Hello. Welcome to the Childcare licensing system Orientation for CMSMs and DSSABs. My name is Samantha and I'll be your guide.

The Childcare licensing system (CCLS) is a web based system used by licensed child care programs and Ministry of Education staff to carry out licensing activities.

As a CMSM or DSSAB you can perform several functions in CCLS. You can:

Search and view licences in your geographic area.

Search and view serious occurrence reports in your geographic area.

Add notes to serious occurrence reports and Generate licensing and serious occurrence reports with information about licensed programs in your geographic area.
Today I'll show you how to perform a variety of tasks in CCLS. At the end of this video you will know how to manage your account and search for and view a licence. You'll know how to search for and view a serious occurrence as well as how to enter a note about a serious occurrence. You'll also know how to generate a variety of reports in Excel and PDF formats.

Here's the order I'll be covering the topics today. You can review the topics in any order, but I suggest you review them in the order presented. Take a minute to read the list then click Next to continue.

Navigating
Before we get started I'll give you a minute to learn how to navigate through the video.

Questions?

So, there is a lot of information that you'll learn today. We've tried to keep the content light and give you a chance to participate. If you can't finish the orientation you can rejoin where you left off.

Excuse me Samantha. My name is Bill. No afence, but you're not a real person. What should I do if I have questions?

No afence taken. Make notes as you go through the orientation. If you still have unanswered questions you can contact the help desk.

Ok, thanks Samantha.
Managing Your Account

Introduction

It's really important that you keep your account information such as your email address up-to-date. In this session, I'm going to show you how to manage your account.

Managing Your Account

From your main screen click Welcome.
Notifications

The My account window appears. There are two parts to this screen. Let's start with the top section.

You will receive email notifications automatically from the Child care licensing system so it is important that we have your correct email address and other contact information in the system. You can edit your information at any time.

Let's look at the second part of the screen.

As I mentioned you will receive notifications from the system. In this section you indicate what notifications you want to receive. Right now, I am set up to receive all notifications. To stop receiving notifications just click the appropriate checkbox. Don't worry, you can go into this section at any time and change your notifications.

If you make changes don't forget to click SAVE.

Let's take a look at licences next.
Searching For and Viewing a License

Introduction

In this session I'll show you how to search for a licensed child care program and view information on the program such as: Operator information, Day Nursery or Private Home Day Care Agency information, Operational information. You will also be able to view licensing documents, including the program's current licence and Ministry inspection reports.

Searching

From the navigation menu, click Search for a licence.
If I click search now, all the licenses will be found in my geographic area. As you can imagine, I could end up with pages and pages of results. Instead of searching for all of them I am going to narrow down my search by entering search criteria.

I can enter the operator name, name of the day nursery or PHDC, the license number, and so on. I must also select if I want to find a day nursery licence or a private home day care.

If I didn't know the exact information that's okay. I can enter partial information and still find the license. I'll enter s t a p in the name of the day nursery then click Search.

**Searching**

The search results appear below the search criteria.

To start a new search click clear.

I can also enter date ranges for the issued or expiry dates. Instead of typing the date it's a good idea to click the date icon and select it from the calendar.

I'll do another search, this time for a partial licence number 5570.
You can see that there are several licenses meeting the criteria.

Let me show you how to work with the table.

A green heading indicates that I can sort on that field by clicking the heading. I'll click on the name of the day nursery now.

Notice the red arrow. It indicates that the list is sorted by that field. If I click it again, then it is sorted in the opposite order.
After you search for the licence the next step is clicking Select.

**Viewing**

All the licensing information appears on this window. Generally you'll just scroll down to view the information. I do want to point out that the green text in the licence documents area are clickable links. If you want to view a document, just click the link and the document will open. I'll show you a few more tips when we look at serious occurrences.

When I'm done I'll click exit at the bottom of the window. Let's go on to look at the serious occurrence section.
Serious Occurrences

Introduction

In this session you'll learn how to work with serious occurrences that have been reported by a licensed child care program in your geographic area.

Critical flag

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

Child Death
Missing Child with Whereabouts Unknown

Any serious occurrence for which police and/or CAS are conducting an investigation.

Any serious occurrence that has attracted media attention.

Before we leave this slide I just wanted to mention that you can receive a dedicated email notification for critical serious occurrences.

Searching

Let me show you how to search for a serious occurrence.

From the navigation bar, click search for a serious occurrence. The search window appears.

There are many ways you can search for a serious occurrence. Just fill in the fields. If you don't know how the data appears exactly, you can enter part of the information. For example, if you know the operator name includes the word Apple, you can enter it in the operator name field. If you want to see all the serious occurrences for your geographic region, leave the "search by" area blank. Today I'll look for the Day Nursery name.

Click Search. After a few seconds the results appear below the search area.

As with the search results page when searching for licences, you can change how the table is sorted.

From this point you can click Select to view the serious occurrence.
Something else you can do from this screen is to export your search results to an excel spreadsheet. I'll show you that a bit later. Right now I'll click select to open the serious occurrence.

Viewing

The window contains a lot of information. If you want to only see the headings, you can click Collapse all.

Today I'll show you each section separately. Let's start with the Administration Information.
The administration information includes the system identification number, various dates, the critical issue flag and the serious occurrence status. Take a minute now to learn more about the critical issue flags and the serious occurrence statuses.

The next section details the incident information. Take a minute to review the fields and press next to continue.
**Status**

Serious occurrences can have one of 5 statuses.

Not a Serious Occurrence. This means that the incident does not meet the ministry’s criteria to be considered a reportable serious occurrence.

Under PA Review. This means that the serious occurrence has been submitted and is being reviewed by the assigned program advisor.

Pending Operator Update Report. This means that the program advisor has requested that the operator submit an update report regarding the serious occurrence.

Pending Revision. This means that the program advisor has requested that the operator make changes to the serious occurrence initial report that was submitted.

Serious Occurrence Closed. This means that the serious occurrence requires no further follow up at this time and has been closed.
Here is the child information. Notice that children’s initials are no longer entered into CCLS.

This section outlines who has been notified as well as other investigations that are being conducted.
If supporting documents have been uploaded they appear here. If you want to open any document just click the green link. I'll skip that today.

If the operator submits update reports about the serious occurrence, they will appear in the report updates area.

The History of PA/operator comments section shows all CCLS correspondence between the ministry program advisor and the operator or supervisor regarding the serious occurrence report.
The ministry follow up section includes the follow up activity description, method and the date conducted. 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.

Notice at the bottom of the screen is the section for CMSM / DSSAB notes. If you choose to, you can add a note to a serious occurrence report by clicking Add.

**Adding a note**

![Serious Occurrences - Adding a Note](image)

Type the note.

You can also add an attachment.

When you're done, click save and return.
Adding a note

And you can see your note has been added to the table. I should mention that CMSM DSSAB notes are visible to the ministry, however, they are not visible to operators.

I'll click NEXT.

Viewing a Ministry note

You will receive an email notification when the ministry adds a note about a serious occurrence. This screen displays the basic note information.
If you want to see the entire note, click select.

When you're done click Exit. I'll exit now.

Before I forget I want to tell you about exporting serious occurrence data.

**Exporting to Excel**

A minute ago I told you that you can export your serious occurrence search results to Excel. Let me show you how.

I'm back on the search results window. On the bottom left corner of the results there is a Green link that says "Export to Excel". I'll click that now."

The file download window appears. I can choose to save the file or open it. I'll open it.
Exporting to Excel

The excel file opens. There is one thing I want to point out on this screen. Instead of putting all the information on one worksheet, it has been broken into tabs. Look at the bottom of the spreadsheet. So if I want to quickly see the incident information I'll click the tab. To see the serious occurrence information I'll click the tab and so on.

Let's go on and look at other reports you can generate.
Generating Reports

Introduction

You can run licensing and serious occurrence reports about day nurseries and private home day care agencies in your geographic area. Let me show you how.

Process

Click reports, then generate a report. The generate report window appears.

Select the report from the dropdown list.

Excuse me Samantha. How do I know what is in each report?
That's a great question Bill. We have included a description of each report in the Reference Guide I mentioned earlier.

Thanks.

After you select the report, more fields appear so that you can narrow down your search if you like. In this example I can narrow down the report by city, postal code and by date. The report I want to generate is for the town of Markham only. I'll leave the other areas blank.

The next thing I must decide is if the report should be generated in Excel or PDF.

What's the difference between excel and PDF?

Excel lets you format the information, move and delete cells as required. Basically, you can do anything you would normally do to excel data. When you have a PDF file, the information is already formatted. You cannot do anything other than print and save the report. Today I'll select Excel.

The last step is to click Generate.

I can choose to save the file or open it. I'll open it.

And here is my report. I'll just close and go back to CCLS.

Summary

That was pretty easy. In summary if you leave the filter parameters blank, you will
generate the report for all the information in your geographic area. When you enter the filter parameters, although upper or lower case does not matter, be sure to put a space in the postal code.

The other thing I want to remind you of is that you cannot edit a PDF file. If you want to do any data analysis or formatting it is best use the Excel report format.
So that's the end of the orientation.

You learned that you can change email notifications and update your account information.

You learned how to search for and view a licence.

You saw that the process for searching for and viewing a serious occurrence is similar to searching and viewing a licence. In addition you learned how to add a serious occurrence note and export search results to Excel.

ANd finally I showed you how to generate a variety of reports in PDF and Excel formats.
I hope you enjoyed the orientation.

Yes, it was very informative. I can hardly wait to start using the system.

Don't forget to use the Reference guide and you can call the helpdesk if you have questions.