Child Care Licensing System

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

Version: 3.0
March 18, 2015
## Documentation Updates

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
<th>Page reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 18, 2015</td>
<td>The “Ministry Actions” section on the Serious Occurrence window has been replaced by “Ministry Follow-up Activities” outlining the follow-up activity, method and date conducted.</td>
<td>13</td>
</tr>
</tbody>
</table>
Table of Contents

INTRODUCTION .................................................................................................................. 1

OVERVIEW ......................................................................................................................... 1
USING THIS GUIDE ........................................................................................................... 1
GETTING MORE INFORMATION OR ASSISTANCE .............................................................. 1

PERFORMING THE BASICS .............................................................................................. 2

INTRODUCTION ................................................................................................................. 2
LOGGING IN TO CCLS ....................................................................................................... 2
WHAT TO DO IF YOU FORGET / LOSE YOUR CCLS PIN .................................................... 4
LOGGING OUT ................................................................................................................... 4
MANAGING USER ACCESS TO CCLS ............................................................................... 4
UPDATING YOUR USER INFORMATION AND NOTIFICATIONS ........................................ 5

SEARCHING FOR AND VIEWING A LICENCE ................................................................. 7

INTRODUCTION ................................................................................................................. 7
SEARCHING FOR A LICENCE ............................................................................................ 7
VIEWING THE LICENCE, LICENSING LETTER, INSPECTION DOCUMENTS AND LICENCE DETAILS ... 9

SERIOUS OCCURRENCES ............................................................................................... 11

INTRODUCTION ............................................................................................................... 11
SERIOUS OCCURRENCE STATUSES ................................................................................ 11
SEARCHING FOR A SERIOUS OCCURRENCE ............................................................... 12
VIEWING A SERIOUS OCCURRENCE ............................................................................. 13
VIEWING MINISTRY NOTES / ATTACHMENTS REGARDING THIS SERIOUS OCCURRENCE ... 15
ADDING A NOTE TO A SERIOUS OCCURRENCE .......................................................... 16
EXPORTING SERIOUS OCCURRENCE REPORTS ......................................................... 17

GENERATING REPORTS ................................................................................................. 18

GENERATING A REPORT .................................................................................................. 18
EXPORTING SERIOUS OCCURRENCE REPORTS ................................................................ 20

APPENDIX 1 – TERMS AND ACRONYMS ..................................................................... 23
Introduction

Overview

CMSMs/DSSABs can perform several functions in the Child Care Licensing System (CCLS). They can:
- Search and view licences in their geographic area;
- Search and view serious occurrences in their geographic area;
- Add notes to serious occurrence reports; and
- Generate licensing and serious occurrence reports for licensed programs their geographic area.

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

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

Using this Guide

- When there is a note to “see page x”, you can click the page number and it will jump automatically to that page.
- Tips and shortcuts appear with a hand symbol: 
- Warnings appear with a caution symbol: 
- Important notes appear with an information symbol: 
- Window names appear in bold and italics. Review and Submit
- Field and section names appear bold and uppercase. ADDRESS
- 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.

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:

www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/

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 \(\textcolor{red}{\text{Go}}\) or press the [Enter] key. The Child Care Licensing System window appears.

4. Click \(\textcolor{red}{\text{Login/Register}}\) 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 the email).

9. Click [Submit](#). Your home page appears.
PERFORMING THE BASICS

What to do if you forget / lose your CCLS PIN

Ask the helpdesk 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**

Managing User Access to CCLS

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

Be sure to include the following information:

✓ Name of the CMSM / DSSAB
✓ First name
✓ Last name
✓ Email address
✓ Telephone number
The CCLS Help Desk will ensure that the new user receives the registration emails required for the new user to enroll and gain access to CCLS.

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

### Updating Your User Information and Notifications

1. Click [WELCOME NATASHA(MY ACCOUNT)] located at the top of the window. (Your name appears in the Welcome bar). The *My Account* window appears.
PERFORMING THE BASICS

2. Update your user information.

3. Indicate which email notifications you want to receive.

4. Click **Save**.
Searching for and Viewing a Licence

**Introduction**

This section contains information about how to search for a licensed child care program and view information on the program such as:

- Operator information
- Day Nursery/Private-Home Day Care Agency information
- Operational information
- Licence documents including the current licence and Ministry inspection reports

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

**Searching for a Licence**

1. Click [Current Licences](#). The menu expands.

2. Click [Search for a Licence](#). The **Search By** window appears:

   ![Search By Window]

3. Enter your search criteria.

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

4. Click **Search >**. The results appear below the search criteria.

![Search Results](image)
1. Click **Select >** in the **SEARCH RESULTS** table to open the licensing information for the program you wish to view. The **Licence Details** window appears.

2. In the **LICENCE DOCUMENTS** section, you may have access to links for the following documents:

<table>
<thead>
<tr>
<th>Document</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licence</td>
<td>The licence issued by the Ministry of Education under the Day Nurseries Act which includes, but is not limited to, the operator name, the program name, the licensed capacity, and Director approvals and terms and conditions (if applicable).</td>
</tr>
<tr>
<td>Licensing Letter</td>
<td>A letter from the Director under the Day Nurseries Act that accompanies the licence and includes important information about the licence that has been issued. It also includes information on staff Director approvals that have been granted.</td>
</tr>
<tr>
<td>Day Nursery Licensing Checklist</td>
<td>The checklist of requirements that must be met under the Day Nurseries Act. The checklist shows whether the program was compliant or non-compliant with each requirement and may include recommendations and comments made by the program advisor.</td>
</tr>
<tr>
<td>Summary of Day Nursery / PHDC Requirements and Recommendations (Stage 2)</td>
<td>The report summarizes the areas of non-compliance observed during a licensing or monitoring visit. It includes a description of the observed non-compliance(s) and the action(s) taken by the operator to come into compliance.</td>
</tr>
</tbody>
</table>
3. Click the name of the document you want to view. A pop-up appears to give you the option to open or save the .pdf document.

   If the document name appears as a green link, you may open or save the document by clicking the link.

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

4. The licence details appear below the licence documents. The licence details represent a snapshot of the following information at the time the licence was issued:
   - Operator type
   - Operator Information
   - Operator Mailing Address
   - Day Nursery Information
   - Day Nursery Civic (Site) Address
   - Day Nursery Mailing Address (if different from civic address)
   - Program Description
   - Safe Drinking Water Act information
   - Operational Information
   - Licensed Capacity
Serious Occurrences

Introduction

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

CMSM / DSSAB users receive email notifications based on their selections in their user setup. (See page 5).

The following types of serious occurrences have a “critical” flag:
- Death
- Missing Child – Whereabouts Unknown
- Any serious occurrence for which police and/or CAS are conducting an investigation
- Any serious occurrence that has attracted media attention

<table>
<thead>
<tr>
<th>Serious Occurrence Statuses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not a Serious Occurrence</td>
<td>The serious occurrence does not meet the criteria to be considered a reportable serious occurrence.</td>
</tr>
<tr>
<td>Under PA Review</td>
<td>The serious occurrence has been submitted and is being reviewed by the assigned program advisor.</td>
</tr>
<tr>
<td>Pending Operator Update Report</td>
<td>The program advisor has requested that the operator submit an update report regarding the serious occurrence.</td>
</tr>
<tr>
<td>Pending Revision</td>
<td>The program advisor has requested that the operator make changes to the serious occurrence initial report that was submitted.</td>
</tr>
<tr>
<td>Serious Occurrence Closed</td>
<td>The serious occurrence requires no further follow up at this time and has been closed.</td>
</tr>
</tbody>
</table>
Searching for a Serious Occurrence

1. Click **Serious Occurrences** The menu expands.

2. Click **Search for a Serious Occurrence** The **Search By** window appears:

3. Enter the search criteria.

CCLS allows CMSM / DSSAB users to search for serious occurrence reports and view the details of these reports. The serious occurrence details include:

- **ADMINISTRATION INFORMATION**: SO ID, status, date submitted, date closed, critical Issue flag, and SO Type.

- **INCIDENT INFORMATION**: Name of the person reporting the SO, date and time of incident and incident awareness, details regarding late reporting (more than 24 hours after the incident), description of the incident.

- **CHILD INFORMATION**: Age group(s) of the child(ren) involved in the incident.

- **SERIOUS OCCURRENCE INFORMATION**: Details about what other agencies may be notified or aware of the incident, and further action proposed by the operator.

- **SUPPORTING DOCUMENTS**: Any documentation relevant to the incident.

- **REPORT UPDATES**: Updates provided by the operator regarding the SO.
**SEARCHING TIPS**

- Ensure that the spelling is accurate when entering text.

- You can enter a partial licence or serious occurrence number. For example, entering 55 will find all licences / serious occurrences with “55” anywhere in the number.

- If you are having trouble finding a program by its name, try using any part of the name.

- The **SERIOUS OCCURRENCE ID** can be found in the serious occurrence email notification.

- Leave the search criteria blank and click **Search >** to view all serious occurrences reported about programs located within your geographic area.

- Click **Clear >** before you start a new search.

4. Click **Search >**. The results appear below the search criteria section.

**You can export the search results to Excel. See Exporting Serious Occurrence Report on page 20 for details.**

**Viewing a Serious Occurrence**

1. Perform the search. (See the previous section for details.) The search results appear.

2. Click **Select >**. The **Serious Occurrence Details** window appears.
SERIOUS OCCURRENCES

Day Nursery: XYZ Day Nursery – 4 Main St.

<table>
<thead>
<tr>
<th>Serious Occurrence Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Information</td>
<td>Expand All</td>
</tr>
<tr>
<td>Serious Occurrence ID:</td>
<td>6483</td>
</tr>
<tr>
<td>Serious Occurrence Status:</td>
<td>Under PA Review</td>
</tr>
<tr>
<td>Serious Occurrence Submitted Date:</td>
<td>Nov 11, 2014</td>
</tr>
<tr>
<td>Serious Occurrence Closed Date:</td>
<td>N/A</td>
</tr>
<tr>
<td>Critical Issue Flag:</td>
<td>No</td>
</tr>
<tr>
<td>Type of Serious Occurrence:</td>
<td>Missing Child</td>
</tr>
<tr>
<td>Sub-Type:</td>
<td>Wherabouts known</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incident Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Reported By:</td>
<td>Jim</td>
</tr>
<tr>
<td>First Name:</td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td>Stapler</td>
</tr>
<tr>
<td>Role:</td>
<td>Operator</td>
</tr>
<tr>
<td>Telephone Number:</td>
<td>(999) 999-9999</td>
</tr>
<tr>
<td>Date of Incident:</td>
<td>Nov 11, 2014</td>
</tr>
<tr>
<td>Time of Incident:</td>
<td>02 hr 08 min</td>
</tr>
<tr>
<td>Date you became aware of the serious occurrence:</td>
<td>Nov 11, 2014</td>
</tr>
<tr>
<td>Time you became aware of the serious occurrence:</td>
<td>02 hr 08 min</td>
</tr>
<tr>
<td>Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:</td>
<td>Discovered at bottom of stairs.</td>
</tr>
<tr>
<td>What happened, where the serious occurrence took place and the actions taken by the Operator (Do not use names, ages or date of birth):</td>
<td>Discovered at bottom of stairs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Were all children in the program / age group involved in or impacted by the occurrence?:</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Serious Occurrence Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Who has been notified?:</td>
<td>Parent/Guardian/Emergency Contact</td>
</tr>
<tr>
<td>Are police conducting an investigation?:</td>
<td>No</td>
</tr>
<tr>
<td>Is the Children’s Aid Society conducting an investigation?:</td>
<td>No</td>
</tr>
<tr>
<td>Has there been media attention?:</td>
<td>Gate being installed at top of stairs.</td>
</tr>
<tr>
<td>Further action proposed by operator?:</td>
<td>None</td>
</tr>
<tr>
<td>Is this expected to be the only/last report submitted for this occurrence?:</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting Documents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Date Submitted</td>
</tr>
<tr>
<td>Serious occurrence supporting document</td>
<td>Apr 15, 2014</td>
</tr>
</tbody>
</table>
In March 2015 this window was changed to include additional information about the Ministry’s follow-up actions regarding serious occurrences. If you are looking at serious occurrences that were closed before March 18, 2015, your window may look different.

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

CMSMs/DSSABs receive email notifications whenever the ministry adds a note about a serious occurrence.

1. Open the serious occurrence. (See the previous section.)

2. Click \[ \text{Ministry Notes} \]. The Notes table appears.

3. Click Select. The note appears.
4. Click Cancel.

5. Click Exit.

Adding a Note to a Serious Occurrence

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

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

1. Open the serious occurrence. See the previous section.

2. Scroll down to the CMSM / DSSAB NOTES section.

3. Click Add. The Note window appears.
4. Type the note.

5. You can add an attachment if applicable.
   5.1. Click \( \text{Browse...} \). The \textit{Choose File to Upload} window appears.
   5.2. Select the file to be attached.
   5.3. Click \( \text{Open} \).

6. Click \( \text{Save & Return} \). The note appears in the table.

*Exporting Serious Occurrence Reports*

The Child Care Licensing System allows CMSM / DSSAB users to generate serious occurrence data reports by exporting serious occurrence data into a Microsoft Excel spreadsheet upon request.

See page 20 for details.
**Generating Reports**

**Generating a Report**

CMSMs/DSSABs can run licensing and serious occurrence reports about day nurseries and private-home day care agencies in their geographic area.

1. Click [Reports](#). The menu expands.

2. Click [Generate a Report](#). The **Generate Report** window appears.

3. Select the report from the dropdown menu.

### REPORT DESCRIPTIONS

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious Occurrences Submitted</td>
<td>This report provides information about serious occurrences that were submitted to the Ministry for programs located in the CMSM/DSSAB geographic area. This report can be filtered by the report submission date, the type of serious occurrence and licence number.</td>
</tr>
<tr>
<td>Full Details Report – Day Nursery</td>
<td>This report provides information about all licensed day nurseries located in the CMSM/DSSAB geographic area, including contact information, licensed capacity and staff. This report can be filtered by city, postal code and the date that the first (original) licence was issued. Note: the numbers of staff in the report only reflect the staff that the operator has entered in CCLS.</td>
</tr>
</tbody>
</table>
The window expands.

4. Enter additional filter parameters if required.
5. Select the report format.
   - **PDF** – The file opens in Adobe reader. No changes can be made.
   - **Excel** – The file opens in Excel. It is formatted and can be edited.

6. Click [Generate]. The *File Download* window appears.

   ![File Download Window]

   *Your window may not appear exactly as shown.*

7. Click [Open]. You can also save the file then open it later in Excel / Adobe. The report appears in Adobe Reader / Excel.

---

**Exporting Serious Occurrence Reports**

The Child Care Licensing System allows CMSM / DSSAB users to generate serious occurrence reports by exporting serious occurrence data into a Microsoft Excel spreadsheet upon request.

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

- **ADMINISTRATION INFORMATION**
- **INCIDENT INFORMATION**
- **CHILD INFORMATION**
- **SERIOUS OCCURRENCE INFORMATION**
- **SUPPORTING DOCUMENTS**
- **REPORT UPDATES (SO UPDATES)**

See “Searching for and Viewing Serious Occurrences” on page 10 for details about these sections.

---

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

2. Click Export To Excel (at the bottom of the search results). The File Download window appears.

Your window may not appear exactly as shown.

3. Click Open. Microsoft Excel opens displaying the search results in a spreadsheet.

Serious Occurrence Data Report Tips
- The serious occurrence report contains the information on serious occurrences appearing in your search results only.
- The report contains tabs (or worksheets) that arrange data by the predefined sections of the serious occurrence report (i.e. administration information, incident information, etc.). Each tab displays the information contained in the specific section of the report in one place for all serious occurrences in your search results.
## Appendix 1 – Terms and Acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACTIVE HOME</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>AGENCY DESIGNATE (HOME VISITOR)</strong></td>
<td>An agency designate (home visitor) is able to report serious occurrences for the licensed private-home day care agency if enrolled in CCLS by the operator.</td>
</tr>
<tr>
<td><strong>APPLICANT</strong></td>
<td>An individual, corporation or band council that is applying for a licence.</td>
</tr>
<tr>
<td><strong>CCLS</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>CMSM</strong></td>
<td>Consolidated Municipal Service Manager</td>
</tr>
<tr>
<td><strong>DSSAB</strong></td>
<td>District Social Services Administration Board</td>
</tr>
<tr>
<td><strong>DNA</strong></td>
<td><em>Day Nurseries Act</em></td>
</tr>
<tr>
<td><strong>HOME VISITOR</strong></td>
<td>A home visitor is an employee of a private-home day care agency (PHDC). Each home visitor provides support and supervision to a maximum of 25 homes/providers, unless otherwise approved by a Director.</td>
</tr>
<tr>
<td><strong>EDU</strong></td>
<td>Ministry of Education</td>
</tr>
<tr>
<td><strong>MINISTRY</strong></td>
<td>Ministry of Education</td>
</tr>
<tr>
<td><strong>ONE-KEY</strong></td>
<td>ONe-Key is a system used by the Government of Ontario to provide external users secure access to government websites.</td>
</tr>
<tr>
<td><strong>OPERATOR</strong></td>
<td>An individual, corporation or band council that has a day nursery or private-home day care agency licence. Operators can renew licences, report serious occurrences, request staff Director approval, request licence revisions, apply for a new licence, and more.</td>
</tr>
<tr>
<td><strong>PDF</strong></td>
<td>A format for a computer document file that enables a document to be processed and printed on any computer using any printer or word-processing program.</td>
</tr>
<tr>
<td><strong>PHDC</strong></td>
<td>Private-Home Day Care</td>
</tr>
<tr>
<td><strong>PROGRAM ADVISOR</strong></td>
<td>A ministry employee who: works with and supports applicants to meet licensing requirements and to become licensed; assesses compliance with licensing requirements during licence inspections; conducts inspections for both licensed day nurseries and private-home day care agencies in response to complaints and for ongoing compliance monitoring.</td>
</tr>
<tr>
<td><strong>RECE</strong></td>
<td>An Early Childhood Educator who is registered with the College of Early Childhood Educators.</td>
</tr>
</tbody>
</table>
### SERIOUS OCCURRENCE
Each operator is required to develop and implement a serious occurrence policy and to report each serious occurrence to the ministry within 24 hours of it occurring. There are seven types of serious occurrence:
1) Death of a child
2) Serious injury
3) Allegation of abuse or mistreatment
4) Missing child
5) Disaster on premise
6) Complaint about service standard
7) Other

<table>
<thead>
<tr>
<th>SIGNING AUTHORITY</th>
<th>Legal power to act as agents of the corporation for general or specific purposes such as payments and signing contracts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SITE DESIGNATE (SUPERVISOR)</td>
<td>A Site Designate (Supervisor) is able to report serious occurrences, as well as manage staffing information for the licensed day nursery/nurseries.</td>
</tr>
<tr>
<td>STAFF DIRECTOR APPROVAL</td>
<td>Under the <em>Day Nurseries Act</em>, certain staff positions in licensed day nurseries and private-home day care agencies require approval by the Ministry of Education. Following are the types of Director approval.</td>
</tr>
</tbody>
</table>

**Director approval – Supervisor:** Every day nursery must have a supervisor. The supervisor must have a diploma or degree in Early Childhood Education and be registered with the College of Early Childhood Educators. The supervisor must also have two years of experience working in a day nursery. All supervisors must be approved by the Ministry of Education. Where the supervisor does not have these qualifications, the person may be “otherwise approved” as the supervisor.

**Director approval – Program Staff:** There must also be at least one qualified staff (Registered Early Childhood Educator or RECE) for each classroom where children are in care. An individual who does not have these qualifications may be otherwise approved to take the place of an RECE if an individual with these qualifications cannot be recruited.

**Director approval – Home Visitor:** All home visitors must be approved by a Director. A home visitor must:
- hold a post-secondary program of studies, approved by a Director, in child development and family studies;
- have at least two years of experience working with children of the same ages as the children who will be enrolled with the PHDC;
- or is in the opinion of the Director capable of providing support and supervision in a location where private-home day care is being provided.

Staff Director Approval is not automatic and may be subject to specific conditions. Director approvals will be reviewed at each licensing visit and may be reviewed at any point during the licensing period.

| UPLOAD | Submit a file from your computer to the Child Care Licensing System. |