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Introduction

Overview

Applicants can perform several functions in the Child Care Licensing System (CCLS). They can:
- view the orientation video;
- create a profile; and
- apply for licences.

Once an application is submitted, applicants can also:
- check the status of an application;
- request staff Director approval;
- send updates and supporting documents; and
- withdraw an application.

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 document provides step-by-step instructions for applicants and licensees to use CCLS. Portions of the document can be used by Site Designates – Supervisors, Agency Designates - Home visitors and CMSM/DSSAB service managers.

Before using this guide, you should have already registered for CCLS, watched the Orientation Video and created your 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 1 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.

Getting More Information or Assistance

For questions and technical support contact:

Toll-Free:  1-855-457-5478

Local:  416-314-6230

Email: childcare.helpdesk@ontario.ca
Performing the Basics

Introduction

This section contains information about how to perform basic tasks in CCLS such as logging in.

In addition, common tasks that can be performed in several modules are documented in this section for reference.

Logging In to CCLS

CCLS is an Internet-based application that is accessed when you enter your ONe-key login and password. You must use your ONe-key ID and password (that were created during the registration process) as well as your registration PIN to securely log into the System.

Warning: If you do not have a ONe-key ID, Password and a PIN, do not continue. See the Registration Guide for Applicants or the Registration Guide for Licensed Child Care Programs available on the Early Years Portal at:


1. Open your browser (such as Internet Explorer).

2. In the address area type:

https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml

3. Click or press the [Enter] key. The Child Care Licensing System window appears.

4. Click Login/Register. The ONe-key Sign In window appears.
5. Enter your **One-key ID** and **Password**.

6. Click **Sign in**. Your **My Services** window appears.

7. Click **Child Care Licensing System**. The **Confirm your Identity** window appears.

8. Enter your PIN (from Email #3).

9. Click **Submit**. Your home page appears.
Performing the Basics

What to do if you forget / lose your CCLS PIN

Ask the help desk to reset your PIN.

Toll-Free: 1-855-457-5478

Local: 416-314-6230

Email: childcare.helpdesk@ontario.ca

Logging Out

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

2. Click **Confirm Logout**. The **ONE-key Login** window appears.
Performing the Basics

Working with your Home Page

The first window to open after you log in is your **Home Page**.

(Your window may not look exactly as shown)

**The left navigation pane allows you to:**
- View the Orientation Video;
- Update your licensee profile;
- Apply for a new licence;
- Renew an existing licence;
- Request a licence revision;
- Request a staff Director approval;
- Report a serious occurrence;
- View active licence applications, active licence reviews, view active licence renewals;
- Perform administration such as adding information about staff members or managing CCLS user access;
- Complete the CCEYA Licensing Standards Test; and
- Complete the operations survey.

**The top centre provides links to:**
- Your home page from any screen;
- Your personal account information (title, name and email address); and
- The log out link.

**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, serious occurrence report, etc.
Performing the Basics

- **In Process Items** – These are items that you have submitted to the Ministry and that are currently under review. 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 ▼.

The window expands.

To collapse the section click the up arrow ▲.

Sorting Entries

An arrow next to the column heading indicates the current sort order. In the screen sample above, the information is sorted in descending order by date. To change the sort order or to sort by a different column simply click the green column heading.
Performing the Basics

Moving to the Next / Previous Window

Generally you use Next or Save & Next to continue to the next window.

Previous is used to return to the previous window without saving.

Exit usually returns to your home page.

⚠️ Warning: Do not use the back button on your browser. It has been disabled in CCLS and you may have to log in again.

Entering Data

- A red asterisk indicates a field is mandatory and must be completed.
- The way information is collected varies depending on the field type.
  - **Freeform field:** Any information can be typed in a freeform field.
  
  ![Comments to Ministry](image)

  - **Dropdown field / list of values.** Click the arrow and a list of options appears. Select the option required.

  ![Street Type](image)

  - **Date button:** To enter a date click the button then select the date required. If you do not see the date, use the << < > >> arrows. The < and >. arrows let you scroll by month. The << and >> arrows let you scroll by year.

  ![Start Date](image)

  - **Radio button:** Click inside the circle to select an option.

  ![Applicant/Licensee Type](image)

  - **Checkbox:** Checkboxes usually allow you to select more than one option. Click inside the box to select that option.
Uploading a Document

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

ℹ️ **Note:** You can upload updated municipal documents (fire approval, building approval, health approval, playground and space sharing attestation) at any time, for example, if updates are made to policies and procedures since the last inspection. Your Program Advisor will automatically be notified of the updated document.

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

1. Click **Upload Document >**
2. Click **Choose File to Upload**

(Your window may not look exactly as shown)
Performing the Basics

3. Select the file.

4. Click [Open].

5. Enter comments in the Comments field if applicable.

6. Click [Save & Return].

**Uploading / Adding an Additional Document**

Use the following procedures to add / upload an additional document not in the list.


2. Specify the Document Type such as “public health report”.

3. Click [Browse...]. The Choose File to Upload window appears.

4. Select the file.

5. Click [Open].

6. Enter comments in the comments field if applicable.

7. Click [Save & Return].
Performing the Basics

Revising an Entry

On **Review Application Details** windows you can revise information before submitting.

1. Click **Revise**.

   **Note:** The word “Revise” must be green. If it is grey, that section cannot be edited at this time. To have a section “opened” see Requesting an Update to Application under Review on page 95. The window opens at the first page of the application / renewal / revision.

2. Make the changes.

3. Click **Save & Next** until you reach the **Review Application Details** window again.

4. Click **Submit**.

   **Note:** The program advisor will not receive the revisions until you have clicked the **Submit** button.

Revising and Responding to Comments

From time to time 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.). Your program advisor’s comment can be found in CCLS and an email is also sent to you notifying you of the request. Your program advisor will ensure that the information that you need to update is “Unlocked” (not read-only).

Here is how to identify an item requiring revisions and/or additional information: On your Home Page, click the down arrow ▼ of the **In Process Items** section. The window expands. Look in the **status** column.

![In Process Items Table](image-url)
Performing the Basics

1. Open the record. (Click **Select**). The *Review Application Details* window appears.

2. Scroll down to the **Comments** area.

3. Read the ministry notes and make the changes / provide the information required. (See the previous section entitled *Revising an Entry* for details.)

4. Enter **Comments to the Ministry** to inform your program advisor of the changes you have made.

5. Click **Submit**. The *Declaration and Consent* window appears.

6. If you agree select **I Agree**.

7. Click **Submit**. The Ministry is notified that you have sent a comment / reply and made revisions.

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, renewal, etc.).

2. Click **Supporting Documents**.

3. Open the document with the status “Pending Revision” (click **Select**). The details of the submitted document appears.
4. Review the comment from your program advisor.

5. Open the original document and make the revision.

6. Upload the document again. (See page 9 for details on uploading a document.) Both the original file and revised file appear in the **Supporting Document Summary** list.

7. Click **Save & Return**.
Viewing the Licensee Orientation Video

Introduction

Before a new applicant can apply for a licence, he/she must view the licensee orientation. 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 [Licensee Orientation]. 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 [PREV] and [NEXT] buttons to go through the slides.
- Click [Menu] 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 [Glossary] contains a list of definitions of terms used in the video.
- [Resources] provides links to relevant sites and documents.
- To read a transcript of the narrative click [Transcript].
Updating Your Licensee Profile

Introduction

Your profile contains information about your:

- Preferred language of correspondence
- The type of applicant / licensee you are
- 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 the type of applicant / licensee you are nor your licensee / applicant name.

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

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. Review the information and make changes as required. If a field that is not editable is incorrect contact the Child Care Help Desk.
License type: Corporation

License type: CORPORATION

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

1. Review / edit the information as required.

2. **Add a director** if required:
   2.1. Click **Add Director**. The **Director** window appears.
2.2. Enter the director’s information.

2.3. Click **Save & Return**. The person appears in the director’s list.

3. **Update a director** if required.
   3.1. Click **Update>**. The **Director** window appears.
   3.2. Make changes as required.
   3.3. Click **Save & Return**.

4. **Deactivate a director** if required.
   4.1. Click **Deactivate>**. The **Director** window appears.
   4.2. Enter the **Date Ceased**.
   4.3. Click **Save & Return**.

5. **Add an officer** if required:
   5.1. Click **Add Officer>**. The **Officer** window appears.
5.2. Enter the officer’s information.
5.3. Click **Save & Return**. The person appears in the officer’s list.

6. **Update an officer** if required.
6.1. Click **Update >**. The **Officer** window appears.
6.2. Make changes as required.
6.3. Click **Save & Return**.

7. **Deactivate an officer** if required.
7.1. Click **Deactivate >**. The **Officer** window appears.
7.2. Enter the **Date Ceased**.
7.3. Click **Save & Return**.

8. Click **Save & Next**. The **Applicant / Licensee Information** window appears.
9. Complete the information.

10. Click **Save**.

11. Click **Exit**. Your home page appears.
Licensee type: First Nation

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

1. Select the name of the First Nation.
   - Note: If the name of your First Nation is not in the list, select “First Nation Not Found” and enter the name in the text field.

2. Add a First Nation member if required:
   2.1. Select the Role from the dropdown list.
   2.2. Type in the First and Last Names.
   2.3. Indicate if he/she has Signing Authority.
   2.4. Click Add First Nation Member. The person appears in the First Nation member list.
   - Note: A chief is mandatory.

3. Update a First Nation member if required:
   3.1. Click Update>. The First Nation Member window appears.
   3.2. Make the changes.
   3.3. Click Save & Return.

4. Deactivate a First Nation member if required:
   4.1. Click Deactivate>. The First Nation Member window appears.
   4.2. Enter the Date Ceased.
   4.3. Click Save & Return.

5. Click Save & Next. The Applicant / Licensee Information window appears.
6. Complete the information.

7. Click **Save**.

8. Click **Exit**. Your home page appears.
**Licensee type: Individual**

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

1. Verify/edit the information.

2. Click **Save & Next>**. The next page of your profile appears.
3. Verify / edit the information.

4. Click [Save].

5. Click [Exit]. Your home page appears.
New Licence 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 included in this Guide.

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

ℹ️ **Note:** You will not complete all steps in one sitting. You can finish up to and including “Initial Deposit”. At that time your application will be reviewed and assigned to a Ministry of Education program advisor. You will be emailed when you can continue the application process.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

Step 1: Enter Application Information

1. Click  .

2. Click . The Notice of Collection of Personal Information window appears.

(Not all contents appear in the above sample)

3. Read the Notice of Collection of Personal Information.

4. Click Next . The Program Type window appears.

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

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

⚠️ Note: Age groupings are categorized into schedules. For more information see the CCEYA. Also see the “Age Grouping, Ratios, Group Size and Staff Qualifications” fact sheet found on the Early Years Portal:


7. Click Next . The Licensing History window appears.
Step 2: Complete the Licensing History

(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 Info

<table>
<thead>
<tr>
<th>Applicant Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred Language of Correspondence: *</td>
<td>English</td>
</tr>
<tr>
<td>Applicant/Licensee Type: *</td>
<td>Corporation</td>
</tr>
<tr>
<td>Corporation Number:</td>
<td>23423</td>
</tr>
<tr>
<td>Corporation Name: *</td>
<td>Honey Daycare</td>
</tr>
<tr>
<td>Is the corporation a co-operative corporation?: *</td>
<td>Yes</td>
</tr>
<tr>
<td>Is the corporation: *</td>
<td>Non-Profit</td>
</tr>
<tr>
<td>Please select the type of organization (if applicable):</td>
<td>Church/Religious Group</td>
</tr>
<tr>
<td>Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *</td>
<td>Yes</td>
</tr>
<tr>
<td>Is the corporation carrying on business with a name different than its corporate name?: *</td>
<td>No</td>
</tr>
</tbody>
</table>

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)

(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 here. If your profile is incorrect, click **Exit** and update your profile. (Only some profile information can be changed). See page 15 for details on updating your profile.

2. Click **Next**. The **Applicant Information** window appears.
Step 4: Review the Applicant Information

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 and update your profile. For details on updating your profile see page 15.

2. Click Next. The Child Care Centre Information window appears.
Step 5: Enter the Child Care Centre Information

### Child Care Centre Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Child Care Centre</td>
<td></td>
</tr>
<tr>
<td>Child Care Centre Email</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Secondary Phone Number (if different)</td>
<td></td>
</tr>
<tr>
<td>Contact Name</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Will this child care centre be operated by a private school?</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Please indicate the primary use of the building</td>
<td>Please select...</td>
</tr>
</tbody>
</table>

### Child Care Centre Civic (Site) Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Unit Designator</td>
<td></td>
</tr>
<tr>
<td>Extra Address Information</td>
<td></td>
</tr>
<tr>
<td>City/Municipality</td>
<td></td>
</tr>
<tr>
<td>Province</td>
<td>Ontario</td>
</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
<tr>
<td>Consolidated Municipal Service Manager/District Social Services Administration Board</td>
<td>Please select</td>
</tr>
</tbody>
</table>

### Child Care Centre Mailing Address (if different than civic or applicant mailing address)

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>Canada</td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Unit Designator</td>
<td></td>
</tr>
<tr>
<td>Extra Address Information</td>
<td></td>
</tr>
<tr>
<td>City/Municipality</td>
<td></td>
</tr>
<tr>
<td>Province</td>
<td></td>
</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
<tr>
<td>P.O. Box</td>
<td></td>
</tr>
<tr>
<td>Rural Route</td>
<td></td>
</tr>
</tbody>
</table>
1. Enter the information.

**Field Notes and Tips**
All fields: Do not type in ALL UPPER CASE.

**Consolidated municipal service manager/ district social services administration board**
- Identifying your local CMSM/DSSAB will determine which Ministry of Education – Child Care Quality Assurance and Licensing office your application will be assigned to.

  - **Note:** This field is not applicable if the applicant type is “First Nation”.

  - **If 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 Manager for your area.

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

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

  - If you select the 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 your child care centre will be assigned a unique Drinking Number Information System number (DWIS ID).

2. Click Save & Next. The *Operational Information* window appears.
Step 6: Enter Operational Information

(This window may be different depending on the schedule you selected previously.)

1. Enter the information.
   
   Note: All fields are mandatory.

2. Click Save & Next. The Review Application Details window appears.
Step 7: 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.

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

1. Review your application.

Warning: Once you click , you will not be able to make any changes to your application until 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 Revise> . Your application opens at the section required.
   2.2. Make changes where required.
   2.3. Click to save 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.

   ![Confirmation Message]

   3.2. Read the warning.
   3.3. To withdraw click .

4. Submit your application.

   4.1. Click . The Declaration and Consent window appears.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

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

4.3. Click Proceed to Deposit Payment. The Initial Deposit window appears.
Step 8: Remit Deposit Payment

Initial Deposit Window

Select your payment option here

Paying By E-Transfer / Credit Card

1. Select **E-Transfer/Credit Card**. The window expands.

2. Read the information on the window.

3. Click **Continue with E-Transfer/Credit Card**. A confirmation message appears.
4. Click **OK** to continue. The *Order Summary* window appears.

5. Select **Credit Card** or **Interac Online** as applicable.
   
   ![Credit Card Options]
   
   **Note:** VISA debit is not accepted.

6. Click **Make Payment**. You will be re-directed to the appropriate site to finalize payment.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

7. Enter the payment information.

8. Click **Submit Payment**.

9. If warning messages appear, click **Yes**.

10. A receipt appears. Click **Complete Payment Process**.

A confirmation message appears.

The Ministry has received your deposit and you have successfully submitted your application.
Paying By Cheque or Money Order

1. Select **Cheque** or **Money Order** as applicable. The following window appears.

![Application Deposit Payment Form]

2. Click **Application Deposit Payment Form**. The *File Download* window appears.

3. Click **Open**. The form appears on your screen.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

4. Print the form:
4.1. From the menu select File.
4.2. Select Print… A Print window appears.
4.3. Click 
4.4. Close the form window. (Select File then select Exit). The Payment Options window appears.

5. Sign and date the form.

6. Make your cheque payable to the Minister of Finance.

7. Enter the remaining information on the screen.
   **Note:** For the Remitter field, enter the name of the person the
bank account is under.

8. Mail your form and payment to the address indicated on the form.

9. Click [Confirm Payment and Submit Application]. A confirmation message appears.

   Your application has been submitted. The Ministry will process your deposit payment once it is received.

10. Click [Exit]. Your home page appears.

You are done for now!

Your application is submitted to the Ministry. You will receive a confirmation email.

You will receive another email when your 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)
- Written verification from the zoning authority that the location is approved for use as a child care centre
- Detailed floor plans
- Detailed site plans

➢ You may wish to review the Licensee Orientation Video 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 11, Revising and Responding to Comments, for details).
Step 9: 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.

1. Open your application. (See page 93 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.
3. Upload the document. For details on how to upload a document, see page 9.

You will receive a confirmation email.

4. Repeat step 3 for all documents.

5. Add “additional documents” if required. See page 9 for details.

6. Click Next. The **Staffing Information** window appears.
Step 10: 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 173.

**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 164.

1. Open your application. (See page 93 for details.)

2. Click [Staffing Information]. The Staffing Information window appears.

3. Review the information.
Adding a Staff member to your staff list

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

   ![Staff Information List](image)

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

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

   ![Staff Information Window](image)

3. Enter the **Staff Information**.

4. Add the **Location/Position Information**:
   4.1. Click **Select Position and Location**. The following window appears.
4.2. Select the name of the **Child Care Centre** if applicable.

4.3. Select the applicant's **Primary Position**. Where a staff member has more than one area of responsibility, identify his/her primary role.

4.4. Complete the information for any fields that appear.

4.5. Click **Save & Return**.

5. Click **Save & Return** or **Save & Next**

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

5.1. Click **Request Director Approval** the Applicant Details window appears.

5.2. Continue to the next section, step 5.

If Director Approval is not required, you are done. Continue to **Step 11: Review Space Information** on page 51.

**Requesting a Staff Director Approval if Required**

1. Click **Staff Director Approval**

2. Click **Request Staff Director Approval**. The following window appears.
3. Select the type of approval required.

4. Click Next. The Applicant Details window appears.

(Partial window only – your window may be different)

5. Print the Notice of Collection of Personal Information form.
   5.1. Click Notice of collection of Personal Information Form
   5.2. Print the form.
   5.3. Have the individual sign the form and provide them with a copy.
   5.4. Retain the form in the staff’s file.

6. Enter the applicant details.

7. Add the applicant’s child care experience:
   7.1. Click Add Experience>. The Child Care Experience window appears.
7.2. Enter the information.

7.3. Click \textit{Save & Return}. The \textit{Applicant Details} window appears.

8. Click \textit{Save & Next}.

9. 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.

   \begin{center}
   \begin{tabular}{|l|}
   \hline
   \textbf{Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?} \\
   \hline
   \end{tabular}
   \end{center}

   9.1. Answer the question

   9.2. If you respond “Yes” to the above question, you will be prompted to enter additional training.
9.2.1. Click **Add Course**. The **Additional Training** window appears.

9.2.2. Enter the information.

9.2.3. Click **Save & Return**.

10. Click **Save & Next**. The **Review Application Details** window appears.

11. If the approval is for:
   - A Non-RECE Supervisor or
   - A program staff to take the place of an RECE

   The **Supporting Documents** window appears.

11.1. Upload supporting documents as applicable. (See page 9 for details.)

11.2. Click **Next**. The **Review Application Details** window appears.
12. Review the information on the **Review Application Details** window.

13. If changes are required:
   13.1. Click **Revise**.
   13.2. Make the changes.
   13.3. Click **Save & Next**.

14. Click **Submit**. The **Declaration and Consent** window appears.

15. If you agree with the statement select the **I agree** checkbox.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

16. Click Submit. The Confirmation window appears.

17. Click Exit. 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 page 11, Revising and Responding to Comments, for details.)

➢ 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.

2. To open a staff record click Select.

3. Make the changes. See page 173 for details on how to edit, deactivate, and put a staff member on temporary leave.

4. Click Save & Return.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

Step 11: Review Space Information

⚠️ Note: You cannot make changes in the space information window. The data is entered by your program advisor based on the information supplied in your supporting documents (floor plan and site plan) and that is approved in principle by the Director.

1. Open your application. (See page 93 for details if required.)

2. Click \( \text{Space Information} \). The \textit{Space Information} window appears.

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

![Space Information Window]

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 \( \text{Exit} \). Your Home Page appears.
Step 12: 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.

1. From your home page, scroll to the Ministry Actions section.

2. Open the Floor/Site Plan Review – New Licence Applications section.

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

4. Click the letter link found at the top of the page. The File Download window appears.

5. Click Open. The letter opens in a PDF viewer.

6. Print the letter.
   6.1. Select 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 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 11.)
Step 13: Remit Fee Balance Payment (if applicable)

⚠️ Note: You will be notified by email if your application request requires submission and payment of a fee balance. If your final licensed capacity is 24 children or less you will not have to remit an additional fee.

<table>
<thead>
<tr>
<th>Maximum number of Children</th>
<th>Fee for a new application</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24</td>
<td>$200</td>
</tr>
<tr>
<td>25-49</td>
<td>250</td>
</tr>
<tr>
<td>50-74</td>
<td>300</td>
</tr>
<tr>
<td>75-99</td>
<td>350</td>
</tr>
<tr>
<td>100-124</td>
<td>400</td>
</tr>
<tr>
<td>125 or more</td>
<td>450</td>
</tr>
</tbody>
</table>

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

1. Open the application.

2. Click ➤ Fee Balance. The Fee Payment window appears.
Paying By E-Transfer / Credit Card

1. Select **E-Transfer/Credit Card**. The window expands.

![Image of E-Transfer/Credit Card payment screen]

2. Click **Continue with E-Transfer/Credit Card**. A confirmation message appears.

![Image of confirmation message]

3. Click **OK** to continue. The **Order Summary** window appears.
4. Select Credit Card or Interac Online as applicable.
   **Note:** VISA debit is not accepted.

5. Click **Make Payment**. You will be re-directed to the appropriate site to finalize payment.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

6. Enter the payment information.

7. Click **Submit Payment**.

8. If warning messages appear, click **Yes**.

9. A receipt appears. Click **Complete Payment Process**.

A confirmation message appears.
Paying By Cheque or Money Order

1. Select **Cheque** or **Money Order** as applicable. The window expands.

   ![Application Fee Balance Payment Form](image)

   Once you have mailed your fee balance payment to the Ministry of Education, click 'I have sent my Cheque/Money Order to the Ministry'.

   - **Cheque/Money Order Payment Date**: 20/04/2012
   - **Cheque/Money Order Numbers**: (Do not include mailing sene)
   - **Amount**: $50

2. Click **Application Fee Balance Payment Form**. The **File Download** window appears.

3. Click **Open**. The form appears on your screen.
4. Print the form:
   4.1. From the menu select File.
   4.2. Select Print... A Print window appears.
   4.3. Click Print.
   4.4. Close the form window. (Select File then select Exit). The Payment Options window appears.

5. Sign and date the form.

6. Make your cheque payable to the Minister of Finance.

7. Enter the remaining information on the screen.
   **Note:** For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.
9. Click **I have sent my Cheque/Money Order to the Ministry**. A confirmation message appears.

Your application is now pending the receipt of a fee balance payment. The Ministry will process your fee balance once it is received.

10. Click **Exit**. Your home page appears.

**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 102 for details.)
Applying for a Home Child Care Agency Licence

Introduction

The **New Licence Application** module is where you 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 guide walks you through the application process, generally following the left navigation bar.

![New Licence Application](image)

**Note:** You will not complete all steps in one sitting. You finish up to and including “Initial Deposit”. At that time your application is assigned to a program advisor. You will be emailed when you can continue the application process.
Step 1: Enter Application Information

1. Click [New Licence Application].

2. Click [Apply for a New Licence]. The Notice of Collection of Personal Information window 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 terms and conditions placed on the licence, public reporting on licensed child care and policy analysis, evaluation, monitoring and research related to child care.

   (Not all contents appear in the above sample)

3. Read the Notice of Collection of Personal Information.

4. Click [Next]. The Program Type window appears.

5. Select the Home Child Care Agency button.

6. Click [Next]. The Licensing History window appears.
Step 2: Complete the Licensing History

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

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

   **Note:** No information can be changed here. If your profile is incorrect, click [Exit] and update your profile. (Only some information can be changed). See page 15 for details on updating your profile.

2. Click [Next]. The Applicant Information window appears.
Step 4: Review the Applicant Information

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

   Note: No information can be changed here. If the information is incorrect, click Exit and update your profile. See page 15.

2. Click Next. The Agency Information window appears.
### Step 5: Enter the Agency Information

**Agency Information**

- **Name of Agency**: 
- **Agency Email**: 
- **Website**: 
- **Fax**: 
- **Phone**: 
- **Secondary Phone Number (if different)**: 
- **Contact Name**: 
- **Position**: 

**Agency Head Office Civic Address**

- **Address**: 
  - **Street**: 
  - **Street Name**: 
  - **Street Type**: 
  - **Street Dir**: 
- **Unit Designator**: 
- **Extra Address Information**: 
- **City/Municipality**: 
- **Province**: 
- **Postal Code**: 

**Consolidated Municipal Service Manager/District Social Services Administration Board**: 

**Notes**: To find your local CMSM/DSSAB, click here.

**Agency Mailing Address (if different from Agency Head Office Civic Address)**

- **Country**: CA (Canada) 
- **Address**: 
  - **Street #**: 
  - **Street Name**: 
  - **Street Type**: 
  - **Street Dir**: 
- **Unit Designator**: 
- **Extra Address Information**: 
- **City/Municipality**: 
- **Province**: 
- **Postal Code**: 
- **P.O. Box**: 
  - **Box Type**: 
  - **Box Qualifier**: 
  - **Box Area Name**: 
- **Rural Route**: 
  - **No.**: 

**Program Description**

- **Language of Services**: 
  - [ ] English 
  - [ ] French 
  - [x] Other 

**Buttons**: 

- [Previous] 
- [Exit] 
- [Save] 
- [Save & Next]
1. Enter the information.

**Field Notes and Tips**

All fields
Do not type in ALL UPPER CASE.

Consolidated municipal service manager/ district social services administration board

- Identifying your local CMSM/DSSAB for the agency head office will determine which Ministry of Education – Child Care Quality Assurance and Licensing office your application will be assigned to.

- **Note:** This field is not applicable if the applicant type is “First Nation”.

- If you do not know what to enter:
  (a) Click the [here](#) link.

  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 Manager for your area.

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

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

Language(s) of Service Delivery:

- This is the language(s) you will be providing service in your home child care agency.

- You can select more than one.

- If you select **Other** the window expands. Select the language then click **Add>>**.

2. Click ![Save & Next](#). The **Operational Information** window appears.
Step 6: Enter Operational Information

1. Select the **Proposed Program Options** you plan to offer in the home location (you can select more than one option).

2. Click **Save & Next**. The **Review Application Details** window appears.
Step 7: Review and Submit your Application

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

**Tip:** To print your application click (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 after it is received and assigned to a 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.
   2.1. Click **Revise>**. Your application opens at the section required.
   2.2. Make changes as required.
   2.3. Click **Save & Next** to save your changes.

3. If you would like to withdraw your application:
   3.1. Click **Withdraw Application**. A confirmation message appears.

   ![Message from webpage](image)

   3.2. Read the message.
   3.3. Click **OK** to withdraw.

4. Submit your application:
   4.1. Click **Submit**. The *Declaration and Consent* window appears.
4.2. If you agree with the statement select the I Agree radio button.

4.3. Click **Proceed to Deposit Payment**, The Initial Deposit window appears.
Step 8: Remit Deposit Payment

Initial Deposit Window

Select your payment option here

Paying by E-Transfer / Credit Card

1. Select E-Transfer/Credit Card. The window expands.

2. Read the information on the window.

3. Click Continue with E-Transfer/Credit Card. A confirmation message appears.
4. Click **OK** to continue. The *Order Summary* window appears.

5. Select **Credit Card** or **Interac Online**.
   
   **Note:** VISA debit is not accepted.

6. Click **Make Payment**. You will be re-directed to the appropriate site to finalize payment.
7. Enter the payment information.

8. Click **Submit Payment**.

9. If warning messages appear, click **Yes**.

10. A receipt appears. Click **Complete Payment Process**.
A confirmation message appears.

The Ministry has received your deposit and you have successfully submitted your application.

Paying By Cheque or Money Order

1. Select Cheque or Money Order as applicable. The following window appears.

2. Click . The File Download window appears.

3. Click Open. The form appears on your screen.
4. Print the form:
   4.1. From the menu select **File**.
   4.2. Select **Print**… A **Print** window appears.

(Your window may look different)
4.3. Click

4.4. Close the form window. (Select File then select Exit). The Payment Options window appears.

5. Sign and date the form.

6. Make your cheque/money order payable to the Minister of Finance.

7. Enter the remaining information on the screen.
   
   Note: For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.

9. Click Confirm Payment and Submit Application. A confirmation message appears.

   Your application has been submitted. The Ministry will process your deposit payment once it is received.

10. Click Exit. Your home page appears.

You are done for now!

Your application is submitted to the ministry. 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 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)
Your program advisor will review your application and let you know if more information or revisions are required. (See page 11, Revising and Responding to Comments, for details.)
Step 9: Submit Supporting Documents

Note: You will receive an email advising when you can submit supporting documents. In addition, the “Supporting documents” navigation link will become available.

1. Open your application. 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 section should be submitted before the others. However, you can upload the supporting documents in the other sections at any time.
NEW LICENCE APPLICATIONS
Applying for a Home Child Care Agency Licence

3. Upload the document. For details on how to upload a document, see page 9.

4. Repeat step 3 for all documents.

5. Add “additional documents” if required. See page 9 for details.

6. Click Next. The List of Home Child Care Locations 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 11.)
Step 10: Review the Home Child Care Locations

1. Open your application. The **Review Application Details** window appears.

2. Click **Home Child Care Premises**. The **Home Child Care Locations** window appears showing all proposed home-locations for this application.

   Please review the Home Child Care Location details the ministry has on file for this application.
   Please make any updates in Manage Home Child Care Locations

<table>
<thead>
<tr>
<th>Provider Last Name</th>
<th>Provider First Name</th>
<th>Provider Phone Number</th>
<th>Home Child Care Location Address</th>
</tr>
</thead>
</table>

   If the list is blank or incorrect, click **Manage Home Child Care Locations**. See page 186 for details on adding / editing home locations.

3. Click **Next**. The **Staffing Information** window appears.
Step 11: Review Home 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 173.

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 Visitors Information.

3. Review the information.

4. If everything is correct, click Next and go to Step 12: Next Steps on page 87.

Adding a Staff Member to your staff list

1. Click Manage Staff Information>. The Manage Staff Information list appears.
(Your list may be empty if no staff have been added yet.)

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

![Staff Information Window](image)

3. Enter the **Staff Information**.

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

4. Add the **Position/Location**:

   4.1. Click **Select Position and Location**. The following window appears.

   ![Select Position and Location Window](image)

   **Field Notes and Tips**

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

   4.4. Click **Save & Return**.
5. 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 12: Next Steps.

Requesting a Director Approval (if required)

1. Click [Request Director Approval]. The Applicant Details window appears.

2. Print the notice of collection of Personal Information form.

2.1. Click [Notice of collection of Personal Information Form]
2.2. Print the form.
2.3. Have the individual sign the form.
2.4. Retain the form in the staff’s file.

3. Add the applicant details.

4. Add the child care experience.
   4.1. Click **Add Experience**. The *Child Care Experience* window appears.

   ![Child Care Experience Window](image)

   4.2. Enter the information.
   4.3. Click **Save & Return**. The *Applicant Details* window appears.

5. Click **Save & Next**.

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

   ![Question Box](image)
6.1. Answer the question.
6.2. If you respond “Yes” to the above question, you will be prompted to enter additional training.

6.2.1. Click Add Course>. The Additional Training window appears.

6.2.2. Enter the information.
6.2.3. Click Save & Return.

7. Click Save & Next.

8. If the approval is for a Home Child Care visitor with other qualifications the Supporting Documents window appears.

8.1. Upload supporting documents as applicable. (For assistance on how to upload a document, see page 9.)
8.2. Click Next. The Review Application Details window appears.

9. Review the information.

10. If changes are required:
10.1. Click Revise>.
NEW LICENCE APPLICATIONS
Applying for a Home Child Care Agency Licence

10.2. Make the changes.
10.3. Click [Save & Next].

11. Click [Submit]. The **Declaration and Consent** window appears.

![Declaration and Consent Window]

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

13. Click [Submit]. The **Confirmation** window appears.

![Confirmation Window]

14. Click [Exit]. 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 page 11, *Revising and Responding to Comments*, 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 [Administration].
2. Click [Manage Staff Information]. The **Staff Information** list appears.
3. Click **Select**.

4. Edit the staff member.

5. Click **Save & Return**.

> You may be contacted by your program advisor to revise your application or supporting documents. (For details see page 11.)
Step 12: Remit the Fee Balance Payment (if applicable)

ℹ️ **Note:** You will be notified by email if your application request requires submission and payment of a fee balance. If your final licence is for 25 premises or less you will not have to remit an additional fee.

<table>
<thead>
<tr>
<th>Maximum number of Premises</th>
<th>Fee for a new application</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-25</td>
<td>$200</td>
</tr>
<tr>
<td>26-50</td>
<td>250</td>
</tr>
<tr>
<td>51-75</td>
<td>300</td>
</tr>
<tr>
<td>76-100</td>
<td>350</td>
</tr>
<tr>
<td>101-125</td>
<td>400</td>
</tr>
<tr>
<td>126 or more</td>
<td>450</td>
</tr>
</tbody>
</table>

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

1. Open the application.

2. Click ![Fee Balance](Fee_Balance.png). The *Fee Payment* window appears.
Paying By E-Transfer / Credit Card

1. Select **E-Transfer/Credit Card**. The window expands.

   ![Fee Payment Window]
   
   Your application is currently pending the payment of a $50 fee balance.

   **Payment Options**
   - E-Transfer/Credit Card
   - Cheque
   - Money Order

   You are required to pay a fee balance for your licence application. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.

   ![Continue with E-Transfer/Credit Card Button]

   If you have any questions about your fee balance payment, please contact the program advisor assigned to your licence application.

   ![Confirmation Message]

   You are about to leave the CCLS application to complete payment. Click 'OK' to continue or 'Cancel' to return.

   ![OK and Cancel Buttons]

2. Click **Continue with E-Transfer/Credit Card**. A confirmation message appears.

3. Click **OK** to continue. The **Order Summary** window appears.
NEW LICENCE APPLICATIONS
Applying for a Home Child Care Agency Licence

4. Select Credit Card or Interac Online as applicable.
   \[\text{Note: VISA debit is not accepted.}\]

5. Click Make Payment. You will be re-directed to the appropriate site to finalize payment.

6. Enter the payment information.

(The amount may differ.)
7. Click **Submit Payment**.

8. If warning messages appear, click **Yes**.

9. A receipt appears. Click **Complete Payment Process**.

A confirmation message appears.

The Ministry has received your deposit and you have successfully submitted your application.
Paying By Cheque or Money Order

1. Select **Cheque** or **Money Order** as applicable. The window expands.

   ![Application Fee Balance Payment Form](image)

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

3. Click . The form appears on your screen.

4. Print the form:
   4.1. From the menu select **File**.
   4.2. Select **Print**. A **Print** window appears.
   4.3. Click .
   4.4. Close the form window. (Select **File** then select **Exit**). The Payment Options window appears.
5. Sign and date the form.

6. Make your cheque payable to the Minister of Finance.

7. Enter the remaining information on the screen.
   **Note:** For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.

9. Click **I have sent my Cheque/Money Order to the Ministry**. A confirmation message appears.

10. Click **Exit**. Your home page appears.

**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.
NEW LICENCE APPLICATIONS
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.

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Name of Child Care Centre / Home Child Care Agency</th>
<th>Site Address</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Child Care Agency</td>
<td>Sparkle HCCA</td>
<td>1. XXX Markham</td>
<td>Under Review</td>
</tr>
<tr>
<td>Child Care Centre</td>
<td>Music Child Care Centre</td>
<td>2. Xvoo Markham</td>
<td>Under Review</td>
</tr>
<tr>
<td>Child Care Centre</td>
<td>Music CCC Markham</td>
<td>2. Xyz Markham</td>
<td>Draft</td>
</tr>
</tbody>
</table>

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 area.
3. Click Select>.

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.

(Partial window only)

2. Click . 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 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” link 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 ONe-key login and ID and register for CCLS again.
Requesting an Update to an Application under Review

Changes cannot be made to a section when the “revise” link is grey. A request must be made to the program advisor indicating why the change is required.

1. Open the application. (See page 93 for details).
2. Go to the Review Application Details window.
3. Scroll down the application and click Request Update to Application. The Request Update to Application window appears.
4. Select the checkbox of the item(s) to be updated.
5. Enter an explanation for the change.
6. Click Submit. Your request is forwarded to your Program Advisor.
7. 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”.
8. Make the changes. (See page 11 for details on revising an entry.)
Withdrawning an Application

Withdrawing a Draft Application

1. Click .
2. Click . A List of New Licence Applications appears.
3. To withdraw a draft application 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 Submitted or Under Review

1. Open the application. (See page 93 for details).
2. Click Withdraw Application (near the bottom of the form). 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 tab appears as an option only if you have a licensed program.

Method 1:
1. Click .
2. Click . A List of Active Licence(s) appears.
3. Click Select> to open the licence.

Note: No changes can be made in this view.

Method 2:
1. From your dashboard, scroll to the Ministry Actions section.
2. Open the New Licence Applications section.
3. Click Select> to open the licence.
Understanding Your Licence Windows

Introduction

Once you have opened the licence, the following links become available so you can quickly jump to the windows.

Following is a description of each link:

Licence Details

This page include the information on file for the current licence:
- Licensing Documents (including the licence, licensing letter, licensing inspection checklist, summary of requirements and recommendations report and licensing inspection summary posting 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 (Child Care Centre only)
- Safe Drinking Water Act information (Child Care Centre only)
- Operational Information (Program Options, months of operation, days and hours of operation, licensed capacity)

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.
Summary of Non-Compliances

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

Supporting Documents

(Full window sample only)

This page includes the most recent supporting documents for the licence that have been uploaded to CCLS:
- Policies and Procedures
- Municipal and Other Approvals
- Other Documents (e.g. floor plans, site plans, insurance certificate, etc.)

Note: For programs licensed prior to December 2013, the supporting documents may be blank.

Click the green link to view the document.
This page includes space information for a child care centre for the current licence on file in CCLS:

- **Room / Space**
- **Room / Space Statistics**
- **Other Required Areas**
- **Playground**

**Note:** For programs 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, play activity rooms; program options/duration, child care centre name)
- 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.

ℹ️ Note: You will not be able to open the licence document links until a licence has been issued in CCLS.

1. Open your licence (see page 98 for details). The Licence Details window appears.

2. At the top of the window is a list of Licence Documents.

(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 and Licence Inspection Summary Posting Report 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 [Current Licences].

2. Click [View Your Licences].

3. Select your current licence from the list. It appears in bold print. The Licensing History window appears.

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 at any time. 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).

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 Save.
Renewals

Note: Current Licences 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 Updating Your Licensee Profile on page 15.

Viewing / Opening a Licence to be Renewed

1. Click Current Licences.
2. Click Renew a Licence. The Renew a Licence window appears.
3. Read the Notice of Collection of Personal Information.
4. Click Next. A list of licences to be renewed appears.
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 Renew a Licence link.
- A renewal that you have started is called an “Active Renewal”.

1. Click Current Licences.
2. Click View Active Licence Renewals. The List of Active Licence Renewal(s) window appears.
3. To open the licence renewal click Select>.
Renewing a Child Care Centre Licence

Introduction

All child care centre 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 individuals with licensee user 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 and on the expiry date. 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.

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 (online or by cheque/money order).

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. A renewal fee must be submitted by the licensee online or by cheque or money order in exceptional cases 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 on or before the licence expiry date, the licence will expire the next day.

When a child care centre licence is expired, the program is no longer licensed. This means that where the operator continues to provide child care, the requirements for unlicensed child care must be met. This includes the provider caring for a maximum of five children under the age of 13 years, including their own children under the age of 6 years and no more than 2 children under 2 years old.

The child care centre licence and decal(s) must be returned to the Ministry of Education within 30 calendar days.

The Licensed Child Care Website (LCCW) displays information about issued and suspended licences. Where a licensee has not submitted a licence renewal and/or renewal fee 60 days before the licence expiry date, LCCW will display an alert on the child care program’s centre/agency information page.

Where a renewal application and fee have been submitted before the expiry date, the information about the child care program stays on LCCW and there is no alert showing on the centre/agency information page.

Where a licence is expired and not deemed to be extended, the information about the child care program is removed from LCCW on the day after the expiry date.
Once a licence expires, the operator has three options:

1. Close the child care program permanently and return the licence and decal(s) to the Ministry;

2. Submit a request for the licence to be reinstated. For details on reinstating a licence see page 138.

3. Operate in accordance with the requirements for unlicensed child care under the CCEYA.

---

**Step 1: Make sure your profile is up-to-date**

1. Click
2. Click
3. Review and edit your profile as required. The following fields cannot be changed:
   - Applicant / licensee type
   - Applicant / licensee name (corporation name, name of individual or name of first nation)
   - Corporation number
   - Corporation name
   - Is the corporation a co-operative corporation?
   - Is the corporation

4. Click. The Applicant / Licensee information window appears.
5. Review 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.
5. Click **Select** for the licence you would like to renew. The *Licensing History* window appears.

**Step 3: If you have already started the renewal...**

1. Click **Current Licences**.
2. Click **View Active Licence Renewals**. The *List of Active Licence Renewal(s)* window appears.

<table>
<thead>
<tr>
<th>Licence Number</th>
<th>Program Type</th>
<th>Name of Child Care Centre / Home Child Care Agency</th>
<th>Address</th>
<th>Licence Expiry Date</th>
<th>Status</th>
<th>Per Page 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>55746</td>
<td>Child Care Centre</td>
<td>ABCD Child Centre</td>
<td>2 Xst, Markham, ON, CA</td>
<td>Feb 28, 2017</td>
<td>Draft</td>
<td></td>
</tr>
</tbody>
</table>

3. Click **Select** for the licence you would like to renew. The *Licensing History* window appears.

(If this is a reinstatement, the questions will be different.)

**Step 4: Enter your Licensing History**

1. Answer the licensing history questions.
2. Click **Save & Next**. 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 15.

List showing how fields can be edited during renewal

Licensee Type
- Change the following information in the Profile link.
  - Preferred Language of Correspondence
  - Type of Organization
  - Initial Return

- The following information cannot be changed.
  - Licensee Type
  - Individual Name
  - First Nation Name
  - Corp Name
  - Corp Number
  - Is The Corp A Co-Op
  - Profit/Non-Profit

Directors / Officers
Chief / First Nation Members
- Change in the Profile link.

Licensee Information
- Change in the Profile link.
  - Licensee Name
  - Phone / Fax
  - Licensee Email
  - Website
  - Contact Name, Title, Phone

Licensee Mailing Address
- Change in the Profile link.

Child Care Centre Information
- Requires a licence revision request.
  - Name of Child Care Centre
  - Program Options
  - Licensed Capacity

- Can be edited directly on the screen.
  - Email
  - Website
  - Phone Numbers
  - Contact Name & Title
  - Mailing Address
2. Click the **Save & Next** button. The **Supporting Documents** window appears.

*iNote:* This window will be blank if you are not making any revisions during your renewal.

3. Click the **Save & Next** button. The **Dates and Hours of Operation** window appears.

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/08/2015</td>
<td>Remove &gt;</td>
</tr>
</tbody>
</table>

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.

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 Payment

Introduction

<table>
<thead>
<tr>
<th>Maximum number of Children</th>
<th>Fee for a renewal if the application is submitted on or before the expiry date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24</td>
<td>$100</td>
</tr>
<tr>
<td>25-49</td>
<td>120</td>
</tr>
<tr>
<td>50-74</td>
<td>140</td>
</tr>
<tr>
<td>75-99</td>
<td>170</td>
</tr>
<tr>
<td>100-124</td>
<td>200</td>
</tr>
<tr>
<td>125 or more</td>
<td>230</td>
</tr>
</tbody>
</table>

Note: Your program advisor will only conduct your inspection once your fee payment has been submitted.

Paying by E-Transfer / Credit Card

1. Select E-Transfer/Credit Card. The window expands.
Renewing a Child Care Centre Licence

2. Click [Continue with E-Transfer/Credit Card]. A confirmation message appears.

You are about to leave the CCLS application to complete payment. Click ‘OK’ to continue or ‘Cancel’ to return.

3. Click [OK] to continue. The **Order Summary** window appears.
4. Select Credit Card or Interac Online.
   **Note:** VISA debit is not accepted.

5. Click Make Payment. You will be re-directed to the appropriate site to finalize payment.
6. Enter the payment information.

7. Click **Submit Payment**.

8. If warning messages appear, click **Yes**.

9. A receipt appears. Click **Complete Payment Process**

A confirmation message appears.
Paying By Cheque or Money Order

1. Select **Cheque** or **Money Order** as applicable. The following window appears.

   ![Renewal Fee Payment Form](image)

   - **Cheque/Money Order Payment Date**: 
   - **Remitter (Payable From)**: 
   - **Cheque/Money Order Number** (Do not include leading zeros): 
   - **Amount**: $120

   Click **Renewal Fee Payment Form**. The **File Download** window appears.

2. Click **Open**. The form appears on your screen.
4. Print the form:
   4.1. From the menu select File.
   4.2. Select Print... A Print window appears.
   4.3. Click .
   4.4. Close the form window. (Select File then select Exit). The Payment Options window appears.

5. Sign and date the form.

6. Make your cheque/money order payable to the Minister of Finance.

7. Enter the remaining information on the screen.
   - **Note:** For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.
9. Click **Confirm Payment and Submit Renewal Application**. A confirmation message appears.

10. Click **Next**. An **Additional Licence Renewal Documents** window appears.

**Step 8: Print and Complete the Renewal Documents**

1. Open the renewal.

2. Click **Additional Licence Renewal Documents**. The **Additional Licence Renewal Documents** window appears.

3. Print the **Notice of Collection of Personal Information** form for each staff, student and volunteer.

![Notice of Collection of Personal Information](image)

**Note:** This only has to be done once then retained for the duration of the employment.

3.1. Click **Notice of collection of Personal Information Form**.
3.2. Print enough copies for each staff, student and volunteer.
3.3. Have everyone sign their form.
3.4. Retain all signed forms on file.

4. Print the **Staff File Review** form.

   4.1. Click [Staff File Review Form].
   4.2. Print it.
   4.3. Complete it.
   4.4. Retain on file for your program advisor to review during the licensing inspection.

5. Print or download the **Program Staff Schedule** form.

   5.1. Click [Program Staff Schedule Form].
   5.2. Print or save it.
   5.3. This form will be completed on the day of your inspection.

6. Click [Next]. The **Staffing Information** window appears.
Step 9: Review the Staffing Information

1. If the renewal is not on your screen, open the renewal then click
   \[\text{Staffing Information}\].

2. The **Staffing Information** window appears.

3. 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 173.

4. Click \[\text{Next}\]. 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 Tiered Licensing Information. The Tiered Licensing Information window appears if applicable.

2. Click Exit.

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 / additional information are required (see page 11).

➢ You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page 102 for details.
Renewing a Home Child Care Agency Licence

Introduction

All 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 individuals with licensee user 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 and on the expiry date. 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.

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;
- Pay a licence renewal fee (online or by cheque/money order); and
- Update the list of active homes in CCLS.

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. A renewal fee must be submitted by the licensee online or by cheque or money order in exceptional cases 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 fee have both been received and processed.

If a licence renewal application and the renewal fee are not received on or before the licence expiry date, the licence will expire the next day.

When a home child care agency licence is expired, the requirements for unlicensed child care must be met. This includes the provider caring for a maximum of five children under the age of 13 years, including their own children under the age of 6 years and no more than 2 children under 2 years old. The operator must not enter into an agreement with a child care provider to oversee child care and must not monitor, provide administrative services or impose statements or requirements in relation to care.

The agency licence and decal(s) must be returned to the Ministry of Education within 30 calendar days.

The Licensed Child Care Website (LCCW) displays information about issued and suspended licences. Where a licensee has not submitted a licence renewal and/or renewal fee 60 days before the licence expiry date, LCCW will display an alert on the child care program’s agency information page.

Where a renewal application and fee have been submitted before the expiry date, the information about the child care program stays on LCCW and there is no alert showing on the agency information page.
Where a licence is expired and not deemed to be extended, the information about the child care program is removed from LCCW on the day after the expiry date.

Once a licence expires, the operator has three options:

1. Close the child care program permanently and return the licence and decal(s) to the Ministry;
2. Submit a request for the licence to be reinstated. For details on reinstating a licence see page 138.
3. Operate in accordance with the requirements for unlicensed child care under the CCEYA.

Step 1: Make sure your profile is up-to-date

Profile

Profile Information

- Applicant/licensee type
- Applicant/licensee name (corporation name, name of individual or name of first nation)
- Corporation number
- Corporation name
- Is the corporation a co-operative corporation
- Is the corporation

Save & Next

Applicant / Licensee information

Save

Step 2: If you have not started the renewal...

Current Licences

Renew a Licence

Notice of Collection of Personal Information

Next
5. Click Select>. The Licencing History window appears.

**Step 3: If you have already started the renewal...**

1. Click **Current Licences**.

2. Click **View Active Licence Renewals**. The *List of Active Licence Renewal(s)* window appears.

3. Click Select> for the licence you would like to renew. The *Licening History* window appears.

   (If this is a reinstatement, the questions will be different.)
Step 4: Complete the Licensing History Information

1. Answer the questions.

2. Click [Save & Next] 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 15.

**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 link.
  - Preferred Language of Correspondence
    - Type of Corporation
    - Has an initial return been filed with the MGCS within 60 days of the date of incorporation?
    - Is the corporation carrying on business with a name different than its corporate name?
    - Has the business name been registered with MGCS?
  - The following information cannot be changed.
    - Licensee Type
    - Individual Name
    - First Nation Name
    - Corp Number
    - Corp Name
    - Is the corp a co-op
    - Is the corporation

**Directors/Officers**
- Change all information in the Profile link.

**Chief / First Nation Members**
- Change all information in the Profile link.

**Licensee Information**
- Change the following information in in the Profile link.
  - Licensee Name
  - Phone / Fax
  - Licensee Email
  - Website
  - Contact Name, Title, Phone

**Licensee Mailing Address**
- Change all following information in in the Profile link.
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
- Require a new licence application.
  - Agency Head Office Civic Address

Agency Mailing Address
- The following information can be edited directly on the screen.
  - All fields.

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 Delivery

2. Click [Save & Next]. The Supporting Documents window appears. This screen will be blank if you are not making any revisions.

3. Click Next or [Save & Next]. The Review Renewal Details window appears.
Step 6: **Submit Your Renewal Application**

1. Review and revise the information as required.

2. Click `Submit`. The *Declaration and Consent* window appears.

   ![Declaration and Consent window](image)

3. If you agree with the declaration select the *I Agree* radio button.

4. Click `Proceed to Renewal Fee Payment`. The *Fee Payment* window appears.
Step 7: Remit Payment

Introduction

The amount of the renewal is based on the following table

<table>
<thead>
<tr>
<th>Maximum number of Premises</th>
<th>Fee for a renewal if the application is submitted on or before the expiry date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-25</td>
<td>$100</td>
</tr>
<tr>
<td>26-50</td>
<td>120</td>
</tr>
<tr>
<td>51-75</td>
<td>140</td>
</tr>
<tr>
<td>76-100</td>
<td>170</td>
</tr>
<tr>
<td>101-125</td>
<td>200</td>
</tr>
<tr>
<td>126 or more</td>
<td>230</td>
</tr>
</tbody>
</table>

Note: Your program advisor will only conduct your inspection once your fee payment has been submitted.
Paying by E-Transfer / Credit Card

1. Select E-Transfer/Credit Card. The window expands.

2. Click Continue with E-Transfer/Credit Card. A confirmation message appears.

3. Click OK to continue. The Order Summary window appears.
4. Select **Credit Card** or **Interac Online**. 
   **Note**: VISA debit is not accepted.

5. Click **Make Payment**. You will be re-directed to the appropriate site to finalizzle payment.
Renewing a Home Child Care Agency Licence

6. Enter the payment information.

7. Click **Submit Payment**.

8. If warning messages appear, click **Yes**.

9. A receipt appears. Click **Complete Payment Process**.

(Example of a Credit Card site)
A confirmation message appears.

The Ministry has received your renewal fee and you have successfully submitted your renewal application.

Paying By Cheque or Money Order

1. Select **Cheque** or **Money Order** as applicable. The following window appears.

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

3. Click . The form appears on your screen.

4. Print the form:
   4.1. From the menu select **File**.
   4.2. Select **Print**... A **Print** window appears.
   4.3. Click .
   4.4. Close the form window. (Select **File** then select **Exit**). The **Payment Options** window appears.
Renewing a Home Child Care Agency Licence

5. Sign and date the form.

6. Make your cheque/money order payable to the Minister of Finance.

7. Enter the remaining information on the screen.

   Note: For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.

9. Click Confirm Payment and Submit Renewal Application. A confirmation message appears.

Step 8: Print and Complete the Renewal Documents

1. Print and complete the Notice of Collection of Personal Information form.
   
   **Note:** This only has to be done once then retained for the duration of the employment.

   1.1. Click [Notice of collection of Personal Information Form](#).
   1.2. Print enough copies for each home visitor, provider, student volunteer and person ordinarily resident at each home location where care is provided.
   1.3. Have each person complete and sign the form.
   1.4. File the forms. Retain on file for your program advisor to review during the inspection.

2. Print and complete the Home Visitor File Review Form.

   2.1. Click [Home Visitor File Review Form](#).
   2.2. Print or save a copy of the form.
   2.3. Complete the form either on paper or online.
   2.4. Retain the document on file for your program advisor to review during the licensing inspection.

3. Print and complete the Home Location File Review Form.

   3.1. Click [Home Location File Review Form](#).
   3.2. Print or save a copy of the form for each home location.
3.3. Complete the form either on paper or online
3.4. Retain on file for your program advisor to review during the inspection.

4. Click Next. The **Home Child Care Premises** window appears.

**Step 9: Review the Home Child Care Premises**

1. Review the information. If updates are required (adding a premises, deactivating, etc.) click **Manage Home Child Care Locations** and follow the steps starting on page 186.

2. Click Next. The **Staffing Information** window appears.
Step 10: Review the Staffing Information

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 173.

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 11).
- You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page 102 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.

```
<table>
<thead>
<tr>
<th>Licence Number</th>
<th>Program Type</th>
<th>Name of Child Care Centre / Home Child Care Agency</th>
<th>Address</th>
<th>License Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00998</td>
<td>Child Care Centre</td>
<td>Air-O-Dow Child Care Centre Inc.</td>
<td>7 Hawkesdale, Toronto, ON, CA</td>
<td>Jul 21, 2017</td>
</tr>
</tbody>
</table>
```

5. Click **Request to Reinstate**. A message appears.

```
Home > Renew a Licence >

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 affidavit that the licensee is not prohibited from operating a child care centre under section 9 of the CCEYA and
- submitting any other documentation or information specified by the Minister.

This child care licence expired on Jul 30, 2017 because the licence renewal application and/or renewal fee were not submitted on or before the licence expiry date. You are therefore not permitted to provide child care to more than 5 children at the 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 (1) 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 child care centre, please contact your program advisor.
```
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 childcare centre/home childcare agency.

**Childcare Centre Reinstatement Fees:**

<table>
<thead>
<tr>
<th>Maximum number of Children</th>
<th>Fee for a renewal if the application is submitted after the expiry date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24</td>
<td>$200</td>
</tr>
<tr>
<td>25-49</td>
<td>250</td>
</tr>
<tr>
<td>50-74</td>
<td>300</td>
</tr>
<tr>
<td>75-99</td>
<td>350</td>
</tr>
<tr>
<td>100-124</td>
<td>400</td>
</tr>
<tr>
<td>125 or more</td>
<td>450</td>
</tr>
</tbody>
</table>

**Home Child Care Agency Reinstatement Fees:**

<table>
<thead>
<tr>
<th>Maximum number of Premises</th>
<th>Fee for a renewal if the application is submitted after the expiry date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-25</td>
<td>$200</td>
</tr>
<tr>
<td>26-50</td>
<td>250</td>
</tr>
<tr>
<td>51-75</td>
<td>300</td>
</tr>
<tr>
<td>76-100</td>
<td>350</td>
</tr>
<tr>
<td>101-125</td>
<td>400</td>
</tr>
<tr>
<td>126 or more</td>
<td>450</td>
</tr>
</tbody>
</table>

**For a Child Care Centre licence reinstatement:** See the instructions starting on page 109, Step 4.

**For a Home Child Care Agency reinstatement:** See the instructions starting on page 126, Step 4.
Revising a Child Care Centre Licence

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).

Step 1: Start the Revision and Selecting the Type

1. Click .
2. Click . The Request a Revised Licence window appears.
3. Click Select> for the licence you would like to revise. The Licence Revision Request Type window appears.

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 capacity (increase or decrease) or any change in licensed space. Changes to licensed space include adding, removing, and/or changing a currently licensed room/space.

1. Select the “Change the licensed capacity and/or licensed space” checkbox. The Licensed Capacity – Age Group Schedule window appears showing your current schedule(s).
2. Select the proposed schedule(s).

3. Click [Next]. The **Current Licensed Capacity** chart appears.

4. Depending on the change requested, you may have to add/edit/remove rooms/spaces. The system puts a red box on areas that may require updates.

5. Review the rooms/spaces and edit/add/remove them as required.

6. Review other required areas and edit/add/remove them as required.

7. Review the playground information and edit/add/remove it as required.

**Warning:** If the information entered for your currently licensed rooms is incorrect and your revision application is submitted, it will not be possible to return and edit this information. In order to change the information, the licence revision request will need to be withdrawn and re-submitted with the correct information. It is therefore important to ensure that the information you have entered is accurate.
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 changes to licensed capacity or licensed space. If the licensee wants to change the licensed capacity at the same time, ensure that the option Change the licensed capacity and/or licensed space is selected.

1. Select the “Change the Program Option/Duration” checkbox. The window expands. You will see your current program options.

2. Select your Proposed Program Options on this screen.

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.

1. Select the “Change the name of the Child Care Centre” checkbox.

2. Click Next. 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.

3. Enter the information about the name change.
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.

2. Review the information and make changes if required.

3. **To withdraw your revision request:**
   3.1. Click **Withdraw Revision Request**. A confirmation message appears.

   ![Confirmation Message]

   3.2. Click **OK** to withdraw the revision request.

4. **To submit the revision request:**
   4.1. Click **Submit**. The **Declaration and Consent** window appears.
4.2. If you agree with the declaration and consent select the I Agree radio button.

4.3. Click Proceed to Revision Deposit Payment. The Initial Deposit window appears.
Step 4: Remit Payment

Paying By E-Transfer / Credit Card

1. Select E-Transfer/Credit Card. The window expands.

2. Click Continue with E-Transfer/Credit Card. A confirmation message appears.

3. Click OK to continue. The Order Summary window appears.
4. Select **Credit Card** or **Interac Online** as applicable.

   **Note:** VISA debit is not accepted.

5. Click **Make Payment**. You will be re-directed to the appropriate site to finalize payment.

6. Enter the payment information.

7. Click **Submit Payment**.

8. If warning messages appear, click Yes. A receipt appears.
9. Click **Complete Payment Process**. A confirmation message appears.

The Ministry has received your deposit and you have successfully submitted your revision request.

**Paying By Cheque or Money Order**

1. Select **Cheque** or **Money Order** as applicable. The window expands.

![Revision Deposit Payment Form]

2. Click **Revision Deposit Payment Form**. The *File Download* window appears.

3. Click **Open**. The form appears on your screen.

4. Print the form:
   4.1. From the menu select **File**.
   4.2. Select **Print**... A *Print* window appears.
   4.3. Click **Print**
   4.4. Close the form window. (Select **File** then select **Exit**). The *Payment Options* window appears.
5. Sign and date the form.

6. Make your cheque / money order payable to the Minister of Finance.

**Note:** A fee balance will be required if a site visit is required to process the licence revision. The fee balance will be calculated by taking the dollar amount in the fee schedule (see table below) according to the requested licensed capacity and subtracting the $25.00 deposit paid at the time the request was submitted.

<table>
<thead>
<tr>
<th>Maximum number of Children</th>
<th>Revision Fee $</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24</td>
<td>50</td>
</tr>
<tr>
<td>25-49</td>
<td>65</td>
</tr>
<tr>
<td>50-74</td>
<td>75</td>
</tr>
<tr>
<td>75-99</td>
<td>90</td>
</tr>
<tr>
<td>100-124</td>
<td>100</td>
</tr>
<tr>
<td>125 or more</td>
<td>115</td>
</tr>
</tbody>
</table>

7. Enter the remaining information on the screen.

**Note:** For the Remitter field, enter the name of the person the bank account is under.

8. Mail your form and payment to the address indicated on the form.

9. Click **Confirm Payment and Submit Revision Request**. A confirmation message appears.

   Your revision request has been submitted. The Ministry will process your deposit payment once it is received.

10. Click **Next**. The following window appears. You will be notified by email if / when a fee balance is required.

11. Click **Next**. The Initial Documents to Submit window appears.
Step 5: Submit Supporting Documents (if required)

 '?' Note: This 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.

<table>
<thead>
<tr>
<th>Initial Documents to Submit</th>
<th>Date Submitted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of play materials, equipment and furnishings</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Updated Parent Handbook</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Program Statement</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Floor plan</td>
<td>Upload Document&gt;</td>
<td></td>
</tr>
<tr>
<td>Site plan</td>
<td>Upload Document&gt;</td>
<td></td>
</tr>
<tr>
<td>Combined floor and site plan</td>
<td>Upload Document&gt;</td>
<td></td>
</tr>
<tr>
<td>Playground plans</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Sample menu</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Waiting list policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Sleep Supervision Policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Process for Monitoring Compliance and Contraventions</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Playground safety policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Program Statement Implementation Policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Emergency Management Policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Parent Issues and Concerns Policy</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Documents to Submit</th>
<th>Date Submitted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health approval</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Fire Code Approval</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
<tr>
<td>Building approval</td>
<td>Not Applicable</td>
<td>Select &gt;</td>
</tr>
</tbody>
</table>

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

1. Submit supporting documents if required. If you have questions about whether certain documents are required, contact your program advisor. For details on how to upload a document see page 9.

2. Click Exit.

- 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 6: Pay the Fee Balance (if required)

⚠️ Note: You will be notified 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 will be calculated by taking the dollar amount in the fee schedule (see table below) according to the requested licensed capacity and subtracting the deposit paid at the time the request was submitted.

<table>
<thead>
<tr>
<th>Maximum number of Children</th>
<th>Revision Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24</td>
<td>50</td>
</tr>
<tr>
<td>25-49</td>
<td>65</td>
</tr>
<tr>
<td>50-74</td>
<td>75</td>
</tr>
<tr>
<td>75-99</td>
<td>90</td>
</tr>
<tr>
<td>100-124</td>
<td>100</td>
</tr>
<tr>
<td>125 or more</td>
<td>115</td>
</tr>
</tbody>
</table>

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

1. Open the licence revision.

2. Click ➔ Fee Balance. The Fee Payment window appears.

3. Make the payment.
   - To pay by E-transfer or Credit Card follow the steps beginning on page 54.
   - To pay by cheque or money order, follow the steps beginning on page 57.

Opening Active Licence Revision Requests

1. Go to your dashboard.

2. From the In Process Items section, expand the Licence Revisions link.

3. 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.

1. Open the request. (See the previous section.)

2. Scroll to the bottom of the window and click
   ![Request Update to Revision Request](image)
   The **Request Update** window appears.

3. Enter the nature and reason for the update(s).

4. Click **Submit**. A confirmation appears.

5. 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 150).

2. Scroll to the bottom of the window.

3. Click **Withdraw Revision Request**. A confirmation message appears.

4. Click **OK**.

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 **Current Licences**.

2. Click **View Active Licence Revisions**. A table containing a list of active licence revision requests appears. It includes submitted and draft requests under the **Status** column.

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 visitors) where the licensee has chosen to enrol them in the system. (See page 180 for enrolling users).

Your program advisor may request a revision or change to your serious occurrence report.

Reporting a Serious Occurrence

1. Click .


3. Select the appropriate Child Care Centre / Home Child Care agency. (Click Select>.) The Serious Occurrence Details window appears.
4. Read the notice at the top of the window.

5. Enter the Incident Information.

6. Enter the Child Information. If the incident does not involve all the children, a table appears.

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.
Warning: Do not use names, ages or dates of births in any areas on the form.

8. Click **Save & Next**. The *Supporting Documents* window appears.

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 9.

10. Click **Next**. 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 **Save & Next** to go to the next page.

12.2. Make the changes.

12.3. Click **Next**.

13. To print the Serious Occurrence:

13.1. Click **Print**. A Print window appears.

13.2. Select the print settings.

13.3. Click **Print**.

14. Click **Submit**. The **Declaration and Consent** window appears.

15. If you agree with the declaration select the **I Agree** radio button.

16. Click **Submit**. A message appears.

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 MS Word.
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.
Serious Occurrences

**Note:** For more information about the requirements for posting serious occurrence notification forms, please refer to the ministry’s Serious Occurrence Notification Form Posting Policy.

18. Click **Exit**.

- 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.

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.

4. Go to the area requiring changes.

5. Click **Revise**. The section opens for editing.

6. Make the changes.

7. Click **Save & Next**.

8. Add a supporting document if required, otherwise click **Next**.

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 **Submit**.

11. Agree to the Declaration then click **Submit**.

12. Print and post the revise Serious Occurrence Notification Form.

13. Click **Exit**. 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 if 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 **Update a Serious Occurrence Report**. The **Update a Serious Occurrence Report** window appears.
3. Click **Update**. The *Serious Occurrence Update* window appears.

(Your window may look different)

4. To view the details of your initial report, click **Expand**.

   ⚠ **Note:** The information on your initial report is read-only and cannot be changed.

5. Scroll down to the **Update an Existing Serious Occurrence** section on the screen.
6. Enter the information.

7. Click Save & Next. The Supporting Documents window appears showing all supporting documents to date.

8. Upload additional documents as applicable. (See page 9 for details.)

9. Click Next. The Serious Occurrence Update window appears.

10. Review the information.

11. Click Submit. The Declaration and Consent window appears.

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.


➢ 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.

3. Fill in any of the search criteria or leave the criteria blank to see all of your serious occurrence reports.

4. Click **Search >**. A table of search results appears below the search criteria area.
5. 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
- Program staff to take the place of an RECE
- RECE Home Child Care Visitor
- Home Child Care visitor with other qualifications

Approval Not Required
- RECE Program Staff
- Non-RECE program staff
- Cook
- Administrator
- Custodian
- Other

Adding a Staff Member to your Staff List

In order 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.

1. Click Administration
2. Click Manage Staff Information. The Staff Information list appears.
3. Click **Add Staff**. The **Staff Information** window appears.

4. Enter the **Staff Information**.

5. Add the **Location/Position**:

   **Note**: A person can have more than one location/position for multi-site licensees.

5.1. Click **Select Position and Location**. The following window appears.
5.2. Complete the information. 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 his/her primary role.

5.3. Click .

6. Click  or . The following window appears if Director approval is required.

7. If Director approval is not required, you are done. Otherwise click . The **Applicant Details** window appears.

8. 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.

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 164).

1. Click .
2. Click . A list of options appears.

Child Care Centre options

3. Select the type of approval required.
4. Click . The Applicant Details window appears.
5. Print the notice of collection of Personal Information form.

   5.1. Click **Notice of collection of Personal Information Form**.
   5.2. Print the form.
   5.3. Have the individual sign the form (unless one is already on file at the child care centre / home child care agency for this person).
   5.4. Retain the form in the staff’s file.

6. Enter the applicant details. The applicant name drop-down list will only include staff members that were added in the Manage Staffing Module.

7. Add the child care experience:

   7.1. Click **Add Experience**. The *Child Care Experience* window appears.

   ![Child Care Experience Window]

   7.2. Enter the information.
   7.3. Click **Save & Return**

8. If the approval is for a:
   - Non-RECE supervisor, or
   - Program staff otherwise approved, or
   - Home child care agency visitor with other credentials.
A question appears regarding additional training / credentials. Answer the question.

**Table:**

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Data Submitted</th>
<th>File Name</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of diploma/degree</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click **Save & Next**.

9. If the approval is for:
   - A Non-RECE Supervisor
   - A program staff to take the place of an RECE
   - A Home Child Care visitor with other qualifications

The **Supporting Documents** window appears.

If you responded “Yes” to the above question, you will be prompted to upload transcripts.

10. Click **Save & Next**.
   10.1. Upload supporting documents as applicable. (For assistance on how to upload a document, see page 9.)
   10.2. Click **Next**. The **Review and Submit** window appears.

11. Review the information.

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.
14. If you agree with the declaration select ☑️ I Agree.

15. Click Submit. The Confirmation window appears.

16. Click Exit. 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 next page 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.

1. From your home page, open the staff Director approval.
The *Review and Submit* window appears.

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.
3. Fill out the search criteria as required or leave the search criteria blank to see all your Director approvals.

4. Click **Search**. The search results appears below the search criteria.

5. Click **Select** to open a specific request / approval.
CCLS Administration

Updating Your Personal Account Information

**Note:** It is important for you to keep your personal account information up-to-date with your email address.

1. Click [My Account]. The *My Account* window appears.

   ![My Account Window](image)

2. Make the changes.

3. Click [Save]. A confirmation message appears.

4. Click [Exit].

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 centres and/or HCCA.

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 go on temporary leave
- staff members leave the licensed program (deactivate)

1. Click [Administration].

2. Click [Manage Staff Information]. The *Staff Information* list appears.
(Your window may be empty if no staff has been added yet)

3. Click **Add Staff**. The **Staff Information** window appears.

4. Enter the **Staff Information**.

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

   5.2. 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 his/her primary role.

5.3. Complete the information for any fields that appear.
**Field Notes and Tips**

- **New or Existing Staff:** For staff employed in licensed programs prior to December 2013, select that they are an existing user.

- **Has a director approval been issued for this individual for this location:** If the staff member has already been granted Director approval for their current position at the specific location select “yes”. A staff Director approval record will be automatically created for that individual in the Director approval module. This information will be captured in your next licensing letter.

5.4. Click **Save & Return**.

5.5. 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: Smith, Jane

[Cancel] [Request Director Approval]
```

6. If director approval is not required, you are done.

7. 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 164 “Requesting a Staff Director Approval”.)
CCLS Administration

Viewing the Existing Staff List

1. Click Administration.
2. Click Manage Staff Information. The Manage Staff Information window appears.

Viewing a Staff Member Record

1. Click Administration.
2. Click Manage Staff Information. The Manage Staff Information window appears.
3. Click Select> to open a specific staff member record. The Staff Information window appears.
**Editing a Staff Member’s Location/Position**

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 176 if required.)
2. Click **Edit**. The following window appears.

   ![Staff Member Record Window](image)

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

3. Make the changes.
4. Click **Save & Return**.

   **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 **Request Director Approval**. You are redirected to the menu area. (Continue with the instructions beginning on page 164 “Requesting a Staff Director Approval”.)

**Deactivating a Staff Member from a Certain Site**

You should deactivate a staff member when he/she is 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 176.)
2. Click **Deactivate**. A following warning appears.
3. Click **OK** to continue.

### Deactivating a Staff Member from All Sites

You should deactivate a staff member when he/she is no longer with your organization. Taking this action will deactivate the individual’s staff Director approvals.

1. Open the staff member record. (See page 176 if required.)

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 he/she is taking a scheduled absence (e.g. maternity leave). The staff Director approval will be temporarily deactivated.

1. Open the staff member record. (See page 176 if required.)
2. Click **Temporary Leave**. A confirmation message appears.

![Message from webpage]

You have selected to set this staff member's status to temporary leave. You will be able to re-activate the staff member when applicable. Click OK to proceed with this action.

3. Click **OK**. 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 176 if required.)

2. Click **Reactivate**. A confirmation message appears.

![Message from webpage]

You have selected to reactivate this staff member. Click OK to proceed with this action.

3. Click **OK**. The staff member status changes to “Active”.
Managing Users (Home Child Care Agencies only)

Introduction

Licensees can add delegates (either supervisors or home 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 visitors will be able to:
- Submit serious occurrence reports
- Submit serious occurrence update reports
- Search for serious occurrences

Adding a User

1. Click

2. Click . The list of users appears.

3. Click . The User Details window appears.

4. Enter the information.
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 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 Visitor):

5.1. The window expands showing a list of sites.

<table>
<thead>
<tr>
<th>Licence No.</th>
<th>Home Child Care Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>557409</td>
<td>- - QQQ Agency</td>
</tr>
<tr>
<td>557401</td>
<td>- - ZZZ Agency</td>
</tr>
</tbody>
</table>

**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 centre name.

5.2. Select the appropriate child care centre / HCCA.

**Note**: A designate can be given access to more than one site.

5.3. Click **Add>>**.

6. Click **Save**. A confirmation appears at the top of the window.

7. Click **Exit**. The list of users appears with the updated information.

The new user will receive three emails containing two codes and one PIN they will need to use to register for CCLS. Registration instructions are available on the Early Years Portal at:
Enrolling a User

If a site/agency designate user does not receive or cannot find the registration emails, contact the CCLS help desk.

Unenrolling

1. Click .
2. Click . The list of users appears.
3. Click Select> for the user to be unenrolled.
4. Click UnEnrol >.
Resetting a CCLS PIN

If the site/agency designate user forgets his/her CCLS PIN you can reset it.

**Note:** If a user with Licensee access forgets his/her CCLS PIN, he/she can contact the CCLS Help Desk to have it reset.

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.
3. Click **Select** for the user required.
4. Click **Reset PIN**. A confirmation message appears.
**Deactivating a User**

Only a site designate /agency designate-home visitor can be deactivated.

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.
3. Click **Select** for the user to be deactivated.
4. Click **Deactivate**. A confirmation message appears.
5. Click **OK**.

**Reactivating a User**

**Note:** Only a site designate /agency designate-home visitor can be reactivated.

1. Click **Administration**.
2. Click **Manage User**. The list of users appears.
3. Click **Select** for the user to be reactivated.
4. Click **Activate**. A confirmation message appears.
5. Click **OK**. A message appears near the top of the window.

**Removing a Site from a Site Designate / Agency Designate (Supervisors and Home 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.

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 Locations

Viewing Home Child Care Details

1. Click **Administration**.

2. Click **Manage Home Child Care Locations**. The *Manage Home Child Care Locations* window appears.

   (Your window may not look exactly like this)

3. Click **Select**. The *Manage Home Child Care Locations - Provider Information* window appears.
Adding a Home

1. Click **Administration**.

2. Click **Manage Home Child Care Locations**. The *Manage Home Child Care Locations* window appears.

3. Click **Add Home**. The *Manage Home Child Care Locations* window appears.

4. Complete the information.

**Field Notes and Tips**

*Is this an active home?*: An active home is one in which children are currently being cared for. An inactive home is one in which there are...
no children currently in care (the provider has no children enrolled right now, but could have one or more in the future).

5. Click **Save & Return**. The *Manage Home Child Care Information* window appears.

6. Click **Exit**.

**Changing Home Information**

1. View the home details. (See page 186 for details.)

2. Update the necessary information.

   **Note:** Only the *Provider Information* and “Is this an active home” fields can be changed.

3. Click **Save & Return**. The *List of Home child cares* appears.

4. Click **Exit**.

**Making a Home Inactive**

This step is used to inactivate a home temporarily.

1. View the home details. (See page 186 if required.)

2. Change the status as required.

   ![Is this an active home?](Yes/No)

3. Click **Save & Return**. The *List of Home Child Care Locations* appears.

4. Click **Exit**.
Reactivating a Home

This step is used to reactivate a home that was temporarily made inactive.

1. View the home details. (See page 186 for details.)
2. Change the status.

   ![Is this an active home?](image)

3. Click **Save & Return**. The *Manage Home Child Care Information* window appears.
4. Click **Exit**.

Permanently Deactivating a Home

1. View the home details. (See page 186 if required.)
2. Click **Deactivate Home** (near bottom of window). A warning appears.

   ![Message from webpage](image)

3. **Warning:** Once you select **OK**, you will not be able to reactivate this home. Click **OK**.
4. Click **Save & Return**. The *Manage Home Child Care Information* window appears.
5. Click **Exit**.
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.

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 checkmark appears beside the topic in the menu.

8. Complete all the topics.
Generating Your Certificate

1. Click \[ \text{CCEYA Licensing Standards Test} \].

2. Click \[ \text{Certificate of Completion} \]. The following screen appears showing your name.

3. Click \[ \text{Generate} \]. The \text{File Download} window appears.

4. Click \[ \text{Open} \]. Your certificate appears.

5. Print the certificate:
   5.1. From the menu select \text{File} and then select \text{Print}.
   5.2. Click \[ \text{Print} \].

6. File the certificate in your employee file.
Completing the Operations Survey

Introduction

As a licensee, you will be emailed a request to complete a survey. The survey is conducted once per year and is to be submitted between April 1st and May 30th. One survey is required for each licensed Child Care Centre / Home Child Care Agency.

The Licensee Survey should be completed by all licensees, including centres (single-site and multi-site) and home child care agencies. The purpose of the Licensee Survey is to obtain information about wages for administrators and other staff that are located at the head office of multi-site child care centres. For multi-site licensees, it is recommended that the Licensee Survey be completed prior to the Centre/Agency Survey because licensees can enter program fees into the Licensee Survey which can subsequently be used during the completion of the Centre/Agency Survey. The Licensee Survey also gathers information about whether the organization provides programming for First Nation, Métis and Inuit children.

The Centre/Agency Survey should be completed by all child care centres and home child care agencies. The purpose of the Centre/Agency Survey is to collect information about the operations of licensed child care centres and home child care agencies, including information about hours, enrolment, fees, and staffing. Some sections of the Centre/Agency Survey are pre-populated with information already contained in the CCLS and also from your responses to the 2015 Licensed Child Care Survey.

Completing the Licensee Survey

Tip: As you work on the survey click Save.

1. Click Operations Survey

2. Click Licensee Survey The Licensee Survey window appears.
Completing the Operations Survey

3. Click Select>. The Notice of Collection window appears.

4. Read the Notice of Collection then click Next. The first set of questions appears.

5. Answer the questions.

6. Check the “I confirm…” checkbox.

7. Click Next. The next question appears.

8. Repeat steps 5 to 7 for all questions.

9. When all questions are complete, click Submit>. The Declaration and Consent window appears.

10. Click the “I Agree” radio button.

11. Click Submit>. 
Completing the Operations Survey

**Completing the Agency/Centre Survey**

**Tip:** As you work on the survey click ![Save](image)

1. Click ![Operations Survey](image)  

2. Click ![Agency/Centre Survey](image). The *List of Licence(s)* appears.

3. Click **Select>** for the Child Care Centre / Home Child Care Agency you want to complete the survey for. The *Licensee Information* window appears.

4. If this is the correct Child Care Centre/ Home Child Care Agency, click **Select>**. The *Notice of Collection* window appears.

5. Read the *Notice of Collection* then click ![Next](image). The first question appears.

6. Answer the question. Note: Be sure to answer the question about the Hours of Operation first.

7. Check the “I confirm…” checkbox

8. Click ![Save & Next>](image). The next question appears.

9. Repeat steps 6 to 8 for all questions.

10. When all questions are complete, click ![Submit>](image). The *Declaration and Consent* window appears.
Completing the Operations Survey

11. Click the “I Agree” radio button.

12. Click [Submit].

Opening a Draft Survey

You can open your draft survey from your dashboard.
Appendix – Terms and Acronyms

Active Home
An active home is one in which children are being cared for. An inactive home is one where the provider has no children enrolled, but could have one or more eventually.

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

Applicant
An individual, corporation or First Nation council that it applying for a licence.

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.

CMSM
Consolidated Municipal Service Manager

HCCA
Home Child Care Agency

Home Visitor
A home visitor is an employee of a Home Child Care Agency (HCCA). Each home 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’ experience working with children under 13 years old and is approved by a director; or is in the opinion of a director capable of providing support and supervision at a home child care premise.”

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.

MEDU
Ministry of Education

Ministry
Ministry of Education

One-key
OneKey is a system used by the Government of Ontario to provide external users secure access to government websites.
PDF
A format for a computer document file that enables a document to be processed and
typed on any computer using any printer or word-processing program.

Program Advisor
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.

RECE
An Early Childhood Educator who is registered with the College of Early Childhood
Educators.

Schedule
Age groupings are categorized into schedules. For more information see the CCEYA.
Also see the “Age Groupings, Ratios, Group Size and Staff Qualifications” fact sheet
found on the Early Years Portal:

Serious Occurrence
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 24 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.
Staff Director Approval
Under the Child Care and Early Years Act, 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 CCLS.

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 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 13 years of age and is approved by a director, or
- Is 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 visitor through the Child Care and Licensing System.

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

Upload
Submit a file from your computer to CCLS.