitted and received by the Ministry of Education.

**Note:** A licensee can submit new PRC documents in the profile section at any time. For details see page [34](#).

- Open the revision.
- Click . The **Initial Documents to Submit** window appears.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
List of play materials, equipment and furnishings		Not Applicable	Jan 9, 2018	Select >
Updated Parent Handbook		Not Applicable	Jan 9, 2018	Select >
Program Statement		Not Applicable	Jan 9, 2018	Select >
Floor plan		Not Applicable	Jan 9, 2018	Select >
Site plan		Not Applicable	Jan 9, 2018	Select >
Combined floor and site plan		Not Applicable	Jan 9, 2018	Select >
Zoning approval		Not Applicable	Jan 9, 2018	Select >
Playground plans		Not Applicable	Jan 9, 2018	Select >
Sample menu		Not Applicable	Jan 9, 2018	Select >
Waiting list policy		Not Applicable	Jan 9, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 9, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 9, 2018	Select >
Playground safety policy		Not Applicable	Jan 9, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 9, 2018	Select >
Emergency Management Policy		Not Applicable	Jan 9, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 9, 2018	Select >
Add Additional Document >				
Additional Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Health approval		Not Applicable	Jan 9, 2018	Select >
Fire Code Approval		Not Applicable	Jan 9, 2018	Select >
Building approval				Upload Document >
Add Additional Document >				

- Submit the supporting documents indicated. If you have questions about whether certain documents are required, contact your Program Advisor. For details on how to upload a document see page [21](#).

- Click .

➤ Your revision request is sent to the ministry.

- Your Program Advisor will review the request and supporting documents and will contact you if revisions and / or additional information is required.

### Step 7: Pay the Fee Balance (if required)

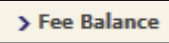
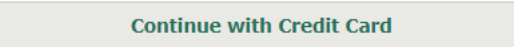
**Note:** You will be notified by email if / when a fee balance is required. A fee balance will be requested if a site visit is required to process the licence revision. The fee balance is your outstanding balance, after the initial deposit amount has been subtracted.

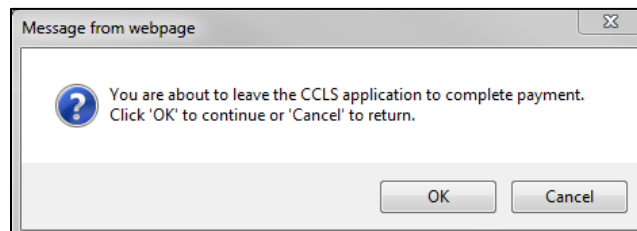
<u>Maximum number of children</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
0–24	\$200	\$100	<b>\$50</b>
25–49	\$250	\$120	<b>\$65</b>
50–74	\$300	\$140	<b>\$75</b>
75–99	\$350	\$170	<b>\$90</b>
100–124	\$400	\$200	<b>\$100</b>
125 or more	\$450	\$230	<b>\$115</b>

*Figure 1: Child Care Centre Fee Table*

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

Your revised licence will not be issued until the pending fee balance is submitted and processed.

1. Open the licence revision.
2. Click . The **Fee Payment** window appears.
3. Read the information on the window.
4. Click . A confirmation message appears.



5. Click  to continue. The **Order Summary** window appears.




**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**


Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

6. Click  . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div>		
<div>Cancel payment</div>		
Visa and Mastercard are accepted.		
		

7. Enter the payment information.
8. Click 

Submit Payment

.
9. You will be re-directed to CCLS.

## Next Steps

- The Director will review your revision.
- If your revised licence is approved and issued by the Director, you are required to print your licensing documents. (See page [146](#) for details.)

## Revising a Home Child Care Agency Licence

### Step 1: Start the Revision and Select the Revision Type(s)



1. Click **Current Licences**.
2. Click **Request a Revised Licence**. The **Search for a Licence** window appears.
3. Search for and open the licence you would like to revise. The **Licence Revision Request Type** window appears.

Home > Licence Revision Request Type > Licence Revision Request Type >

#### Licence Revision Request Type

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

- ☐ Change the Program Option/duration
- ☐ Change Agency Civic Address
- ☐ Change the number of approved homes (increase/decrease)
- ☐ Change the name of the Home Child Care Agency

Exit

Next

### Step 2: Indicate the Changes Required

#### Changing the program option / duration (if required)

**Change the program option / duration:** This may include changing the program duration (for example, switching from a half-day program to a full-day program; switching from a full-day program to a before- and/or after-school program). **This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change the Program Option/Duration**” check box. The window expands. You will see your current program options.

☒ Change the Program Option/duration

Current Program Options		
<input checked="" type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight
Proposed Program Options		
<input checked="" type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight

2. Select your **Proposed Program Options** on this screen.
3. Click . The **Licence Revision Details** window appears.

Licence Revision Details	
Proposed date of change: *	<input type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>
Will you be providing home care at Agency location?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No

4. Enter the information.
5. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

## Changing the agency civic address (if required)

**Change the agency civic address:** Select this option for a licence revision that involves changing the agency head office address.

**This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change Agency Civic Address**” check box. The ***Licence Revision Details*** window appears.

Licence Revision Details	
Proposed date of change: *	<input type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div><div></div></div>
Will you be providing home care at Agency location?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No

2. Enter the information.
3. You will see your current agency head office civic address.

Agency Head Office Civic Address				
Address:	Street #: 777	Street Name: Bay	Street Type:	Street Dir:
Unit Designator:	No.:			
Extra Address Information:				
City:	Toronto			
Province:	Ontario			
Postal Code:	M5G 2R2			
Consolidated Municipal Service Manager/District Social Services Administration Board:	City of Toronto			
Ward:	Ward 11-University-Rosedale			
New Agency Head Office Civic Address				
Address:	Street #: #:	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/> No.: <input type="text"/>			
Extra Address Information:				
City/Municipality: *	<input type="text"/>			
Province: *	<input type="text"/> Ontario			
Postal Code: *	<input type="text"/>			
Consolidated Municipal Service Manager/District Social Services Administration Board: *	<input type="text"/> City of Toronto <a href="#">Notes: To find your local CMSM/DSSAB, click here</a>			
Ward: *	<input type="text"/> Please select...			

4. Enter the new agency head office civic address.

### **Field Notes and Tips**

All fields: Do not type in all upper case.

**Note:** More questions may appear depending on your answers.

### **Consolidated municipal service manager / District social services administration board (CMSM / DSSAB)**

- The CMSM / DSSAB, also known as Service System Manager (SSM), is typically automatically mapped using the postal code of the child care centre / home child care agency location.
- If the system is unable to map the CMSM / DSSAB using the postal code, you will need to use the drop-down to select the CMSM / DSSAB for your child care centre / home child care agency.
- Identifying your local CMSM / DSSAB will determine which Ministry of Education Child Care Branch region and office your application will be assigned to.

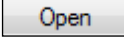
- **Note:** This section does not apply if the applicant type is “First Nation”.

- **If the CMSM / DSSAB does not automatically populate and you do not know what to enter:**

- (i) Click the [here](#) link.

Notes: To find your local CMSM/DSSAB, click [here](#)

A file download window appears.

- (j) Click . A document appears to help you determine the CMSM / DSSAB for your area.
    - (k) Scroll through the document and make note of the Service System Manager for your area.



**Tip:** Search for the name of your town.

- (l) Close the document (select **FILE** → **EXIT**)

- If the CMSM / DSSAB is City of Toronto, select the ward where your child care centre will be operating.

5. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

### Changing the number of approved home child care premises (if required)

#### **Change the number of approved home child care premises:**

Select this option for a licence revision that involves changing the number of approved home child care premises (increase or decrease).

Licensees can also add or remove a CMSM / DSSAB under this revision request type. **This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change the number of approved home child care premises**” check box. The ***Licence Revision Details*** window appears.

Licence Revision Details	
Proposed date of change: *	<input type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<input type="text"/>
Will you be providing home care at Agency location?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No

2. Enter the information. Proceed to the **Home Child Care Premises Information**.

Premises Information	
Consolidated Municipal Service Manager/District Social Services Administration Board *	Proposed Number of Homes *
City of Toronto	<input type="text" value="50"/> <a href="#">Delete</a>
Regional Municipality of Durham	<input type="text" value="50"/> <a href="#">Delete</a>
Regional Municipality of York	<input type="text" value="50"/> <a href="#">Delete</a>
Please select ... ▼	<input type="text"/>
<div> <a href="#">Previous</a> <a href="#">Exit</a> <a href="#">Save</a> <a href="#">Save &amp; Next</a> </div>	

3. If you would like to change the number of home child care premises, enter a number in the free-form text field.
4. If you would like to add a new CMSM / DSSAB, click the drop-down and select a CMSM / DSSAB where you want to operate home child care premises.
5. Enter the number of home child care premises you will be operating in that CMSM / DSSAB area in the free-form text field. Then click **Add >**.

If you would like to add additional CMSM / DSSABs, click the next drop-down and repeat steps 3-4.

If you would like to remove a CMSM / DSSAB, click **Delete**.



**Note:** If you indicated that you will be providing home child care at the agency head office location, the CMSM / DSSAB for the head office location must be listed.

6. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.


**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.

**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

### Changing the Home Child Care Agency Name (if required)

**Change the name of the home child care agency:** Any changes to the official name of a home child care agency requires a new business name registration which will be required as part of this request. **This selection does not include any other revision request types. Select all the revision request types desired.**

1. Select the “**Change the name of the Home Child Care Agency**” check box.
2. Click . The next window to appear depends on the other revisions you are requesting. If this is the only change, the **Licence Revision Details** window appears.

Licence Revision Details	
Proposed date of change: *	<input style="width: 80%;" type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>
Will you be providing home care at Agency location?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No

3. Enter the information.

Licence Revision Details	
Proposed date of change: *	<input style="width: 80%;" type="text" value="27/09/2023"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">Changing the name of the home child care</div>
Will you be providing home care at the agency head office location?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Current Home Child Care Agency Name:	Robert's Home Child Care Agency
New Home Child Care Agency Name *	<input style="width: 90%;" type="text" value="Robert's Home Child Care Agency"/>

4. Enter the information about the name change.


5. If you are not enrolled in CWELCC, use the radio button to indicate whether or not your program intends to apply for Canada-wide Early Learning and Child Care (CWELCC) funding.

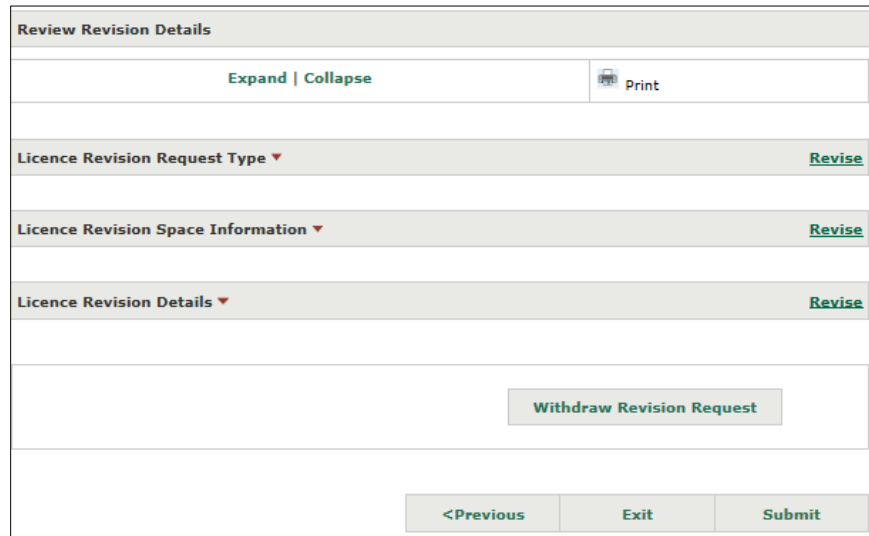
**Note:** CWELCC advice does not constitute a decision or promise made with respect to enrolment in the CWELCC system. CWELCC applicants will still need to submit applicable forms and enter contracts with their respective Service System Manager to establish enrolment and funding.

**Note:** Service System Managers may have a specified time period where they are accepting CWELCC applications. Please contact your local SSM directly for more information.


**Note:** CWELCC funding is not applicable to child care programs on a First Nation reserve in recognition of federal funding provided under the Indigenous Early Learning and Child Care Framework. Please contact your Band Office Administrator for more information.

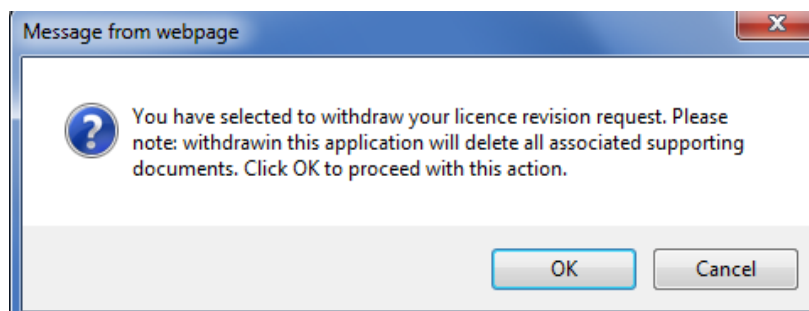
### Step 3: Submit the Revision Request

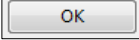

1. Click . The **Review Revision Details** window appears. It summarizes all the information that you have entered for the licence revision request.



(The window contents will vary depending on the type of revision(s) requested.)

2. Review the information and make changes if required.
3. **To withdraw your revision request:**
  - 3.1. Click . A confirmation message appears.



- 3.2. Click  to withdraw the revision request.
4. To submit the revision request, click . The **Declaration and Consent** window appears.

**Declaration and Consent**

I declare that all information provided in connection with this request is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the Child Care and Early Years Act, 2014 (CCEYA).

I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the CCEYA.

**I understand that the Ministry will share the information included in this revision request with all service system managers listed in my revision in order to obtain advice from the service system manager in relation to enrollment in the Canada-Wide Early Learning and Child Care (CWELCC) system for the purposes of subsection 13.1 (3) of O. Reg. 137/15. (Not applicable to First Nations on-reserve)**

I understand where I am not currently enrolled in CWELCC and have indicated as part of my revision that I wish to enroll in CWELCC, that the advice provided by a Service System Manager for the purposes of s.13.1 of O. Reg. 137/15 will be based on the information the Service System Manager has at the time. This advice does not constitute a decision or promise made with respect to enrollment in the CWELCC system.

☐ I Agree      ☐ I Disagree

**Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.**

Previous

Exit

Submit Revision to SSM

(Your window may look different.)

5. If you agree with the statement, click the “I agree” radio button.

9.2. Your next step will depend on if you are currently enrolled in the CWLECC system or how you responded to the “Are you intending to apply for CWELCC funding?” question:

**9.2.1.** If you are enrolled in CWELCC or have indicated that you are intending to apply for CWELCC funding, the revision request will be submitted to the SSM(s) for advice.

**9.2.2.** Click

Submit Revision to SSM

**9.2.3. You are done for now!**

**ⓘ Note:** After the SSM / SSMs provide(s) CWELCC advice, the revision request will be returned to you, and you will need to pay the initial deposit before submitting the revision request to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 4: Reviewing CWELCC advice](#) to continue)

**9.2.4.** If you are not enrolled in CWELCC and are not intending to apply for CWELCC funding, the revision request will be submitted to the Ministry.


Click [Proceed to Deposit Payment](#). The **Initial Deposit** window appears. (skip to [Step 5: Remit Initial Deposit Payment](#))

#### Step 4: Reviewing CWELCC Advice

Once you receive an email that CWELCC advice has been provided, you will need to review your application details.

The application can be found under the “In Process Items” section of your dashboard, or under “View Active Licence Revisions” on your left navigation panel. Go to either of these locations and click **Select** or **Select Revision**.


1. You will be taken to the **Review Revision Details** page. Read the information on the page, particularly the **Operational Information** section to review the CWELCC advice status.

 **Note:** The SSM may have left you a comment. Use the left navigation panel to visit the **Operational Information** page and verify if there is a comment in the **History of SSM / Licensee Comments** section.

If necessary, enter a comment in the **Comments to SSM** free-form text field then click **Add >**. Use the left navigation panel to return to the **Review Revision Details** page

Operational Information ▲		<a href="#">Revise</a>
CWELCC Funding Information		
Are you intending to apply for CWELCC funding?:	Yes	
Consolidated Municipal Service Manager/District Social Services Administration Board	CWELCC Advice Status	
City of Brantford	<b>Denied</b>  Program does not align with the SSM directed growth plans (ss. 77.3(2)(c))	

2. Optional: If you need to update information, click **Revise** on the applicable section and update the information.


 **Warning:** Updating the program options / duration, and / or number of home child care premises, may trigger the CWELCC advice status to be reset and require new SSM advice.

If your CWELCC advice status is reset: Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information**


page. Enter a comment in the **Comments to SSM** free-form text field, then click **Add >**. Return to [Step 3: Submit the Revision Request](#) for details on submitting the revision request to the SSM.

3. Your next step depends on your CWELCC advice status:


3.1. If your CWELCC advice status is approved for all the

CMSMs / DSSABs, click . The **Declaration and Consent** window appears.

3.1.1. If you agree with the statement, click the “I agree” radio button.


3.1.2. Click  then skip to [Step 5: Remit Initial Deposit Payment](#).

3.2. If your CWELCC advice status is denied for any or all CMSMs / DSSABs, you can either: re-submit the revision request to the SSM(s) for new advice, remove the SSM(s) who have provided a denied status and submit the revision request to the Ministry, or no longer intend to apply for CWELCC funding and submit the revision request to the Ministry (if you are not enrolled in CWELCC). Decide your preferred option and follow the applicable path below:

 **Note:** Licensees enrolled in CWELCC must have an approved CWELCC advice status to proceed with the revision request.

3.3. If you would like to re-submit the application to the SSM(s):

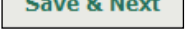
3.3.1. Optional: Click **Revise** on the sections of your revision request you would like to update.

3.3.2. Click  on any page you make changes on.


3.3.3. Use the left navigation panel to go to the SSM on the **Operational Information** page. Add a comment to the SSM on the **Operational Information** page. Enter your comment in the **Comments to SSM** free-form text field then click **Add >**.

3.3.4. Click .


3.3.5. Use the left navigation panel to go to the **Review**

**Revision Details** page. Or click  until you reach the **Review Revision Details** page.

3.3.6. The **Declaration and Consent** window appears. If you agree with the statement, click the **I agree** radio button.

3.3.7. Click .

### 3.3.8. You are done for now!

 **Note:** After the SSM / SSMs provide(s) CWELCC advice, the revision request will be returned to you, and you will need to pay the initial deposit before submitting the revision request to the Ministry. (once you receive an email that CWELCC advice has been provided, read [Step 4: Reviewing CWELCC advice](#) to continue)


3.4. If you would like to remove the SSM(s) who have provided a denied status and submit the revision request to the Ministry:

3.4.1. Click **Revise** on the **Operational Information** section.

3.4.2. On the **Operational Information** page, find the CMSM / DSSAB that provided the denied status, and click **Delete**.


3.4.3. Click .

3.4.4. Use the left navigation panel to go to the **Review**

**Revision Details** page. Or click  until you reach the **Review Revision Details** page.

3.4.5. Click . The **Declaration and Consent** window appears.


3.4.6. If you agree with the statement, click the “I agree” radio button.

3.4.7. Click  then skip to [Step 5: Remit Initial Deposit Payment](#).

3.5. If you no longer intend to apply for CWELCC funding (only if you are not currently enrolled in CWELCC):


3.5.1. Click **Revise** on the **Operational Information** section. On the **Operational Information** page, use the radio button to change your response to “Are you intending to apply for CWELCC funding?” to “No”.

3.5.2. Click .

3.5.3. Use the left navigation panel to go to the **Review Revision Details** page. Or click  until you reach the **Review Revision Details** page.

3.5.4. Click . The **Declaration and Consent** window appears.

3.5.5. If you agree with the statement, click the “I agree” radio button.

3.5.6. Click  then skip to [Step 5: Remit Initial Deposit Payment](#).



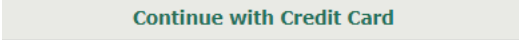
### Step 5: Remit Initial Deposit Payment

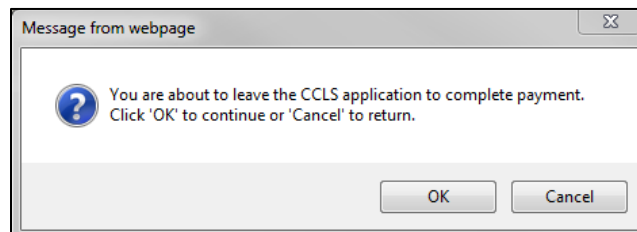
<u>Number of premises</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–25</b>	\$200	\$100	<b>\$50</b>
<b>26–50</b>	\$250	\$120	<b>\$65</b>
<b>51–75</b>	\$300	\$140	<b>\$75</b>
<b>76–100</b>	\$350	\$170	<b>\$90</b>
<b>101–125</b>	\$400	\$200	<b>\$100</b>
<b>126 or more</b>	\$450	\$230	<b>\$115</b>

Figure 2: Home Child Care Agency Fee Table

Please note that the initial deposit payment amount is subject to change. Please refer to the payment amount on CCLS.

1. Read the information on the window.

2. Click . A confirmation message appears.




3. Click  to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**


Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

4. Click  . You will be re-directed to the payment portal.

PAYMENT INFORMATION		
\$200.00 CAD		
Name on card		
Card number		
01	2024	Card cvd
<div>Submit payment</div> <div>Cancel payment</div> <p>Visa and Mastercard are accepted.</p> <p><b>WORLDLINE</b> </p>		

5. Enter the payment information.
6. Click 

Submit Payment

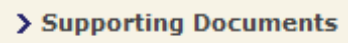
.
7. You will be re-directed to CCLS.
8. The **Supporting Documents** window appears.

## Step 6: Submit Supporting Documents (if required)

**Note:** The supporting document page will be made available for you to upload the supporting documents related to your licence revision request once your deposit payment has been submitted and received by the Ministry of Education.

**Note:** A licensee can submit new PRC documents in the profile section at any time. For details see page [34](#).

5. Open the revision.

6. Click . The **Initial Documents to Submit** window appears.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
List of play materials, equipment and furnishings		Not Applicable	Jan 9, 2018	Select >
Updated Parent Handbook		Not Applicable	Jan 9, 2018	Select >
Program Statement		Not Applicable	Jan 9, 2018	Select >
Floor plan		Not Applicable	Jan 9, 2018	Select >
Site plan		Not Applicable	Jan 9, 2018	Select >
Combined floor and site plan		Not Applicable	Jan 9, 2018	Select >
Zoning approval		Not Applicable	Jan 9, 2018	Select >
Playground plans		Not Applicable	Jan 9, 2018	Select >
Sample menu		Not Applicable	Jan 9, 2018	Select >
Waiting list policy		Not Applicable	Jan 9, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 9, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 9, 2018	Select >
Playground safety policy		Not Applicable	Jan 9, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 9, 2018	Select >
Emergency Management Policy		Not Applicable	Jan 9, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 9, 2018	Select >
Add Additional Document >				
Additional Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Health approval		Not Applicable	Jan 9, 2018	Select >
Fire Code Approval		Not Applicable	Jan 9, 2018	Select >
Building approval				Upload Document >
Add Additional Document >				

7. Submit the supporting documents indicated. If you have questions about whether certain documents are required, contact your Program Advisor. For details on how to upload a document see page [21](#).

8. Click .

➤ Your revision request is sent to the ministry.

- Your Program Advisor will review the request and supporting documents and will contact you if revisions and/or additional information is required.

### Step 7: Pay the Fee Balance (if required)

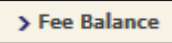
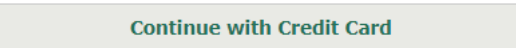
**Note:** You will be notified by email if / when a fee balance is required. A fee balance will be requested if a site visit is required to process the licence revision. The fee balance is your outstanding balance, after the initial deposit amount has been subtracted.

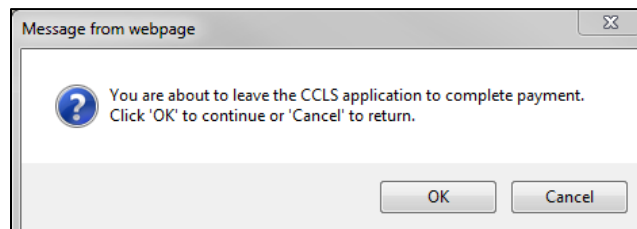
<u>Number of premises</u>	<u>Fee for a new licence</u>	<u>Fee for renewal of a licence</u>	<u>Licence revision fee</u>
<b>0–25</b>	\$200	\$100	<b>\$50</b>
<b>26–50</b>	\$250	\$120	<b>\$65</b>
<b>51–75</b>	\$300	\$140	<b>\$75</b>
<b>76–100</b>	\$350	\$170	<b>\$90</b>
<b>101–125</b>	\$400	\$200	<b>\$100</b>
<b>126 or more</b>	\$450	\$230	<b>\$115</b>

*Figure 2: Home Child Care Agency Fee Table*

Please note that the payment amount is subject to change. Please refer to the payment amount on CCLS.

Your revised licence will not be issued until the pending fee balance is submitted and processed.

1. Open the licence revision.
2. Click . The **Fee Payment** window appears.
3. Read the information on the window.
4. Click . A confirmation message appears.




5. Click  to continue. The **Order Summary** window appears.

**Order Summary**

**Payment to:** Child Care Licencing

**Total:** \$200.00 (CAD)



**Payment Method**



Visa, Visa Debit, Mastercard and Debit Mastercard are accepted.


**NOTE: You now have 15 minutes in which to complete your payment.**

Please do not click the browser Back button, close or reload your browser until this process is complete. Afterwards, you will be redirected back to the Province's website.

Secure payment processing at  is powered by .

Cancel

Make Payment

6. Click  . You will be re-directed to the payment portal.

PAYMENT INFORMATION

\$200.00 CAD

Name on card

Card number

01

2024


Card cvd

Submit payment

Cancel payment

Visa and Mastercard are accepted.

WORLDLINE



7. Enter the payment information.

8. Click  .

9. You will be re-directed to CCLS.

## Next Steps

- The Director will review your revision.
- If your revised licence is approved and issued by the Director, you are required to print your licensing documents. (See page [146](#) for details.)

## Opening an Active Licence Revision Request

1. Go to your dashboard.
2. From the **In Process Items** section, expand the **Licence Revisions** section.



Licence Revisions						Total: 1 ▲
ID	Name of Child Care Centre / Home Child Care Agency	Licence Expiry Date	Program Type	Site Address	Proposed date of change	
57466	ABCD Child Care Centre	06/02/2018	Child Care Centre	2 Zzz Square , Markh...	01/02/2018	Select >

- To open the revision request click **Select>**.

## Updating a Revision Request

Once the licence revision application has been submitted to the Ministry, it cannot be edited unless your Program Advisor has specifically requested you to make changes through CCLS. However, if you need to make a change to your licence revision request, you can follow these steps to request that the application be sent back to you for editing and re-submission.

- Open the revision request. (See the previous section.)
- Scroll to the bottom of the window and click

**Request Update to Revision Request**

. The **Request Update** window appears.

Request Update to Revision Request

Please explain the nature of the update and the reason it is required\*

Cancel

Submit

- Enter the nature and reason for the update(s).
- Click **Submit**. A confirmation appears.
- Click **Exit**.
  - Your Program Advisor is notified that you have requested an update to your licence revision request.
  - Your Program Advisor will send the revision request back to you so that you can make the changes and re-submit.

## Withdrawing a Submitted Revision Request

1. Open the revision request (see page [232](#)).
2. Scroll to the bottom of the window.

3. Click . A confirmation message appears.
4. Click .

## Withdrawing a Draft Revision Request

**Note:** If your licence revision request has not yet been submitted (i.e., it is still a draft), you can withdraw the draft revision request.

1. Click .
2. Click . A table containing a list of active licence revision requests appears. It includes submitted and draft requests under the **Status** column.

List of Active Revised Licences					Per Page 10 ▾
Licence Number	Name of Child Care Centre	Address	Licence Expiry Date	Status	
56744	ABCD Child Care Centre	2 Xyz, Markham, ON, CA	Feb 27, 2017	Draft	Select > Withdraw Request >

3. Click **Withdraw Request>**.

# Serious Occurrences

## Introduction

Serious occurrences must be reported in CCLS within 24 hours of becoming aware of the serious occurrence.

**Note:** If you are unable to submit the serious occurrence report within 24 hours, contact your Program Advisor **immediately**.

Serious occurrence reports can be submitted / updated by site / agency delegates (supervisors and home child care visitors) where the licensee has chosen to add them to the system. (See page [266](#) for enrolling users).

Your Program Advisor may request a revision or change to your serious occurrence report.

## Reporting a Serious Occurrence

1. Click **Serious Occurrences**.
2. Click **Report a Serious Occurrence**. A list of licensed child care centres / home child care agencies appears.

Licence Number▼	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz Markham ON	Feb 6, 2018	Select>

3. Select the appropriate Child Care Centre / Home Child Care Agency. (Click **Select>**.) The **Serious Occurrence Details** window appears.

Incident Information	
<b>Incident Reported By:</b>	
<b>First Name:</b>	John
<b>Last Name:</b>	Xxxx
<b>Role:</b>	Licensee
<b>Telephone Number:</b>	(111) 111-1111
<b>Alternate Telephone Number:</b>	<input type="text"/>
<b>Date of Incident: *</b>	<input type="text"/> Ex: 28/04/2012
<b>Time of Incident: *</b>	<input type="text"/> Please select ... <input type="text"/> Please select ...
<b>Date you became aware of the serious occurrence: *</b>	Same as date of incident: <input type="radio"/> Yes <input type="radio"/> No
<b>Time you became aware of the serious occurrence: *</b>	Same as time of incident: <input type="radio"/> Yes <input type="radio"/> No
<b>Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:</b>	<div><div></div></div>

(Partial window only)

- Read the notice at the top of the window.
- Enter the **Incident Information**.

### **Field Notes and Tips**

**Alternate Phone Number:** This field is optional. Enter the number if the telephone number already listed is not the best number for the Program Advisor to contact you.

- Enter the **Child Information**. If the incident does not involve all the children, a table appears.

Child Information	
<b>Were all children in the program / age group involved in or impacted by the occurrence?: *</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Please Identify the Child(ren) Involved/Impacted</b>	
<b>Age Group: *</b>	
<input type="text"/> Please select ...	<input type="button" value="Remove"/>
	<input type="button" value="Add Children &gt;"/>

- 6.1. Select the **Age Group**.

6.2. To add another child click **Add Children>**. The table expands.

6.3. Repeat steps 6.1 and 6.2 for each child involved.

7. Enter the **Serious Occurrence Information**.

Serious Occurrence Information	
Type of Serious Occurrence: *	Please select ...
Please describe what happened, where the serious occurrence took place, and the actions taken by the Licensee (do not use names, ages or dates of birth): *	
Who has been notified?	<input type="checkbox"/> Parent/Guardian/Emergency Contact <input type="checkbox"/> Emergency Services <input type="checkbox"/> College of Early Childhood Educators <input type="checkbox"/> CSM / DSSAB <input type="checkbox"/> Children's Aid Society <input type="checkbox"/> Other
Are police conducting an investigation? *	<input type="radio"/> Yes <input type="radio"/> No
Is the Children's Aid Society conducting an investigation? *	<input type="radio"/> Yes <input type="radio"/> No
Has there been media attention? *	<input type="radio"/> Yes <input type="radio"/> No
Further action proposed by licensee: *	
Is this expected to be the only/last report submitted for this occurrence?	<input type="radio"/> Yes <input type="radio"/> No
<div> <div>&lt;Previous</div> <div>Exit</div> <div>Save</div> <div>Save &amp; Next&gt;</div> </div>	



**Warning:** Do not use any personally identifiable information. Meaning do not add names, ages, gender, sex, or dates of birth in any areas on the form.



**Tip:** If you need to refer to a person, use the words "individual", "child", and pronouns "they / their".






8. Click **Save & Next**. The **Supporting Documents** window appears.

Document Type	Date Submitted	File Name	Comments:	
Serious occurrence supporting document				<div>Upload Document &gt;</div> <div>Add Additional Document &gt;</div>
<div> <div>&lt;Previous</div> <div>Exit</div> <div>Next&gt;</div> </div>				

9. Upload any supporting documents as applicable (e.g., a photo, a public health report, a water test, etc.). For details on how to upload a supporting document see page [21](#).

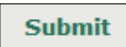


**Reminder:** Supporting documents containing confidential or personally identifiable information must not be uploaded unless they are redacted to remove all information which may be considered confidential or personally identifiable.

10. Click . The **Review and Submit** window appears.
11. Review the information.
12. If changes are required:
  - 12.1. Click **Revise>**. The **Serious Occurrence** section opens at the first page. Click  to go to the next page.
  - 12.2. Make the changes.
  - 12.3. Click .
13. To print the Serious Occurrence:
  - 13.1. Click  **Print**. A Print window appears.
  - 13.2. Select the print settings.
  - 13.3. Click .

14. Click . The **Declaration and Consent** window appears.

DECLARATION AND CONSENT		
I declare that all information provided in connection with this serious occurrence report is true, accurate and complete at this time.		
<input checked="" type="radio"/> I Agree	<input type="radio"/> I Disagree	
<p><b>Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.</b></p>		
<div style="text-align: right;"> <span>&lt;Previous</span> <span>Exit</span> <span>Submit&gt;</span> </div>		

15. If you agree with the declaration select the “I Agree” radio button.
16. Click . A message appears.

This serious occurrence report has been submitted. Please be advised that you may be required to submit an update within 7 days of the submission.



[Generate Serious Occurrence Notification Form](#)

[Exit](#)

17. Open the *Serious Occurrence Notification* form.

17.1. Click [Generate Serious Occurrence Notification Form](#). The **File Download** window appears.

17.2. Click [Open](#). The **Serious Occurrence Notification Form** opens in (Microsoft) Word.

		<b>Serious Occurrence Notification Form</b> <b>Formulaire de notification d'incident grave</b>	
Program name/Nom du programme : EFGH Garde d'enfants			
Date : 2017/02/14 (yyyy/mm/dd)(aaaa/mm/jj)		Date of occurrence: (yyyy/mm/dd) 2017/02/14 Date de l'incident : (aaaa/mm/jj)	
Type of serious occurrence/ Type d'incident grave : Death of a child / Décès d'un enfant			
Description:			
Action taken by Licensee/Outcome: (add update if applicable)/Mesure prise par le titulaire de permis/Résultat : (ajouter une mise à jour le cas échéant) :			
Name: Nom :			
Date : (yyyy/mm/dd)(aaaa/mm/jj)		signature	

Some information will be populated on the form based on the submitted report including:

- the name of the program
- the current date
- the date of the occurrence

- the serious occurrence type
- 17.3. Enter a one-sentence description of the serious occurrence.
  - 17.4. Enter a description of the action taken by the licensee.
  - 17.5. Print the form.
  - 17.6. Sign and date the form.
  - 17.7. Close Word.
  - 17.8. Post the form.



**Note:** For more information about the requirements for posting serious occurrence notification forms, refer to the requirements outlined in Ontario Regulation 137/15.

18. Click .

- Your serious occurrence report is submitted.
- You will receive a confirmation email.
- Your Program Advisor will review the report. You will be contacted if revisions / additional information or a serious occurrence update report is required.

### Revising a Serious Occurrence Report


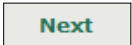
You will be notified by email if your report requires a revision or change. You will also see the serious occurrence status change on the dashboard to “Pending Revision”.

1. Access your dashboard.

Serious Occurrences						Total: 1
Serious Occurrence ID	Name of Child Care Centre / Home Child Care Agency	Site Address	Type of Serious Occurrences	Status	Report Submitted Date	
18931	ABCD Child Care Centre	2 Xyz Road , Markham	Death of a child	Pending Revision	14/02/2017	Select >

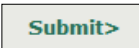
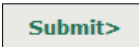

2. Open the serious occurrence report with the status “Pending Revision”.
3. Scroll down to the **History of PA / Licensee Comments** and review the comment from the Program Advisor.

History of PA/Licensee Comments: ▼				
Comment	Submitted Date	Submitted By	Status	Action
Please provide more details of the incident.	13/02/2017 01:46 PM	Debra Starr	Submitted	

4. Go to the area requiring changes.
5. Click **Revise>**. The section opens for editing.
6. Make the changes.
7. Click .
8. Add a supporting document if required, otherwise click .

9. Add comments to the ministry (if required).

- 9.1. Type the comment in the **Comments to Ministry** area.
- 9.2. Click **Add>**. The comment appears in the comment table.

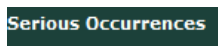
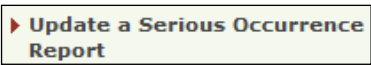
10. Click . The **Declaration and Consent** window appears.
11. Agree to the declaration then click .
12. Print and post the revised Serious Occurrence Notification Form.
13. Click . The serious occurrence status changes back to “under review”.

## Updating a Serious Occurrence Report

After reviewing your serious occurrence report, your Program Advisor may request that you submit an update report. If an update report is not submitted within seven days, you will be emailed a reminder.

If you become aware of more information about the serious occurrence, you must submit an update report within seven days, regardless of whether your Program Advisor has requested an update or whether you indicated in the initial report that it was expected to be the only / last report.

You can only update any active serious occurrence (i.e., a report that does not have the status of “closed”). If you need to update a serious occurrence that is closed, you must submit a new serious occurrence report.

1. Click .
2. Click . The **Update a Serious Occurrence Report** window appears.

Active Serious Occurrence Reports							
Please select the serious occurrence that you would like to update							
Serious Occurrence ID	Name of Child Care Centre / Home Child Care Agency	Type	Sub-Type	Date of Incident	Submission Date	Status	
24686	ABCD Child Care Centre	Missing or unsupervised child(ren)	Child was found	30/01/2018	31/01/2018	Under Review	<a href="#">Update&gt;</a>

- Click **Update>**. The **Serious Occurrence Update** window appears.

Initial Serious Occurrence Report			
Submitted Date	Incident Reported By	Status	
31/01/2018	Xxxx, John	Under Review	<a href="#">Expand</a>   <a href="#">Collapse</a>
Updated Reports			
No updated reports			
Update an Existing Serious Occurrence			
Current status: *	<div></div>		
Further action proposed by licensee to minimize reoccurrence: *	<div></div>		
<div> <a href="#">&lt;Previous</a> <a href="#">Exit</a> <a href="#">Save</a> <a href="#">Save &amp; Next&gt;</a> <a href="#">Delete Draft Update Report&gt;</a> </div>			

(Your window may look different)

- To view the details of your initial report, click **Expand**.
 

**Note:** The information on your initial report is read-only and cannot be changed.
- Scroll down to the **Update an Existing Serious Occurrence** section on the screen.

Updated Reports	
No updated reports	
Update an Existing Serious Occurrence	
Current status: *	
Further action proposed by licensee to minimize reoccurrence: *	
<div> <div>&lt;Previous</div> <div>Exit</div> <div>Save</div> <div>Save &amp; Next&gt;</div> <div>Delete Draft Update Report&gt;</div> </div>	

6. Enter the information.

7. Click **Save & Next**. The **Supporting Documents** window appears showing all supporting documents to date.

Document Type	Date Submitted	File Name	Comments:	
Serious occurrence supporting document				Upload Document >
Add Additional Document >				
<div> <div>&lt;Previous</div> <div>Exit</div> <div>Next&gt;</div> </div>				

8. Upload additional documents as applicable. (See page [21](#) for details.)

9. Click **Next**. The **Serious Occurrence Update** window appears.

10. Review the information.

11. Click **Submit**. The **Declaration and Consent** window appears.

DECLARATION AND CONSENT

I declare that all information provided in connection with this serious occurrence report is true, accurate and complete at this time.

☒ I Agree
 ☐ I Disagree

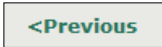

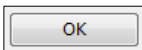
**It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.**

<Previous

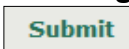
Exit

Submit>

12. If you decide to not send the report:


- 12.1. Click  until you reach the **Serious Occurrence Update** window.
- 12.2. Click . A message appears.
- 12.3. Click .

13. If you agree with the declaration and consent:

- 13.1. Select the **I Agree** radio button.
- 13.2. Click . A message appears.

Your Serious Occurrence update has been submitted successfully.

Exit

14. Click . Your dashboard appears.
  - Your serious occurrence update is sent to the ministry.
  - Your Program Advisor will review the update report.
  - You will be contacted if revisions / additional information is required.

## Searching for a Serious Occurrence Report

1. Click .
2. Click . The **Search By** window appears.

Search By	
Serious Occurrence Date From:	<input type="text"/> Ex: 28/04/2012
Serious Occurrence Date To:	<input type="text"/> Ex: 28/04/2012
Serious Occurrence Status:	Please select ...
Serious Occurrence Type:	Please select ...
Age Category:	Please select ...
Program Type:	<input type="checkbox"/> Child Care Centre <input type="checkbox"/> Home Child Care Agency
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>
Serious Occurrence ID:	<input type="text"/>

- Enter search criteria or leave the criteria blank to see all of your serious occurrence reports.
- Click **Search>**. A table of search results appears below the search criteria area.

Search Results:					Per Page 10
Serious Occurrence ID	Report Submission Date	Name of Child Care Centre / Home Child Care Agency	Serious Occurrence Type	Serious Occurrence Status	
24686	Jan 31, 2018	ABCD Child Care Centre	Missing or unsupervised child(ren)	Under Review	Select>

- Click **Select>** to view the details of a specific serious occurrence.

## Staff Director Approvals

### Introduction

All staff working at the child care centre / home child care agency must be included in your list of staff members.

It is critical that staff with Director approval be entered into the system prior to / at the time of licence renewal or any time a licence is being issued. This will ensure that this information is captured in the licensing letter.

Staff Director Approval is required for some positions in your child care centre or home child care agency.

Following is a breakdown showing positions that require / do not require staff Director approval.

#### Approval Required

- RECE Supervisor
- Non-RECE Supervisor (otherwise approved)
- Program staff to take the place of a qualified staff (otherwise approved)
- RECE Home Child Care Visitor
- Home Child Care visitor with other qualifications (otherwise approved)
- Resource Teacher (only if the staff member is not an RECE)

#### Approval Not Required

- RECE Program Staff
- Unqualified Program Staff
- \*Diploma/Degree in Child and Youth Care
- \*Diploma/Degree in Recreation and Leisure Services
- \*Member in Good Standing with the Ontario College of Teachers
- Non-RECE program staff
- Cook
- Administrator
- Custodian
- Other



\* These individuals require Director approval if they will be working with age groups other than Primary / Junior School Age and Junior School Age.

## Adding a Staff Member to your Staff List

To request staff Director approval for an individual, you must first add them to your list of staff members in the Manage Staffing Information module.

Staff can be added during the creation of a new application or at any time during the licensed period. Use the following process when you are adding a staff member **outside of a new application**.

Before starting the steps below, please download and print the **Notice with Respect to the Collection of Personal Information** form found in [Tools and Resources](#). You will need to complete the form during this process.

7. Click [Administration](#).
8. Click [Manage Staff Information](#). The **Staff Information** list appears.

Manage Staff Information						
Please select the Child Care Centre or Home Child Care Agency that you would like to view			Please select ...			
Staff Information						
						Per Page 10
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

*(Your list may be empty if no staff have been added yet.)*

9. Click [Add Staff>](#). The **Staff Information** window appears.



Staff Information	
Staff First Name: *	<input type="text"/>
Staff Last Name: *	<input type="text"/>
Date of Hire: *	<input type="text"/> Eg: 28/04/2012
Is the staff member a Registered Early Childhood Educator: *	<input type="radio"/> Yes <input type="radio"/> No
Location/Position Information	
Select Position and Location	
<p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>	
<input type="button" value="Exit"/> <input type="button" value="Save &amp; Return"/>	

10. Enter the **Staff Information**.

11. Complete the **Notice with Respect to the Collection of Personal Information** form.

11.1. Have the individual sign the form and provide them with a copy.

11.2. Retain the form in the staff's file.

**Note:** If you have not yet downloaded and printed the form, it can be found in [Tools and Resources](#).

12. Add the **Location/Position**:

**Note:** A person can have more than one location / position for multi-site licensees.

12.1. Click **Select Position and Location>**. The following window appears.

Child Care Centre or Home	Please select ...
Child Care Agency Name: *	
Primary Position: *	Please select ...
<p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>	
<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>	

12.2. Complete the information.



**Note:** Select the **Child Care Centre or Home Child Care Agency Name** first using the drop-down. The **Primary Position** options will populate based on the program type.

**Note:** More questions may appear as staff information is entered. Following are tips when completing some fields.

### Field Notes and Tips


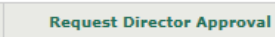
**Primary Position:** Where a staff member has more than one area of responsibility, please identify their primary role.


12.3. Click .

13. Click  or . The following window appears if Director approval is required.

Please Note: You need to submit director approval request(s) for the following:

**Child Care Centre or Home Child Care Agency Name:** ABCD Child Care Centre  
**Primary Position:** Registered Early Childhood Educator (RECE) Supervisor  
**Staff Name:** Bxxxx, Bob

14. If Director approval is not required, you are done. Otherwise, click . The **Applicant Details** window appears.

Applicant Details	
<b>Applicant Name: *</b>	Bxxxx, Bob
<b>Child Care Centre or Home Child Care Agency Name:</b>	ABCD Child Care Centre
<b>College of Early Childhood Educators (CECE) Registration Number:</b>	1111
<b>Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisors):</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No

(Partial window only)

15. Continue to the next section entitled [Requesting a Staff Director Approval](#), step 6.

## Requesting a Staff Director Approval

Staff Director approvals can be requested during the process of applying for a new licence or at any time during a licensed period. Use the following process when you are requesting an approval **outside of a new application**.

**Note:** In order to request staff Director approval for an individual, you must first add them to your list of staff members in Manage Staffing Information. See the previous section (page [248](#)).

**Note:** An individual is not considered approved until the request is submitted and **approved** by the Ministry.

1. Click **Staff Director Approval**.
2. Click **Request Staff Director Approval**. A list of options appears.

Is approval requested for	
<input type="radio"/>	Registered Early Childhood Educator (RECE) Supervisor
<input type="radio"/>	Non-RECE Supervisor (otherwise approved)
<input type="radio"/>	Program Staff to take the place of a qualified staff (otherwise approval)
<input type="radio"/>	Resource Teacher
<input type="button" value="Exit"/> <input type="button" value="Next"/>	

*Child Care Centre options*

Is approval requested for	
<input type="radio"/>	Registered Early Childhood Educator (RECE) Home Child Care Visitor
<input type="radio"/>	Home Child Care visitor with other qualifications (otherwise approved)
<input type="radio"/>	Resource Teacher
<input type="button" value="Exit"/> <input type="button" value="Next"/>	

*Home Child Care Agency options*

3. Select the type of approval required.
4. Click **Next**. The **Applicant Details** window appears.

Applicant Details	
Applicant Name: *	<input type="text" value="Please select ..."/>
Child Care Centre or Home Child Care Agency Name:	ABCD Child Care Centre
College of Early Childhood Educators (CECE) Registration Number:	
Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisor):	<input type="radio"/> Yes <input type="radio"/> No

*(Partial window only)*

5. Enter the applicant details. The applicant name drop-down list will only include staff members that were added in the Manage Staffing Module.
6. Add the child care experience:
  - 6.1. Click **Add Experience>**. The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input type="text"/>			
Position: *	<input type="text"/>			
Start Date: *	<input type="text"/> Eg: 28/04/2012			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<input type="text"/>			

Program Address				
Country: *	CANADA			
Address:	Street #: *	Street Name: *	Street Type: *	Street Dir: *
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/> No.: <input type="text"/>			
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province/State: *	Ontario			
Postal Code/ZIP Code:	<input type="text"/>			
P.O. Box:	No.: <input type="text"/>	Type: <input type="text"/>	Qualifier: <input type="text"/>	Area Name: <input type="text"/>
Rural Route:	<input type="text"/> No.: <input type="text"/>			
				<input type="button" value="Cancel"/> <input type="button" value="Save &amp; Return"/>

6.2. Enter the information.

6.3. Click **Save & Return**.

7. If the approval is for a:
  - Non-RECE supervisor, or
  - Program staff to take the place of a qualified staff (otherwise approved), or
  - Resource Teacher, or
  - Home child care agency visitor with other credentials.
 A question appears regarding additional training / credentials. Answer the question.


Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

Click .

8. The **Supporting Documents** window appears.

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				<input type="button" value="Upload Document &gt;"/>
Add Additional Document >				
		<input type="button" value="Previous"/>	<input type="button" value="Exit"/>	<input type="button" value="Next"/>

Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

 **Note:** If you responded “Yes” to the above question, you will be prompted to upload transcripts.

9. Click .

9.1. Upload supporting documents as applicable. (For assistance on how to upload a document, see page [21](#).)

9.2. Click . The **Review and Submit** window appears.

10. Review the information.

11. If changes are required:

11.1. Click .

11.2. Make the changes.

11.3. Click .

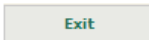
12. Click . The **Declaration and Consent** window appears.

DECLARATION AND CONSENT
<p>I declare that the contents of this application have been discussed with the individual for whom the application is being made. The individual has been provided the Notice of Collection of Personal Information form, has signed it and been made aware of the collection of personal information for the purposes of this application.</p> <p> <input type="radio"/> I Agree           <input type="radio"/> I Disagree         </p> <p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>
<div> <input type="button" value="Previous"/> <input type="button" value="Exit"/> <input type="button" value="Submit"/> </div>

13. If you agree with the declaration select ☒ I Agree .

14. Click  . The **Confirmation** window appears.

Your Staff Director Approval Request has been submitted.



15. Click  . Your home page appears.

- Your Program Advisor will review your request and let you know if more information or revisions are required.
- You will receive an email notification when the request has been approved or denied.
- You will be able to download the approval or denial letter. Approval letters must be printed and retained in the staff member's file. See the section on how to view and print the letter.

### Printing a Staff Director Approval Letter

In the case of Director approval requests for new licence applications, the approval letter will not be available until after the licence has been issued.

For licensed programs, the letter will be available at the same time that the email notification email is received.

Ministry Actions						
New Licence Applications				Total: 2		
Staff Director Approvals				Total: 2		
Name of Child Care Centre/Home Child Care Agency	Applicant Name	Position Type	Site Address	Status	Date	
ABCD Child Care Centre	Xyz Jack	Registered Early Childhood Educator (RECE) Supervisor	2 Zzz Square , Markh...	Approved	31/01/2018	Select >

1. From your home page, open the staff Director approval. The **Review and Submit** window appears.

Review and Submit				
<a href="#">Show Instructions</a>				
View Director Approval Letters				
Approval Submitted Date	Approval Status	<a href="#">View Letter &gt;</a>		
26/01/2018	Approved			
<a href="#">Expand All</a>   <a href="#">Collapse All</a>				
Print				
Applicant Details ▼		<a href="#">Revise &gt;</a>		
Child Care Experience				
Program name	Program address	Position	Employed from	Employed to
XYZ Daycare	99 XYZ Markham ON CA	Supervisor	01/01/2018	Present
<p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>				
<a href="#">&lt;Previous</a>		<a href="#">Exit</a>		<a href="#">Submit</a>

2. Click the **View Letter>** link found near the top of the window.
3. Print the letter and retain it in the staff member's file.

## Searching for a Staff Director Approval

1. Click [Staff Director Approval >](#).
2. Click [Search Staff Director Approvals](#). The **Search By** window appears.

Search By	
Applicant Last Name	<input type="text"/>
Applicant First Name	<input type="text"/>
Approval Status:	<input type="text" value="Please select ..."/>
Position Type:	<input type="checkbox"/> Registered Early Childhood Educator (RECE) Supervisor <input type="checkbox"/> Non-RECE Supervisor (otherwise approved) <input type="checkbox"/> Program Staff to take the place of an RECE (otherwise approved) <input type="checkbox"/> Resource Teacher <input type="checkbox"/> Registered Early Childhood Educator (RECE) Home Child Care Visitor <input type="checkbox"/> Home Child Care visitor with Child and Family Studies credentials <input type="checkbox"/> Home Child Care visitor with other qualifications (otherwise approved) <input type="checkbox"/> Resource Teacher
Child Care Centre or Home	<input type="text"/>
Child Care Agency Name:	<input type="text"/>
Licence Number:	<input type="text"/>
<a href="#">Search &gt;</a> <a href="#">Clear &gt;</a>	

3. Fill out the search criteria as required or leave the search criteria blank to see all your Director approvals.

- Click **Search>**. The search results appears below the search criteria.

Per Page 10 ▼						
Approval Status	Applicant Last Name	Applicant First Name	Child Care Centre or Home Child Care Agency Name	Position Type	Submitted Date	
Approved	Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	26/01/2018	Select > Amend >

- Click **Select>** to open a specific request / approval.

### Amending an Existing Staff Director Approval

- Click **Staff Director Approval >**.
- Click **Search Staff Director Approvals**. The **Search By** window appears.
- Search for the Staff Director Approval to be amended.

Per Page 10 ▼						
Approval Status	Applicant Last Name	Applicant First Name	Child Care Centre or Home Child Care Agency Name	Position Type	Submitted Date	
Approved	Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	26/01/2018	Select > Amend >

- Click **Amend>**. The **Applicant Details** window appears.
- Make the changes required. ⓘ Not all information can be amended.
- Click **Save & Return**.
- Click **Submit**. The **Declaration and Consent** window appears.
- Click the “I accept” radio button.
- Click **Submit**.



10. Click .

## CCLS Administration

### Updating Your Personal Account Information

**Note:** It is important for you to keep your personal account information up-to-date.

1. At the top of your screen, click **WELCOME DEB(MY ACCOUNT)**. The **My Account** window appears.

My Account	
Title:	No Contact Title ▾
First Name: *	Deb <input type="text"/>
Last Name: *	Xxxx <input type="text"/>
Email: *	deb.xxx@zzz.ca <input type="text"/>
Primary Phone Number:	(111) 111-1111 Ext: <input type="text"/>
Alternative Phone Number:	<input type="text"/> Ext: <input type="text"/>
<input type="button" value="Exit &gt;"/> <input type="button" value="Save &gt;"/>	

2. Make the changes.
3. Click . A confirmation message appears.
4. Click .

### Managing Staff Information

#### Adding a Staff Member to your Staff List

The Manage Staff Information module is used to inform the ministry of the staffing at your licensed child care centre and / or home child care agency.

The staffing information should be updated on a regular basis when:

- there are new staff members (add staff)
- staff members change positions (update staff)
- staff members change locations (deactivate from site)
- staff members go on temporary leave (temporary leave)
- staff members leave the licensed program (deactivate staff)

Before starting the steps below, please download and print the **Notice with Respect to the Collection of Personal Information** form found in **Tools and Resources**. You will need to complete the form during this process.

1. Click **Administration**.
2. Click **Manage Staff Information**. The **Staff Information** list appears.

Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

(Your window may be empty if no staff has been added yet)

3. Click **Add Staff>**. The **Staff Information** window appears.

Staff Information					
Staff First Name: *	<input type="text"/>				
Staff Last Name: *	<input type="text"/>				
Date of Hire: *	<input type="text"/> Eg: 28/04/2012				
Is the staff member a Registered Early Childhood Educator: *	<input type="radio"/> Yes <input type="radio"/> No				
Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval Request Required?	Works in school age group with children < 9 years?	
Select Position and Location>					
<p><b>Notice:</b> It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>					
				Exit >	Save & Return

4. Enter the **Staff Information**.
5. Complete the **Notice with Respect to the Collection of Personal Information** form.
  - 5.1. Have the individual sign the form and provide them with a copy.

5.2. Retain the form in the staff's file.

**Note:** If you have not yet downloaded and printed the form, it can be found in **Tools and Resources**.

6. Add the **Location/Position:**

6.1. Click **Select Position and Location>**. The following window appears.

Child Care Centre or Home	Please select ...
Child Care Agency Name: *	
Primary Position: *	Please select ...

*Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.*

Cancel Save & Return

6.2. Select the name of the child care centre and the primary position. More questions may appear as staff information is entered.

### **Field Notes and Tips**

**Primary Position:** Where a staff member has more than one area of responsibility, please identify their primary role.

6.3. Complete the information for any fields that appear.

6.4. Click **Save & Return**.

6.5. Click **Save & Return** or **Save & Next**. The following window appears if director approval is required.

*Please Note: You need to submit director approval request(s) for the following:*

**Child Care Centre or Home** Child Care Agency Name: ABCD Child Care Centre  
**Primary Position:** Registered Early Childhood Educator (RECE) Supervisor  
**Staff Name:** Stoox, Jean

Cancel Request Director Approval

16. If director approval is not required, you are done.

17. If a staff director approval is required click **Request Director Approval**. You are redirected to the **Director Approval** menu area. (Continue with the instructions beginning on page [247](#) "Requesting a Staff Director Approval".)

## Viewing the Existing Staff List

1. Click **Administration**.
2. Click **Manage Staff Information**. The **Manage Staff Information** window appears.

Staff Information						
						Per Page 10
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

## Viewing a Staff Member Record

1. Click **Administration**.
2. Click **Manage Staff Information**. The **Manage Staff Information** window appears.

Staff Information						
						Per Page 10
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

3. Click **Select>** to open a specific staff member record. The **Staff Information** window appears.

Staff Information		<a href="#">Revise</a>
Staff First Name: *	Alyssa	
Staff Last Name: *	Doe	
Date of Hire: *	09/07/2024 Eg: 28/04/2012	
Is the staff member a Registered Early Childhood Educator: *	<input checked="" type="radio"/> Yes <input type="radio"/> No	
College of Early Childhood Educators (CECE) Registration Number: *	474856	
Have you verified the individual's College of ECE Registration Number with the College's public register?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Status:	Active	

Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works with a primary/junior or junior school age group?	Action
CCC Test R15.1	Diploma/Degree in Recreation and Leisure Services		N/A	Yes	<a href="#">Edit</a> <a href="#">Deactivate</a>
CCC_CORP_Sch4_R14.0_40.18_35	Diploma/Degree in Child and Youth Care		N/A	Yes	<a href="#">Edit</a> <a href="#">Deactivate</a>

[Select Position and Location](#)

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

[Temporary Leave](#)
[Deactivate Staff](#)
[Exit](#)
[Save & Return](#)

### Editing a Staff Member's Location / Position / Percentage in Program


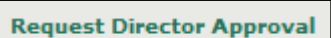
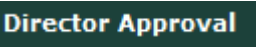
Use this procedure to add new positions / locations for the staff member or to change the staff member's position/location.

1. Open the staff member record. (See page [261](#) if required.)
2. Click **Edit>**. The following window appears.

Child Care Centre or Home Child Care Agency Name: *	57466 - ABCD Child Care Centre
Primary Position: *	Registered Early Childhood Educator (RECE) Supervisor
Percentage in Program: *	100%
<b>Please Note: You need to submit a request for director approval for this Staff Position.</b>	
<b>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</b>	
<a href="#">Cancel</a> <a href="#">Save &amp; Return</a>	

(Your window may look different)

3. Make the changes.

4. Click .
- Note:** Depending on the change, you may be required to submit a staff Director approval. If so, the **Request Director Approval** button automatically appears.
5. Click . You are redirected to the  menu area. (Continue with the instructions beginning on page [247](#) “Requesting a Staff Director Approval”).

### Deactivating a Staff Member from a Certain Site

You should deactivate a staff member when they are no longer at a certain site. Taking this action will deactivate the individual’s staff Director approvals.

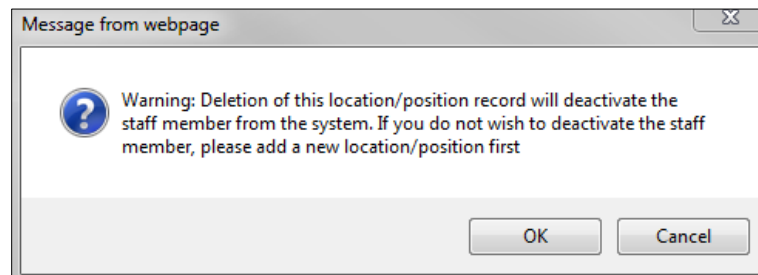


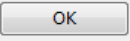
**Warning:** This process cannot be undone. If you want to move a staff member to another licence / location add them to the other site before deactivating them from the current site.

1. Open the staff member record. (See page [261](#).)

Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works with a primary/junior or junior school age group?	Action
CCC Test R15.1	Diploma/Degree in Recreation and Leisure Services		N/A	Yes	<a href="#">Edit</a> <a href="#">Deactivate</a>

2. Click **Deactivate>**. A warning appears.



3. Click  to continue.

## Deactivating a Staff Member from All Sites

You should deactivate a staff member when they are no longer with your organization. Taking this action will deactivate the individual's staff Director approvals.

1. Open the staff member record. (See page [261](#) if required.)

Staff Information					
<div style="text-align: right;"><a href="#">Revise</a></div>					
Staff First Name: *	Alyssa				
Staff Last Name: *	Doe				
Date of Hire: *	09/07/2024 Eg: 28/04/2012				
Is the staff member a Registered Early Childhood Educator: *	<input type="radio"/> Yes <input checked="" type="radio"/> No				
Status:	Active				

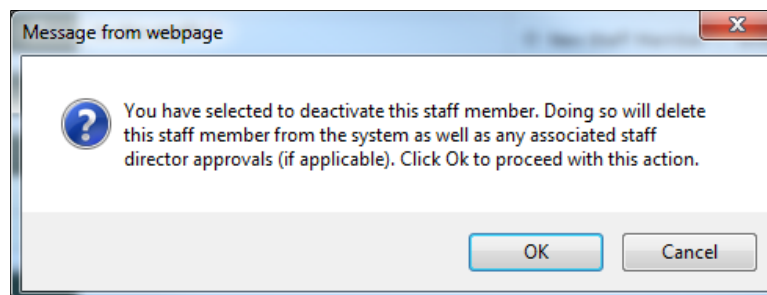
Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works with a primary/junior or junior school age group?	Action
CCC Test R15.1	Diploma/Degree in Recreation and Leisure Services		N/A	Yes	<a href="#">Edit</a> <a href="#">Deactivate</a>
CCC_CORP_Sch4_R14.0_40.18_35	Diploma/Degree in Child and Youth Care		N/A	Yes	<a href="#">Edit</a> <a href="#">Deactivate</a>

Select Position and Location

**Notice: It is an offence under the *Child Care and Early Years Act, 2014* to knowingly give false or misleading information.**

Temporary Leave
Deactivate Staff
Exit
Save & Return

2. Click [Deactivate Staff](#) (at the bottom of the window). The following window appears.



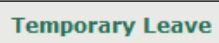
3. Click [OK](#).

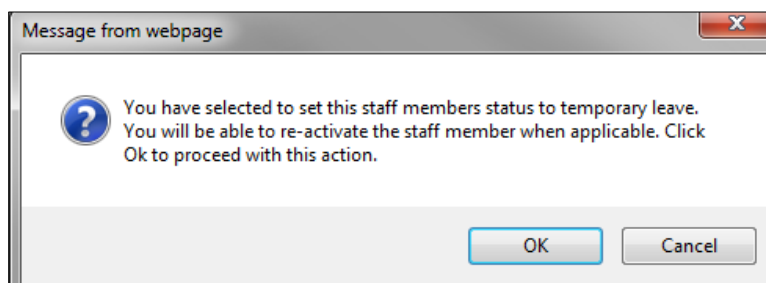


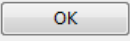
### Putting a Staff Member on Temporary Leave

A staff member should be put on temporary leave when they are taking a scheduled absence (e.g., parental leave). The staff Director approval will be temporarily deactivated.

---

1. Open the staff member record. (See page [261](#) if required.)
2. Click . A confirmation message appears.

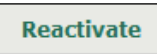


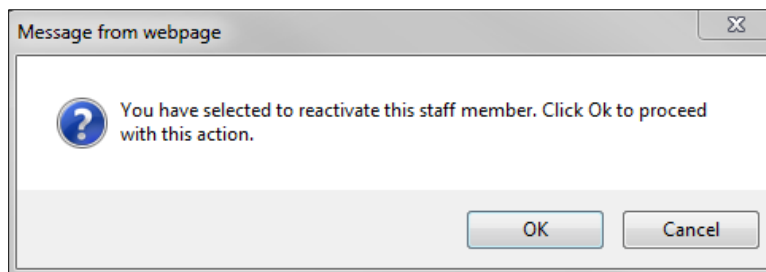
3. Click . The staff member **status** changes to "Temporary Leave".

### Reactivating a Staff Member

The following procedure is used to reactivate a staff member after temporary leave. If the staff member had a Director approval, it will also be reactivated.

---

1. Open the staff member record. (See page [261](#) if required.)
2. Click . A confirmation message appears.



3. Click . The staff member **status** changes to "Active".

## Managing Users

### Introduction



Licensees can add delegates (either supervisors or home child care visitors) and other licensees to their account.

Once added, supervisors will be able to:

- Submit serious occurrence reports
- Submit serious occurrence update reports
- Search for serious occurrences
- Add/Update staffing information (including deactivating staff, changing positions/locations, setting staff on temporary leave)
- Search and view director approvals

Once added, home child care visitors will be able to:

- Submit serious occurrence reports
- Submit serious occurrence update reports
- Search for serious occurrences

### Adding a User

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.

Home > Manage User >					
Show Instructions					
Add>>					
Last Name	First Name	Email	Roles	Status	
Xxxx	John	debra.starr@ontario.ca	Licensee,Applicant,Registered User	Active	

3. Click **Add>>**. The **User Details** window appears.

User Details	
<b>User Type</b>	<input checked="" type="radio"/> Licensee <input type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
<b>Title:</b>	No Contact Title ▼
<b>First Name: *</b>	<input type="text"/>
<b>Last Name: *</b>	<input type="text"/>
<b>Email: *</b>	<input type="text"/>
<b>My Ontario Email: *</b>	<input type="text"/>

4. Enter the information.

**Note:** The **My Ontario Account Email** cannot already be registered. The user must use that email to create a My Ontario Account. **Note:** If desired, the email used in the **Email** field can be the same as the email in the **My Ontario Account Email** field.

### **Field Notes and Tips**

#### **User type:**

- **Licensee:** will have full access to CCLS including renewing licences, reporting / updating serious occurrences, requesting staff Director approval, requesting licence revisions, applying for a new licence, updating profile, and more.
- **Site Designate - Supervisor:** Can report / update serious occurrences, manage staffing information and search and view staff Director approvals for the licensed child care centre / nurseries.
- **Agency Designate - Home Child Care Visitor:** Can report/update serious occurrences. They can search and view Staff Director approvals and add HCCA provider locations.

5. If the user type is a “site designate - supervisor” or “agency designate” (Home Child Care Visitor):

5.1. The window expands showing a list of sites.


<b>Licence No. - Child Care Centre: *</b>	57466 - ABCD Child Care Centre	<div style="text-align: center;"> <div>Add&gt;&gt;</div> <div>&lt;&lt;Remove</div> </div>	
---	--------------------------------	---	--


**Tip:** If you cannot read the full name of the program, hover your mouse over the name of the program and a box will appear containing the licence number and full program name.

- 5.2. Select the appropriate child care centre / home child care agency.

**Note:** A designate can be given access to more than one site.

5.3. Click .

6. Click . A confirmation appears at the top of the window.

7. Click . The list of users appears with the updated information.



The new user must register the My Ontario Account Email entered. For instructions on how to create a My Ontario Account, please see the *Registration Guide for New Applicants* at:

[Child care licensing system: registration guide for new applicants \(Ontario.ca\)](#)

If a site/agency designate user is unable to register the My Ontario Account Email, contact the CCLS Helpdesk.

### ***Deactivating a User***

Only a site designate / agency designate can be deactivated.

1. Click .

2. Click . The list of users appears.

3. Click **Select>** for the user to be deactivated. The ***User Details*** window appears.

User Details	
<b>User Type</b>	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
<b>Title:</b>	No Contact Title ▼
<b>First Name: *</b>	Erin
<b>Last Name: *</b>	Last Name
<b>Email: *</b>	childcaretest@yopmail.com
<b>My Ontario Email: *</b>	UAT201@yopmail.com
<b>Licence No. - Child Care Centre: *</b>	<div><div>57806 - CCC_CORP_Sch4_R1</div><div>04064 - Seedlings Child Care C</div><div><div>Add</div><div>Remove</div></div></div>

Deactivate

Exit

Save

4. Click . A confirmation message appears.

5. Click .

## Reactivating a User

Only a site designate / agency designate can be reactivated.

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.
3. Click **Select** for the user to be reactivated.

User Details	
<b>User Type</b>	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
<b>Title:</b>	No Contact Title ▼
<b>First Name: *</b>	Erin
<b>Last Name: *</b>	Last Name
<b>Email: *</b>	childcaretest@yopmail.com
<b>My Ontario Email: *</b>	UAT201@yopmail.com
<b>Licence No. - Child Care Centre: *</b>	<div> <div>57806 - CCC_CORP_Sch4_R1</div> <div>04084 - Seedlings Child Care C</div> <div> <div>Add</div> <div>Remove</div> </div> </div>
<div> <div>Activate</div> <div>Exit</div> <div>Save</div> </div>	

4. Click **Activate >**. A confirmation message appears.
5. Click **OK**.

## Removing a Site from a Site Designate / Agency Designate (Supervisors and Home Child Care Visitors)

**Note:** To have a user with Licensee access removed, contact the CCLS Help Desk.

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.
3. Click **Select** for the user to be removed.

User Details	
<b>User Type</b>	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
<b>Title:</b>	No Contact Title ▼
<b>First Name: *</b>	Erin
<b>Last Name: *</b>	Last Name
<b>Email: *</b>	childcaretest@yopmail.com
<b>My Ontario Email: *</b>	UAT201@yopmail.com
<b>Licence No. - Child Care Centre: *</b>	<div> <div>57808 - CCC_CORP_Sch4_R1</div> <div>04084 - Seedlings Child Care C</div> <div> <div>Add</div> <div>Remove</div> </div> </div>
<div> <div>Activate</div> <div>Exit</div> <div>Save</div> </div>	

4. If the user is a site designate or agency designate: Select the Child Care Centre / Home Child Care Agency then click

**<<Remove**

5. Click **Save**.

## Managing Home Child Care Premises

### Viewing Home Child Care Premises Details



1. Click **Administration**.
2. Click **Manage Home Child Care Premises**. The **List of Home Child Care Premises** window appears.

List of Home Child Care Premises						Per Page
						10
Home Child Care Agency Name	Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status	
ABCD Agency	Xyx	Janet		55 Xyzz Markham Ontario	Active	Select>
						Add Home>

(Your window may not look exactly like this)

3. Click **Select>**. The **Manage Home Child Care Premises - Provider Information** window appears.

<b>Provider Information</b>				
Title:	No Contact Title			
First Name: *	Jane			
Last Name: *	Last Name			
Email:	childcaretest@yopmail.com			
Phone Number:		Ext:		
<b>Home Child Care Location Address</b>				
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	777	Bay		
Unit Designator:		No.:		
Extra Address Information:				
City: *	Toronto			
Province: *	Ontario			
Postal Code: *	M5G 2R2			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
Rural Route:		No.:		
<b>Home Child Care Agency Name *</b> HCCA_CORP_R14.0_40.18_42				
Is this an active home? *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Does this premises provide in home services? *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Consolidated Municipal Service Manager/District Social Services Administration Board: *</b>		City of Toronto		
<div>Deactivate Home</div> <div>Cancel</div> <div>Save &amp; Return</div>				



## Adding a Home Child Care Premises

1. Click **Administration**.
2. Click **Manage Home Child Care Premises**. The **List of Home Child Care Premises window** appears.

List of Home Child Care Premises						Per Page
Home Child Care Agency Name	Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status	10 ▾
						Add Home>

3. Click **Add Home>**. The **Manage Home Child Care Premises window** appears.

<b>Provider Information</b>				
Title:	No Contact Title ▾			
First Name: *	<input type="text"/>			
Last Name: *	<input type="text"/>			
Email:	<input type="text"/>			
Phone Number:	<input type="text"/>	Ext:	<input type="text"/>	
<b>Home Child Care Location Address</b>				
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/> ▾	<input type="text"/> ▾
Unit Designator:	<input type="text"/> ▾	No.:	<input type="text"/>	
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province: *	Please select... ▾			
Postal Code: *	<input type="text"/>			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
	<input type="text"/>	<input type="text"/> ▾	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/> ▾	No.:	<input type="text"/>	
Home Child Care Agency Name *	HCCA_CORP_R14.0_40.18_42 ▾			
Is this an active home? *	<input type="radio"/> Yes <input type="radio"/> No			
Does this premises provide in home services? *	<input type="radio"/> Yes <input type="radio"/> No			
Consolidated Municipal Service Manager/District Social Services Administration Board: *	Please select ... ▾			
			Cancel	Save & Return

4. Complete the information.  
**Note:** Only home child care agency licences will appear in the **Home Child Care Agency Name** drop-down.

**Note:** The home child care location address cannot be changed. If the location needs to be updated, the home child care premises will need to be deactivated and re-added.



**Note:** The CMSM / DSSAB drop-down will only display the CMSM / DSSABs on the selected home child care agency's licence.

**Note:** You cannot add more active home child care premises than licensed to oversee. Additionally, you cannot add more active home child care premises than licensed to oversee in a CMSM / DSSAB. For example, if you are licensed to oversee five home child care premises in City of Toronto. You can only have five active home child care premises in the City of Toronto in the **List of Home Child Care Premises**. If you have reached capacity and would like to add another home child care premises, you must deactivate one first.



### **Field Notes and Tips**

**Is this an active home?:** An active home (child care premises) is one in which children are being cared for. An inactive home (child care premises) is one where the provider has no children enrolled, but could have one or more eventually.

**Does this premises provide in home services?:** The child care is provided for a child at their home, or at another place where residential care is provided for the child.

5. Click . The **Manage Home Child Care Premises** window appears.
6. Click .

### ***Changing the Home Child Care Provider Information***

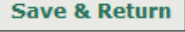

1. View the home child care premises details. (See page [272](#) for details.)
2. Update the provider information.
3. Click . The **List of Home Child Care Premises** appears.
4. Click .

### ***Making a Home Child Care Premises Temporarily Inactive / Re-activating***


A home child care premises can be made temporarily inactive.

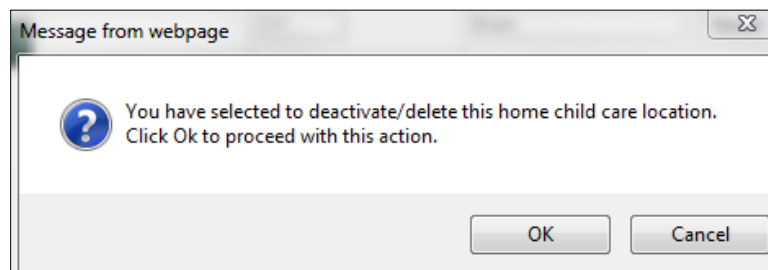
1. View the home child care premises details. (See page [272](#) if required.)
2. Change the status as required.


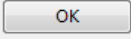
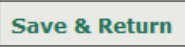

Is this an active home? \* ☐ Yes ☒ No

3. Click . The **List of Home Child Care Premises** appears.
4. Click .

### ***Permanently Deactivating a Home a Child Care Premises***

1. View the home child care premises details. (See page [272](#) if required.)
2. Click  (near bottom of window). A warning appears.

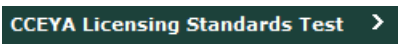


3.  **Warning:** Once you select **OK**, you will not be able to reactivate this home. Click .
4. Click . The **Manage Home Child Care Premises** window appears.
5. Click .



## Taking the CCEYA Licensing Standards Test

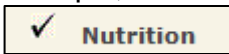
### Completing the Test

The self-test reflects the regulatory requirements under the CCEYA. The test is available in two forms: (1) in CCLS – for supervisors, and (2) on the website – for staff and others interested in learning more about provincial licensing requirements. This guide only includes the step-by-step instructions for supervisors.

1. Click . A menu appears with different test topics.

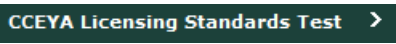
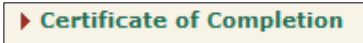
▶ Complete Self-Test
> Ratios of Employees to Children and Group Size
> Building Equipment and Playground
> Health and Medical Supervision
> Nutrition
> Program for Children
> Staff Qualifications
> Staff Screening Measures and Criminal Reference Checks
> Emergency Preparedness
> Administrative Matters and Miscellaneous

2. Select the section you want to complete.
3. A question appears.
4. Select your answer.
5. Click  to check your answer.
6. Click  to go to the next question.
 

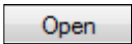
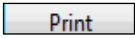
**Note:** You cannot proceed unless you have answered the question correctly.
7. Once you have successfully completed a topic, a check mark appears beside the topic in the menu. 

8. Complete all the topics.

### Generating Your Certificate

1. Click .
2. Click . The following screen appears showing your name.

CCEYA Licensing Standards Test		
First name:	profile	
Last name:	test3	
Self-Test Certificates		
Date of Completion	Schedule Type	
Jul 31, 2017	Schedule 1 and 4	<a href="#">Generate</a>

3. Click [Generate](#). The **File Download** window appears.
4. Click . Your certificate appears.
5. Print the certificate:
  - 5.1. From the menu select **File** and then select **Print**.
  - 5.2. Click .
6. File the certificate in your employee file.

## Completing the Licensed Child Care Operations Survey

### Introduction

As a licensee, you will be emailed a request to complete a survey. The purpose of the survey is to collect annual statistical information about the operations of licensed child care centres and home child care agencies in Ontario. One survey is required for each licensed Child Care Centre / Home Child Care Agency.

### Completing the Survey

Please refer to the *Reference Guide for Licensed Child Care Operations Survey* for further instructions.

You may also wish to review the *Frequently Asked Questions (FAQs) for the Licensed Child Care Operations Survey*.

Both documents can be found in

Tools and Resources

### Opening a Draft Survey

You can open your draft survey from your dashboard.

## 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 premises.

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.