Child Care Licensing System

Reference Guide for Applicants / Licensees

Version: July 2018
## Document Update Summary

The following changes are effective July 1, 2018:

<table>
<thead>
<tr>
<th>Change</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Additions to the Dashboard:</td>
<td></td>
</tr>
<tr>
<td>a. “Compliance Follow-up Required – Licensing Inspection” (i.e. application and renewal inspection) and “Compliance Follow-up Requirement – Monitoring Inspection” section is included under “In Process Items”</td>
<td></td>
</tr>
<tr>
<td>b. Licence inspection data appears under either above mentioned section only if the inspection includes any non-compliances that are “In Process Items” (i.e. require applicant/licensee compliance submission) or “Refer to Director” (i.e. require ministry action)</td>
<td></td>
</tr>
<tr>
<td>2. Applicants/licensees can upload non-compliance documents directly into CCLS.</td>
<td>15</td>
</tr>
</tbody>
</table>
# Table of Contents

## Introduction .......................................................................................................................... 1

- Overview ............................................................................................................................. 1

## Using this Guide ................................................................................................................. 2

- Tools and Resources .......................................................................................................... 2
- Questions and Technical Support ..................................................................................... 2

## Getting Help ....................................................................................................................... 3

## Performing the Basics ....................................................................................................... 3

- Introduction ....................................................................................................................... 3

## Performing the Basics ....................................................................................................... 3

- Introduction ....................................................................................................................... 3

## Supporting Documents ..................................................................................................... 9

- Introduction ....................................................................................................................... 9

## Supporting Documents ..................................................................................................... 9

- Introduction ....................................................................................................................... 9

## Uploading a Document .................................................................................................... 9

## Uploading / Adding an Additional Document / Updated Inspection Report .................. 10

## Revising a Supporting Document .................................................................................. 12

## Revising an Entry ............................................................................................................. 13

## Responding to a Comment ............................................................................................... 13

## Uploading Required Compliance Documents .................................................................. 15

## Introduction ..................................................................................................................... 15

## Non-Compliance Statuses ................................................................................................. 16

## Uploading Process ............................................................................................................. 16

## Viewing the Licensee Orientation Video ........................................................................... 19

## Introduction ....................................................................................................................... 19

## Viewing the Licensee Orientation Video ........................................................................... 19

## Updating Your Licensee Profile ......................................................................................... 20

## Introduction ....................................................................................................................... 20

## Licensee type: Corporation ............................................................................................... 21

## Licensee type: First Nation .............................................................................................. 25

## Licensee type: Individual ................................................................................................. 28
# Table of Contents

**New Licence Applications** ................................................................. 30

Applying for a Child Care Centre Licence ............................................. 67

- **Introduction** .................................................................................. 67
- **Step 1: Enter Application Information** ............................................. 68
- **Step 2: Complete the Licensing History** ......................................... 69
- **Step 3: Review the Applicant Type Information** .............................. 70
- **Step 4: Review the Applicant Information** ....................................... 71
- **Step 5: Enter the Agency Information** ............................................. 72
- **Step 6: Enter Operational Information** ............................................ 74
- **Step 7: Review and Submit your Application** ................................. 75
- **Step 8: Remit Deposit Payment** .................................................... 77
- **Step 9: Submit Supporting Documents** ........................................... 78
- **Step 10: Review Staffing Information** ........................................... 80
- **Step 11: Review Space Information** .............................................. 81
- **Step 12: Remit the Fee Balance Payment (if applicable)** ............... 86
- **Step 13: Print Floor/ Site Plan Letter** .............................................. 87
- **Step 14: Requesting a Staff Director Approval if Required** ............ 88
- **Step 15: Adding a Staff Member to your staff list** ............................ 89

Applying for a Home Child Care Agency Licence ................................. 30

- **Introduction** .................................................................................. 30
- **Step 1: Enter Application Information** ............................................. 31
- **Step 2: Complete the Licensing History** ......................................... 32
- **Step 3: Review the Applicant Type Information** .............................. 33
- **Step 4: Review the Applicant Information** ....................................... 34
- **Step 5: Enter the Child Care Centre Information** ............................. 35
- **Step 6: Enter Operational Information** ............................................ 38
- **Step 7: Review and Submit your Application** ................................. 39
- **Step 8: Remit Deposit Payment** .................................................... 41
- **Step 9: Submit Supporting Documents** ........................................... 47
- **Step 10: Review Staffing Information** ........................................... 50
- **Step 11: Review the Home Child Care Premises** ............................ 51
- **Step 12: Remit the Fee Balance Payment (if applicable)** ............... 56
- **Step 13: Review and Submit your Application** ................................. 58
- **Step 14: Requesting a Staff Director Approval if Required** ............ 59
- **Step 15: Adding a Staff Member to your staff list** ............................ 60

Working with a Draft or Submitted Application ................................. 100

- **Viewing an Application Status** ...................................................... 100
- **Opening an Application** ............................................................... 100

Child Care Licensing System - Reference Guide for Applicants/Licensees   

ii
# Table of Contents

- Printing your Application ................................................................. 100
- Updating a Submitted Application .................................................... 101
- Requesting an Update to an Application under Review ..................... 102
- Withdrawing an Application ............................................................ 103
  - Withdrawing a Draft Application .................................................... 103
  - Withdrawing an Application that is “Submitted” or “Under Review” .... 103

## Licences ..................................................................................................... 105

- Viewing Your Licences and Licence Information ................................. 105
- Understanding Your Licence Windows ................................................... 106
  - Introduction .................................................................................. 106
  - Licence Header ............................................................................ 106
  - Licence Details ............................................................................ 106
  - Tiered Licensing Information ....................................................... 107
  - Summary of Non-Compliances ..................................................... 107
  - Supporting Documents ................................................................ 107
  - Space Information ...................................................................... 108

## Printing and Posting Your Licensing Documents ...................................... 108

## Renewals .................................................................................................... 112

- Viewing / Opening a Licence to be Renewed ........................................... 112
- Opening a Licence Renewal that you Previously Started ........................ 112

### Renewing a Child Care Centre Licence ......................................................... 114
  - Introduction .................................................................................. 114
  - Step 1: Make sure your profile is up-to-date .................................. 115
  - Step 2: If you have not started the renewal .................................... 115
  - Step 3: If you have already started the renewal .............................. 116
  - Step 4: Enter your Licensing History .......................................... 117
  - Step 5: Review and Revise the Information ................................... 117
  - Step 6: Submit Your Renewal Application ...................................... 117
  - Introduction .................................................................................. 120
  - Paying by Credit Card ................................................................ 120
  - Paying By Cheque or Money Order .......................................... 123
  - Step 8: Print and Complete the Renewal Documents .................... 125
  - Step 9: Review the Staffing Information ....................................... 126
  - Step 10: Review the Tiered Licensing Information ....................... 127

### Renewing a Home Child Care Agency Licence ........................................... 129
  - Introduction .................................................................................. 129
  - Step 1: Make sure your profile is up-to-date .................................. 130
  - Step 2: If you have not started the renewal .................................... 130
  - Step 3: If you have already started the renewal .............................. 131
  - Step 4: Complete the Licensing History Information .................. 131
  - Step 5: Review and Revise the Information ................................... 131
  - Step 6: Submit Your Renewal Application ...................................... 134
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 7: Remit Payment</td>
<td>135</td>
</tr>
<tr>
<td>Introduction</td>
<td>135</td>
</tr>
<tr>
<td>Paying by Credit Card</td>
<td>135</td>
</tr>
<tr>
<td>Paying By Cheque or Money Order</td>
<td>138</td>
</tr>
<tr>
<td>Step 8: Print and Complete the Renewal Documents</td>
<td>140</td>
</tr>
<tr>
<td>Step 9: Review the Home Child Care Premises</td>
<td>141</td>
</tr>
<tr>
<td>Step 10: Review the Staffing Information</td>
<td>142</td>
</tr>
<tr>
<td>Reinstating an Expired Licence</td>
<td>143</td>
</tr>
<tr>
<td>Introduction</td>
<td>143</td>
</tr>
<tr>
<td>Process</td>
<td>143</td>
</tr>
<tr>
<td>Revising a Child Care Centre Licence</td>
<td>145</td>
</tr>
<tr>
<td>Before you Begin</td>
<td>145</td>
</tr>
<tr>
<td>Step 1: Start the Revision and Select the Type</td>
<td>145</td>
</tr>
<tr>
<td>Step 2: Indicate the Changes Required</td>
<td>145</td>
</tr>
<tr>
<td>Changing the licensed capacity and/or licensed space (if required)</td>
<td>145</td>
</tr>
<tr>
<td>Changing the program option/duration (if required)</td>
<td>147</td>
</tr>
<tr>
<td>Changing the Child Care Centre Name (if required)</td>
<td>147</td>
</tr>
<tr>
<td>Step 3: Submit the Revision Request</td>
<td>148</td>
</tr>
<tr>
<td>Step 4: Remit Payment</td>
<td>150</td>
</tr>
<tr>
<td>Paying By Credit Card</td>
<td>150</td>
</tr>
<tr>
<td>Paying By Cheque or Money Order</td>
<td>152</td>
</tr>
<tr>
<td>Step 5: Submit Supporting Documents (if required)</td>
<td>154</td>
</tr>
<tr>
<td>Step 6: Pay the Fee Balance (if required)</td>
<td>155</td>
</tr>
<tr>
<td>Opening an Active Licence Revision Request</td>
<td>155</td>
</tr>
<tr>
<td>Updating a Revision Request</td>
<td>156</td>
</tr>
<tr>
<td>Withdrawing a Submitted Revision Request</td>
<td>157</td>
</tr>
<tr>
<td>Withdrawing a Draft Revision Request</td>
<td>157</td>
</tr>
<tr>
<td>Serious Occurrences</td>
<td>158</td>
</tr>
<tr>
<td>Introduction</td>
<td>158</td>
</tr>
<tr>
<td>Reporting a Serious Occurrence</td>
<td>158</td>
</tr>
<tr>
<td>Revising a Serious Occurrence Report</td>
<td>163</td>
</tr>
<tr>
<td>Updating a Serious Occurrence Report</td>
<td>164</td>
</tr>
<tr>
<td>Searching for a Serious Occurrence Report</td>
<td>167</td>
</tr>
<tr>
<td>Staff Director Approvals</td>
<td>169</td>
</tr>
<tr>
<td>Introduction</td>
<td>169</td>
</tr>
<tr>
<td>Adding a Staff Member to your Staff List</td>
<td>169</td>
</tr>
<tr>
<td>Requesting a Staff Director Approval</td>
<td>172</td>
</tr>
<tr>
<td>Printing a Staff Director Approval Letter</td>
<td>176</td>
</tr>
</tbody>
</table>
# Table of Contents

Searching for a Staff Director Approval...............................................................177  
Amending an Existing Staff Director Approval ..................................................178

## CCLS Administration

Updating Your Personal Account Information ...................................................179  
Managing Staff Information ............................................................................179  
  - Adding a Staff Member to your Staff List .................................................179  
  - Viewing the Existing Staff List .................................................................181  
  - Viewing a Staff Member Record .............................................................181  
  - Editing a Staff Member's Location / Position / Percentage in Program ......182  
  - Deactivating a Staff Member from a Certain Site ....................................183  
  - Deactivating a Staff Member from All Sites ............................................184  
  - Putting a Staff Member on Temporary Leave ..........................................185  
  - Reactivating a Staff Member .................................................................185  

## Managing Users

Managing Home Child Care Premises .............................................................186  
  - Introduction .........................................................................................186  
  - Adding / Enrolling a User ....................................................................186  
  - Unenrolling a User ...............................................................................188  
  - Resetting a CCLS PIN .........................................................................189  
  - Deactivating a User ............................................................................190  
  - Reactivating a User ............................................................................191  
  - Removing a Site from a Site Designate / Agency Designate (Supervisors and Home Visitors) .........................................................191

Taking the CCEYA Licensing Standards Test ..............................................197  
  - Completing the Test ...............................................................................197  
  - Generating Your Certificate ..................................................................198

Completing the Licensed Child Care Survey ..............................................199  
  - Introduction .........................................................................................199  
  - Completing the Survey ..........................................................................199  
  - Opening a Draft Survey ..........................................................................200

Appendix – Terms and Acronyms .................................................................201
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 – Terms and Acronyms for terminology used in this document.
- Tips and shortcuts appear with a hand symbol: 🔄
- Warnings appear with a caution symbol: ⚠
- Important notes appear with an information symbol: 📘
- Window samples are used to provide a general point of reference and may not show all the fields in of a window. In addition, your window may not be exactly as shown in the example. Any data appearing in window samples is fictitious.
Getting Help

Tools and Resources

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

1. Click . The Tools and Resources window appears.

2. To view and/or save a document:
   2.1. Click Download>. A message appears.
   2.2. Click . The document appears.
   2.3. To save a document, use the save option in the document, usually File -> Save.

Questions and Technical Support

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.
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.
Working with your Home Page

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

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;
- Find helpful tools and resources such as reference guides, child care licensing manual etc.; and
- Complete the Licensed Child Care 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.
Performing the Basics

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.

- **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 \(\downarrow\).

The window expands.

To collapse the section click the up arrow \(\uparrow\).

### 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.
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.

  ![Freeform field](image)

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

    ![Dropdown field](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.

    ![Date button](image)

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

    ![Radio button](image)

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

    ![Checkbox](image)
Supporting Documents

Introduction

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.

**Note:**

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

The documents that can be updated include:

- **Child Care Centre:**
  - fire code approval
  - building approval
  - health approval, and
  - space sharing attestation

- **Home Child Care Agency**
  - fire code approval
  - building approval and
  - health approval

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

<table>
<thead>
<tr>
<th>Policies and Procedures</th>
<th>Date Submitted</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved fire evacuation procedures</td>
<td>Jan 2, 2018</td>
<td>Document Satisfactory</td>
<td>Jan 2, 2018</td>
</tr>
</tbody>
</table>

**Note:** If one document contains more than one page, upload it as one document only. Do no upload each page separately.

**Uploading a Document**

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

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

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

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

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

1. Open your application / licence.

2. Click [Supporting Documents].

3. Scroll to the section where you want to add the document.

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

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

5. Specify the Document Type such as “public health report”. If the document type is already there, skip this step.

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

7. Select the file to be uploaded.

8. Click [Open].

9. Enter the name of the document in the Please Specify Document Type field.

10. If applicable, enter comments in the Comments field if applicable.

11. Click [Save & Return]. Your program advisor is notified that you have updated the 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 \(\text{Supporting Documents}\).

3. Open the document with the status “Pending Revision” (click \text{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 \text{Save & Return}.

---

**Performing the Basics**

**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 \(\text{Supporting Documents}\).

3. Open the document with the status “Pending Revision” (click \text{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 \text{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 102. 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 .

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

Responding to a Comment

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.
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.
Uploading Required Compliance Documents

Introduction

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

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

The dashboard section displays the following information:

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

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

If, for some reason you cannot upload the document, you can send it to your Program Advisor. If compliance requirements are received by your program advisor before or after (up until licence issuance) the final compliance requirement due date, the program advisor can upload it on your behalf.
Non-Compliance Statuses

There are 5 non-compliance statuses:

- **Pending Follow-up**: No compliance requirement has been submitted.
- **Submitted**: A compliance requirement has been submitted.
- **Pending Revision**: A program advisor has requested a revision to a previously submitted compliance requirement, before the compliance requirement due date.
- **Requirement Met**: A compliance requirement submitted by an applicant or licensee met the compliance requirement.
- **Requirement Not Met**: A compliance requirement submitted by an applicant or licensee did not meet the compliance requirement.

Uploading Process

1. From your home page, click the Select link for the follow-up you want to work on. The **Licence Inspection Overview** window appears showing a list of non-compliances for that licence.
2. Click **Add** for the non-compliance you want to work on. The **Non-Compliance Details** window appears.
The **Non-Compliance Details** window displays the following information:

- **Non-Compliance Details:** Including information from the Non-Compliance(s) table on the **Licence Inspection Overview** window (e.g. checklist section, checklist question etc.), as well as, Compliance Follow and Additional Comments to the Ministry

- **Supporting Documents:** This is where evidence of compliance may be uploaded. Users can only remove supporting documents from CCLS prior to submission.

- **Activity History:** This area displays the history of applicant / licensee and ministry action regarding non-compliances.

3. Enter notes in the **Compliance Follow-up** field.

4. You can enter **Additional Comments for the Ministry** if required.

5. Upload the supporting document(s):
   - 5.1. Enter a document name / description.
   - 5.2. Click **Browse**.
   - 5.3. Select the file.
   - 5.4. Click **Open**.
   - 5.5. Click **Upload**.

6. Click **Save & Submit**. The **Declaration and Consent** window appears.

7. If you agree, click the I agree radio button then click **Submit**. The table in your dashboard updates showing the number of follow-ups submitted.
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 .

2. Click . 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.
Licensee type: CORPORATION

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

1. Review / edit the information as required.
2. **To add a director:**

   **Note:** This section is for directors of the corporation as listed in the incorporation documentation submitted to the Ministry of Government and Consumer Services.

   2.1. Click **Add Director**. The **Director** window appears.

   ![Director Window]

   2.2. Enter the director’s information.

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

3. **To update a director:**

   3.1. Click **Update**. The **Director** window appears.

   3.2. Make changes as required.

   3.3. Click **Save & Return**.

4. **To deactivate a director:**

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

   4.2. Enter the **Date Ceased**.

   4.3. Click **Save & Return**.

5. **To add an officer:**

   **Note:** This section is for officers of the corporation as listed in the incorporation documentation submitted to the Ministry of Government and Consumer Services.
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. **To update an officer:**
6.1. Click Update. The Officer window appears.
6.2. Make changes as required.
6.3. Click Save & Return.

7. **To deactivate an officer:**
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. Update the information as required.

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. Review / edit the information as required.

2. **To add a First Nation member:**
   - **Note:** A chief is mandatory.
   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.

3. **To update a First Nation member:**
   3.1. Click **Update**. The **First Nation Member** window appears.
   3.2. Make the changes.

**Note:** The **Applicant Licensee Type** and **First Nation** cannot be changed.
3.3. Click **Save & Return**.

4. **To deactivate a First Nation member:**
   4.1. Click **Deactivate**. The **First Nation Member** window appears.
   4.2. Enter the **Date Ceased**.
   4.3. Click **Save & Return**.

5. **To add a Child Care Manager:**
   5.1. Click **Add Manager**. The **Manager** window appears.
   5.2. Enter the manager information.
   5.3. Click **Save & Return**. The person appears in the First Nation member list.

6. Click **Save & Next**. The **Applicant / Licensee Information** window appears.
7. Update the information required.

8. Click **Save**.

9. Click **Exit**. Your home page appears.
Updating Your Licensee Profile

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](image). Your home page appears.

5. Click ![Exit](image). 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.

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.
**Step 1: Enter Application Information**

1. Click **Apply for a New Licence**.

2. Click **Apply for a New Licence**. 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

(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 20 for details on updating your profile.

2. Click Next. The Applicant Information window appears.

<table>
<thead>
<tr>
<th>Applicant Type</th>
<th>Corporation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred Language of Correspondences</td>
<td>English</td>
</tr>
<tr>
<td>Corporation Number</td>
<td>111111</td>
</tr>
<tr>
<td>Corporation Name</td>
<td>ABCD Corp</td>
</tr>
<tr>
<td>Is the corporation a co-operative corporation?</td>
<td>No</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>
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 **Exit** and update your profile. For details on updating your profile see page 20.

2. Click **Next**. The *Child Care Centre Information* window appears.
**NEW LICENCE APPLICATIONS**

**Applying for a Child Care Centre Licence**

---

**Step 5: Enter the Child Care Centre Information**

<table>
<thead>
<tr>
<th>Child Care Centre Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of Child Care Centre:</strong></td>
</tr>
<tr>
<td><strong>Child Care Centre Email:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td><strong>Fax:</strong></td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>Secondary Phone Number (if different):</strong></td>
</tr>
<tr>
<td><strong>Contact Name:</strong></td>
</tr>
<tr>
<td><strong>Position:</strong></td>
</tr>
<tr>
<td><strong>Will this child care centre be operated by a private school?</strong></td>
</tr>
<tr>
<td><strong>Please indicate the primary use of the buildings:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child Care Civic (Site) Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> Street</td>
</tr>
<tr>
<td><strong>Unit Designator:</strong></td>
</tr>
<tr>
<td><strong>Extra Address Information:</strong></td>
</tr>
<tr>
<td><strong>City/Municipality:</strong></td>
</tr>
<tr>
<td><strong>Province:</strong></td>
</tr>
<tr>
<td><strong>Postal Code:</strong></td>
</tr>
<tr>
<td><strong>Consolidated Municipal Service Manager/District Social Services Administration Boards:</strong></td>
</tr>
</tbody>
</table>

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

---

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

| Country: |  |
| Address: Street | Street Name | Street Type | Street Dir |
| Unit Designator: |  |
| Extra Address Information: |  |
| City/Municipality: |  |
| Province: | Please select... |
| Postal Code: |  |
| P.O. Box: No. | Box Type | Box Qualifiers | Box Area Name |
| Rural Route: |  |
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:**
    1. Click the [here](#) link. A file download window appears.
    2. Click **Open**. A document appears to help you determine the CMSM/DSSAB for your area.
    3. Scroll through the document and make note of the Service Manager for your area.
    4. **Tip:** Search for the name of your town.
    5. 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.
NEW LICENCE APPLICATIONS
Applying for a Child Care Centre Licence

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 . 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.

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

4. Submit your application.
   4.1. Click . The Declaration and Consent window appears.
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 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.
   
   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](image)

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

   Please print the Licensing Fee Deposit Payment Form (below) and mail it to the following address, along with a $200 cheque or money order payable to Minister of Finance.

   CCQALB
   77 Wellesley Street West, Box 980
   Toronto, ON
   M7A 1N3

   Once you have mailed your deposit payment to the Ministry of Education, click 'Confirm Payment and Submit Application'.

2. Click **Application 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 .
   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 **Rmitter** field, enter the name of the person the
8. Mail your form and payment to the address indicated on the form.

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

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 13, 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. The latest uploaded version is the version that will be reviewed by the Ministry.

**Note:** If one document contains more than one page, upload it as one document only. Do no upload each page separately.

1. Open your application. (See page 100 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.

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 179.

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 169.

1. Open your application. (See page 100 for details.)

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

3. Review the information.
4. If everything is correct, click Next and skip to Step 11 – Review Space Information on page 58.

5. To make changes, see the next section(s).

Adding a Staff member to your staff list

1. Click Manage Staff Information> The 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.

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 58.

**Requesting a Staff Director Approval if Required**

1. Click Request Staff Director Approval.

2. Click . The following window appears.

3. Select the type of approval required.

4. Click Next. The Applicant Details window appears.
5. Print the **Notice of Collection of Personal Information** form.

5.1. Click 

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.  

   ![Notice of collection of Personal Information Form](image)

   **Note:** Select only one age group for Program Staff to take the place of a qualified staff (otherwise approval).

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

8. Click **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.

```
Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?
```

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 Next.

11. The Supporting Documents window may appear.

(Your window may display different document types required.)

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

11.2. Click Next. The Review and Submit 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.
16. Click **Submit**. The **Confirmation** window appears.

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

   ➢ Your program advisor will review your request and let you know if more information or revisions are required. (See page 13, *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 179 for details on how to edit, deactivate, and put a staff member on temporary leave.

4. Click **Save & Return**.
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 100 for details if required.)

2. Click **Space Information**. The *Space Information* window appears.
   **Note:** If this screen is blank, your floor plan has not yet been approved in principle.

3. Review the information. If there is an error, contact your program advisor.
   **Note:** The information on this window may change if a licence is issued based on final measurements and ministry approvals.

4. Click **Exit**. Your Home Page appears.
Step 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.

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

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

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

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

4. Click the Floor plan approval letter link found near the top of the page. The File Download window appears.

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

6. Print the letter.
   6.2. 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 13.)
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](image). The **Fee Payment** window appears.
Paying By 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**.

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

A confirmation message appears.

**Note:** The amount may be different.
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 **Open**. 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 .
   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 108 for details.)
Applying for a Home Child Care Agency Licence

Introduction

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

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

This guide walks you through the application process, generally following the left navigation bar.

![New Licence Application menu](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  

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  

   The **Program Type** window appears.

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

6. Click  

   The **Licensing History** window appears.
Step 2: Complete the Licensing History

(Your screen may not be exactly as shown)

1. Answer all the questions about your licensing history.
   
   **Note:** More questions may appear depending on your answers.

2. Click the **Save & Next** button. The Applicant Type window appears.
Step 3: Review the Applicant Type Information

(The window contents depend on the type of applicant you are: individual, corporate 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 and update your profile. (Only some information can be changed). See page 20 for details on updating your profile.

2. Click. 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 20.

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

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](#))

- If you select the City of Toronto, select the ward where the home child care agency will be operating.

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

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

   ![Withdrawal Confirmation Message]

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**

**Paying by 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.

![Confirmation message](image)

Paying By Cheque or Money Order

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

![Payment Options](image)

Please print the Licensing Fee Deposit Payment Form (below) and mail it to the following address, along with a $200 cheque or money order payable to Minister of Finance.

CCQALB
77 Wellesley Street West, Box 980
Toronto, ON
M7A 1N3

Once you have mailed your deposit payment to the Ministry of Education, click ‘Confirm Payment and Submit Application’.

![Application Deposit Payment Form](image)

2. Click the **File Download** button. 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 .
   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 **Rmitter** 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 13, 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.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Date Submitted</th>
<th>Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorporation papers</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Waiting list policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Sleep Supervision Policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Process for Monitoring Compliance and Contraventions</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Serious occurrence policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Program Statement Implementation Policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Medication policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Parent Issues and Concerns Policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Parent Handbook</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Program Statement</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Anaphylactic policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>A supervised policy for volunteers and placement students</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Criminal Reference Check Policy (including Police Vulnerable Sector Check)</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Training and development policy for home visitors and providers</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Provision of equipment policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Sample Written Agreement between Licensee and Provider</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
<tr>
<td>Standing and Recreational Bodies of Water Policy</td>
<td></td>
<td>Not Applicable</td>
<td>Jan 4, 2018</td>
</tr>
</tbody>
</table>
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 . The List of Home Child Care Premises 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 13.)
Step 10: Review the Home Child Care Premises

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

2. Click **Home Child Care Premises**. The **Home Child Care Premises** window appears showing all proposed home-locations for this application. If the list is blank or incorrect, click **Manage Home Child Care Premises**. See page 194 for details on adding / editing home locations.

3. Click **Staffing Information**. 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 179.

**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.

   ![Staffing Information Table]

3. Review the information.

4. If everything is correct, click **Next** and go to **Step 12: Next Steps** on page 94.
Adding a Staff Member to your staff list

1. From the **Staffing Information** window, 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.

   (This window may change as you enter information.)

3. Enter the **Staff Information**.

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

4. Add the **Position/Location**:
   4.1. Click **Select Position and Location**. The following window appears.

   4.2. Select the **Home Child Care Agency Name**.
4.3. Select the applicant’s **Primary Position**.

**Field Notes and Tips**

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

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: Remit the Fee Balance**.

**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.
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:

   **Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?**

   - Yes
   - No

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.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Date 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>
<tr>
<td>Transcripts from post-secondary training</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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>.
    10.2. Make the changes.
    10.3. Click Save & Next.

11. Click Submit. The Declaration and Consent window appears.
12. If you agree with the statement select the “I agree” radio button.

13. Click **Submit**. A **Confirmation** window appears.

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 13, *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 information as required.

5. Click **Save & Return**.

- You may be contacted by your program advisor to revise your application or supporting documents. (For details see page 13.)
**Step 12: Remit the 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 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**. The Fee Payment window appears.
Paying By 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.

   (The amount may be different)

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]

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

3. Click **Print**. 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.

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.
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>Child Care</td>
<td>ABCD Child Care Centre</td>
<td>2 Zzz Square Markham</td>
<td>Under Review</td>
</tr>
<tr>
<td>Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Child</td>
<td>ABCD Agency</td>
<td>2 Xyz Square Markham</td>
<td>Submitted</td>
</tr>
<tr>
<td>Care Agency</td>
<td></td>
<td></td>
<td></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 Items area.

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

Printing your Application

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

   Note: If you cannot access the Review Application Details window, you cannot print your application yet. Your application must be completed to the “Review Application Details” stage.
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 100 for details). The **Review Application Details** window appears.
2. Scroll down the application and click **Request Update to Application**. The **Request Update to Application** window appears.
3. Select the checkbox of the item(s) to be updated.
4. Enter an explanation for the change.
5. Click **Submit**. Your request is forwarded to your Program Advisor.
6. You will receive an email when the section is unlocked for you to edit. The status of the application will change to “Pending Revision / Additional Information”.
7. Make the changes. (See page 12 for details on revising an entry.)
**NEW LICENCE APPLICATIONS**

**Working with a Draft or Submitted Application**

**Withdrawing an Application**

**Withdrawing a Draft Application**

1. Click **New Licence Application**.

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

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

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

**Withdrawing an Application that is “Submitted” or “Under Review”**

1. Open the application. (See page 100 for details). The **Review Application Details** page appears.

2. Click **Withdraw Application** (near the bottom of the page). A confirmation message appears.
3. Click **OK**. Your application is withdrawn and disappears from the list.
Licences
Viewing Your Licences and Licence Information

Note: The option appears 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. The Licensing History window appears.
4. Click View Current Licence>.

Method 2:
1. From your dashboard, scroll to the Ministry Actions section.
2. Open the New Licence Applications section.
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.

Child care centre links

Home child care agency links

Following is a description of each link:

Licence Header

The header of each page displays the name of the Child Care Centre / Home Child Care Agency, the Licence number, the Schedule (for CCCs) and the name of your Program advisor.

License Details

This page include the information on file for the current licence:

- Licensing Documents (including the licence, licensing letter, floor plan approval letter, licensing checklist, and summary of requirements and recommendations report)
- Licensee Type
- Directors/Officers of the Corporation or First Nation members
- Licensee Information
- Child Care Centre Information / Agency Information
- Child Care Centre Civic (Site) Address / Agency Head office Civic and Mailing Addresses
- Program Description (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

(Partial 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.
Space Information

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.
**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 105 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 **Open**. The document opens in PDF format.

5. Print the document.
   5.1. Select **File** then **Print** from the menu.
   5.2. Click .

6. Close the viewer. Click .

7. Repeat steps 3 to 6 for each document.

8. Post the **Licence** in a conspicuous place at, or near an entrance commonly used by parents.

9. The **Licensing Checklist** and **Summary Of Child Care Centre Licensing Requirements and Recommendations** must be available for parents.

**Viewing your Licensing History**

The licensing history table indicates when a licence was issued, when there have been renewals, revisions, etc. From this table you can view the item or update the current licence.

1. Click .
2. Click 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.
Uploading Updated Inspection Reports

1. Click [View Your Licences].

2. Click [View Your Licences]. The **Search for a Licence** window appears.

3. From the **List of Licence(s)** section, select the licence to be updated.

4. Click **Update Current Licence**. The **Licence Details** window appears.

5. Click **Supporting Documents**. The **Supporting Documents** window appears.

6. Scroll down to the **Municipal and Other Approvals** section.

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

8. Click **Exit**. An email is sent to your Program Advisor indicating that you have uploaded a new document.
Renewals

Note: does not appear as an option until you have a licence issued in CCLS.

Note: Only limited information can be changed during a renewal. If other changes are required see the section Updating Your Licensee Profile on page 20.

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 or home child care agency licences have an expiry date. You can see the expiry date on your licence and it is also visible in CCLS.

CCLS sends email reminders / alerts to individual and licensee roles 3 months before the licence expires, and regularly after that: 2 months, 1 month, 2 weeks, 7 days, and daily at 3, 2 and 1 day before the licence expires. The email alerts are sent if the renewal application and fee have not been submitted. If the application is submitted but not the fee, the system will continue to send notifications until the fee is received. The CMSM/DSSAB is also copied on the notification beginning at seven days prior to expiry.

To request a licence renewal, a licensee must:
- Submit a licence renewal application form (in CCLS);
- Complete an attestation that the licensee is not prohibited from operating a child care centre or home child care agency (in CCLS);
- Submit any other documentation required by the Minister; and
- Pay a licence renewal fee (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. The fee has to be paid online when the renewal application is submitted, or sent by mail far enough in advance of the expiry date so that it can be processed before the expiry date. (Please allow at least two weeks for processing.) The renewal application is not considered complete until the renewal application and the fee have both been received and processed.

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

When a child care centre licence is expired, the licensee is no longer legally authorized to provide child care at the premises for more than five children under ten years of age. The number of children receiving care at the premises has to be reduced right away to no more than five children who are under ten years old.

The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.

The Licensed Child Care Website (LCCW) displays issued and suspended licences. A warning message will appear on LCCW where the licensee has failed to submit a renewal application and fee payment before the licence expiry date. If a licence is expired it will be removed from LCCW. If the expired licence has been issued reinstatement it will be displayed on LCCW again.
Once a licence expires, the licensee has two options:

1. Close the child care program permanently; or

2. Submit a request for the licence to be reinstated. For details on reinstating a licence see page 143.

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

1. Click **Profile**.

2. Click **Profile Information**.

3. Review and edit your profile as required. For details on how to edit your profile see page 20.

   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 **Save & Next**. The Applicant / Licensee information window appears.

5. Review / edit the information.

6. Click **Save**.

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

1. Click **Current Licences**.

2. Click **Renew a Licence**.

3. Read the Notice of Collection of Personal Information.

4. Click **Next**. A list of licences to be renewed appears.
5. Click Select> for the licence you want to renew. The **Licensing History** window appears.

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

1. Click ![Current Licences](#). The **List of Active Licence Renewal(s)** window appears.

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 **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 20.

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
The following fields can be edited directly on the screen:
- Email
- Website
- Phone Numbers
- Contact Name and Title
- Mailing Address

Child Care Centre Civic (Site) Address
- Require a new licence.
  - Child Care Centre Civic Address
  - Licensee Type

Program Description
- Can be edited directly on the screen.
  - Language of Service Delivery

Safe Water Drinking Act
- Can be edited directly on the screen.
  - all fields

Operational Information
- Can be edited directly on the screen.
  - Months of Operation
  - Days and Hours of Operation

2. Click . The Supporting Documents window appears.
   Note: This window will be blank if you are not making any revisions during your renewal.

3. Click . 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.

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**

The amount of the renewal is based on the following table:

<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>

**Paying by Credit Card**

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

2. Click . 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 finalize payment.

   (Example of a Credit Card site)

6. Enter the payment information.

7. Click **Submit Payment**.

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

9. A receipt appears. Click **Complete Payment Process**.
Paying By Cheque or Money Order

1. Select Cheque or Money Order as applicable. The following window appears.
Renewing a Child Care Centre Licence

2. Click . The File Download window appears.

3. Click . The form appears on your screen.

---

Child Care Licensing System - Reference Guide for Applicants / Licensees 124
Renewing 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/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 . A confirmation message appears near the top of the window.

10. Click . The Additional Licence Renewal Documents window appears.

Step 8: Print and Complete the Renewal Documents

1. Open the renewal.

2. Click . The Additional Licence Renewal Documents window appears.
3. Print the **Notice of Collection of Personal Information** form for each staff, student and volunteer.

   **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. 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 **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 179.

4. Click 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 13).

- You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page 108 for details.
Renewing a Home Child Care Agency Licence

Introduction

When a home child care agency licence is expired, the licensee is no longer legally authorized to oversee child care at more than one home child care premises. The number of children receiving care must be reduced to no more than 5.

All child care centre or home child care agency licences have an expiry date. You can see the expiry date on your licence and it is also visible in CCLS.

CCLS sends email reminders/alerts to licensees 3 months before the licence expires, and regularly after that: 2 months, 1 month, 2 weeks, 7 days, and daily at 3, 2 and 1 day before the licence expires. The email alerts are sent if the renewal application and fee have not been submitted. If the application is submitted but not the fee, the system will continue to send notifications until the fee is received. The CMSM/DSSAB is also copied on the notification beginning at seven days prior to expiry.

To request a licence renewal, a licensee must:

- Submit a licence renewal application form (in CCLS);
- Complete an attestation that the licensee is not prohibited from operating a child care centre or home child care agency (in CCLS);
- Submit any other documentation required by the Minister; and
- Pay a licence renewal fee (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. The fee has to be paid online when the renewal application is submitted, or sent by mail far enough in advance of the expiry date so that it can be processed before the expiry date. (Please allow at least 2 weeks for processing.) The renewal application is not considered complete until the renewal application and the fee have both been received and processed.

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

When a home child care agency licence is expired, the licensee is no longer legally authorized to provide child care at more than one home premises.

The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.

The Licensed Child Care Website (LCCW) displays issued and suspended licences. A warning message will appear on LCCW where the licensee has failed to submit a renewal application and fee payment before the licence expiry date. If a licence is expired it will be removed.
Renewing a Home Child Care Agency Licence

from LCCW. If the expired licence has been issued reinstatement it will be displayed on LCCW again.

Once a licence expires, the licensee has two options:
1) Close the home child care agency permanently; or
2) Submit a request for the licence to be reinstated. For details on reinstating a licence see page 143.

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

1. Click Profile.
2. Click Profile Information.
3. Review and edit your profile as required. For details on how to edit your profile see page 20.

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 a corporation

4. Click Save & Next. The Applicant / Licensee information window appears.
5. Review / edit the information.
6. Click Save.

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

1. Click Current Licences.
2. Click Renew a Licence.
3. Read the Notice of Collection of Personal Information.
4. Click Next. A list of licences to be renewed appears.
5. Click **Select >**. The *Licensing History* window appears.

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

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

2. Click **Select >** for the renewal you want to continue working on. The *Licence Renewal Details* window appears. Continue to Step 5.

**Step 4: Complete the Licensing History Information**

1. Answer the questions.

2. Click **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 20.

   **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.

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 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>. 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.

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>

Paying by 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.

![Order Summary window](image)

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.

(Example of a Credit Card site)

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.

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.

<table>
<thead>
<tr>
<th>Payment Options</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Transfer/Credit Card</td>
<td></td>
</tr>
<tr>
<td>Cheque</td>
<td></td>
</tr>
<tr>
<td>Money Order</td>
<td></td>
</tr>
</tbody>
</table>

Please print the Fee Payment Form (below) and mail it to the following address, along with a $100 cheque or money order payable to Minister of Finance.

CCQALB
77 Wellesley Street West, Box 980
Toronto, ON
M7A 1N3

Once you have mailed your fee balance payment to the Ministry of Education, click ‘Confirm Payment and Submit Renewal Application’.

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.
   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.

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 near the top of the window.

10. Click [Next>]. The Additional Licence Renewal Documents window 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 Premises** and follow the steps starting on page 193.

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 179.

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 13).
- You will receive an email when the licence has been renewed. You must download and print the licensing documents. See page 108 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 .

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

3. Read the notice then click .

4. The list of licences appears.

5. Click Request to Reinstate>. A message appears.
6. Read the message then click the **Next** button. 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 117, Step 4.

**For a Home Child Care Agency reinstatement:** See the instructions starting on page 131, 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 Select the Type

1. Click ➡️ Current Licences. The Search for a Licence window appears.

2. Click ➡️ Request a Revised Licence. The Licence Revision Request Type window appears.

3. Search for and open 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.

   (The window contents will vary depending on the type of revision(s) requested.)

2. Review the information and make changes if required.

3. **To withdraw your revision request:**

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

   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 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.

<table>
<thead>
<tr>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment to: Childcare Licensing</td>
</tr>
<tr>
<td>Total: $25.00 (CAD)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Credit Cards Accepted:</strong></td>
</tr>
<tr>
<td>VISA</td>
</tr>
<tr>
<td>MasterCard</td>
</tr>
<tr>
<td>Interac® Online</td>
</tr>
</tbody>
</table>

The Interac Online service allows you to pay for goods and services over the Internet directly from your Internet banking account. Learn more about Interac Online.

Caution: This payment session will expire in 30 minutes. We recommend having an already established Internet banking account before selecting this payment method.

* Trademark of Interac Inc. Used under licence.
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.

**Paying By Cheque or Money Order**

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

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 .
   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.

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: The supporting document page will be made available for you to upload the supporting documents related to your licence revision request once your deposit payment has been submitted and received by the Ministry of Education.

1. Open the revision.

2. Click **Supporting Documents**. The *Initial Documents to Submit* window appears.

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

4. 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 credit card follow the steps beginning on page 61.
   - To pay by cheque or money order, follow the steps beginning on page 64.

**Opening an Active Licence Revision Request**

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 . The Request Update window appears.

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

4. Click . A confirmation appears.

5. Click .

- 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 155).

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 186 for enrolling users).

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

Reporting a Serious Occurrence


2. Click `Report a Serious Occurrence`. The **Serious Occurrence Details** window appears.

3. Select the appropriate Child Care Centre / Home Child Care Agency. (Click `Select`).
4. Read the notice at the top of the window.

5. Enter the **Incident Information**.

**Field Notes and Tips**

Alternate Phone Number: This field is optional. Enter the number if the telephone number already listed is not the best number for the program advisor to contact you.

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**.

![Serious Occurrence Information Form]

*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.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Date Submitted</th>
<th>File Name</th>
<th>Comments</th>
<th>Upload Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious occurrence supporting document</td>
<td></td>
<td></td>
<td></td>
<td>Add Additional Document</td>
</tr>
</tbody>
</table>

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.

*Reminder:* Supporting documents containing confidential information must not be uploaded unless they are redacted to remove all information which may be considered confidential.

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 **Download**. 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, refer to the requirements outlined in Ontario Regulation 137/15.

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

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

12. Print and post the revised 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 **.**

2. Click **.** 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 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. Enter 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 (otherwise approved)
- Program staff to take the place of a qualified staff (otherwise approved)
- RECE Home Child Care Visitor
- Home Child Care visitor with other qualifications (otherwise approved)
- Resource Teacher (only if the staff member is not an RECE)

Approval Not Required

- RECE Program Staff
- Unqualified Program Staff
- *Diploma/Degree in Child and Youth Care
- *Diploma/Degree in Recreation and Leisure Services
- *Member in Good Standing with the Ontario College of Teachers
- Non-RECE program staff
- Cook
- Administrator
- Custodian
- Other

* These individuals do require director approval if they are taking the place of an RECE Program Staff in groups other than Junior School Age.

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.

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

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

   **Staff Information**
   
   **Staff First Name:**
   
   **Staff Last Name:**
   
   **Date of Hire:**
   
   **Is this staff member a Registered Early Childhood Educator?**
   
   **Location/Position Information**
   
   **Child Care Centre or Home Child Care Agency Name**
   
   **Primary Position**
   
   **Percentage In Program**
   
   **Director Approval Request Required?**
   
   **Works in school age group with children < 9 years?**

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 **Save & Return**.

6. 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: ABCD Child Care Centre
Primary Position: Registered Early Childhood Educator (RECE) Supervisor
Staff Name: Exxx, Bob
```

**Request Director Approval**

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

```
Notice of collection of Personal Information Form

Applicant Details
Applicant Name: Exxx, Bob

Child Care Centre or Home Child Care Agency Name: ABCD Child Care Centre
College of Early Childhood Educators (CECE) Registration Number: 1111
Have you verified the individual's College of ECE Registration Number with the College’s public register? (for RECE Supervisor): Yes
```

(Partial window only)

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.

**Note:** In order to request staff Director approval for an individual, you must first add them to your list of staff members in Manage Staffing Information. See the previous section (page 169).

**Note:** An individual is not considered approved until the request is submitted and approved by the Ministry.

1. Click **Staff Director Approval**.

2. Click **Request Staff Director Approval**. A list of options appears.

   **Child Care Centre options**

   3. Select the type of approval required.

   4. Click **Next**. 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.
7.2. Enter the information.

7.3. Click **Save & Return**.

8. If the approval is for a:
   - Non-RECE supervisor, or
   - Program staff to take the place of a qualified staff (otherwise approved), or
   - Resource Teacher, or
   - Home child care agency visitor with other credentials.
   A question appears regarding additional training / credentials. Answer the question.

   Click **Save & Next**.

9. The **Supporting Documents** window appears.
Staff Director Approvals

---

**Document Type** | **Data Submitted** | **File Name** | **Comments** | **Upload Document**
--- | --- | --- | --- | ---
Copy of diploma/degree |  |  |  | Add Additional Document

---

1. Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCAYA and its regulations?
   - [ ] Yes
   - [ ] No

**Note:** 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.

**DECLARATION AND CONSENT**

I declare that the contents of this application have been discussed with the individual for whom the application is being made. The individual has been provided the Notice of Collection of Personal Information form, has signed it and been made aware of the collection of personal information for the purposes of this application.

- [ ] I Agree
- [ ] I Disagree

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

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

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

---

Your Staff Director Approval Request has been submitted.
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 . The Search By window appears.

2. 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.

### Amending an Existing Staff Director Approval

1. Click **Staff Director Approval >**.

2. Click **Search Staff Director Approvals**. The **Search By** window appears.

3. Search for the Staff Director Approval to be amended.

4. Click **Amend >**. The **Applicant Details** window appears.

5. Make the changes required. Not all information can be amended.

6. Click **Save & Return**.

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

8. Click the “I accept” radio button.

9. Click **Submit**.

10. Click **Exit**.
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 **Welcome**. The *My Account* window appears.

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 centre 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.
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.

5.4. Click \boxed{Save & Return}. 

5.5. Click \boxed{Save & Return} or \boxed{Save & Next}. The following window appears if director approval is required.

![Director Approval Window]

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

7. If a staff director approval is required click \boxed{Request Director Approval}. You are redirected to the \boxed{Administration} menu area. (Continue with the instructions beginning on page 169 “Requesting a Staff Director Approval”.)

**Viewing the Existing Staff List**

1. Click \boxed{Administration}. The \boxed{Manage Staff Information} window appears.

   ![Staff Information Table]

2. Click \boxed{Manage Staff Information}. The \boxed{Manage Staff Information} window appears.

**Viewing a Staff Member Record**

1. Click \boxed{Administration}. The **Manage Staff Information** window appears.

   ![Staff Member Record]

2. Click \boxed{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 / Percentage in Program**

Use this procedure to add new positions/locations for the staff member or to change the staff member’s position/location.

1. Open the staff member record. (See page 181 if required.)

2. Click **Edit >**. The following window appears.
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 169 “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 181.)

2. Click **Deactivate**. A warning appears.
3. Click 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 181 if required.)

2. Click (at the bottom of the window). The following window appears.
3. Click .

**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 181 if required.)

2. Click . A confirmation message appears.

3. Click . The staff member status changes to "Temporary Leave".

**Reactivating a Staff Member**

The following procedure is used to reactivate a staff member after temporary leave. If the staff member had a Director approval, it will also be reactivated.

1. Open the staff member record. (See page 181 if required.)

2. Click . A confirmation message appears.
### Managing Users

**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 / Enrolling a User

1. Click ![Administration](image)

2. Click ![Manage User](image). The list of users appears.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Email</th>
<th>Roles</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knox</td>
<td>John</td>
<td><a href="mailto:debra.stern@ontario.ca">debra.stern@ontario.ca</a></td>
<td>Licensee, Applicant, Registered User</td>
<td>Active</td>
</tr>
</tbody>
</table>

3. Click ![Add](image). 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.

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 / home child care agency.

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:

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

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

Unenrolling a User

1. Click Administration. The list of users appears.

2. Click Manage User. The list of users appears.

3. Click Select for the user to be unenrolled. The User Details window appears.
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. The **User Details** window appears.
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**. The list of users appears.

2. Click **Select >** for the user to be deactivated.

3. Click **Deactivate >**. A confirmation message appears.

4. Click **OK**.
Reactivating a User

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

1. Click Administration. The list of users appears.
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. The list of users appears.
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 Premises

Viewing Home Child Care Premises Details

1. Click Administration. The List of Home Child Care Premises window appears.

(Your window may not look exactly like this)

2. Click Select>. The Manage Home Child Care Premises - Provider Information window appears.
Adding a Home

1. Click Administration

2. Click Manage Home Child Care Premises. The List of Home Child Care Premises window appears.

3. Click Add Home. The Manage Home Child Care Premises 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 Premises window appears.

6. Click Exit.
Changing the Home Provider Information

1. View the home details. (See page 193 for details.)
2. Update the provider information.
3. Click [Save & Return]. The List of Home Child Care Premises appears.
4. Click [Exit].

Making a Home Temporarily Inactive / Re-activating

A home can be made temporarily inactivate.

1. View the home details. (See page 193 if required.)
2. Change the status as required.
3. Click [Save & Return]. The List of Home Child Care Premises appears.
4. Click [Exit].

Permanently Deactivating a Home

1. View the home details. (See page 193 if required.)
2. Click [Deactivate Home] (near bottom of window). A warning appears.
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 Premises* 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 [Complete Self-Test]. 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 [Verify] to check your answer.

6. Click [Next] to go to the next question.
   \[\textbf{Note:}\] 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 .

2. Click Certificate of Completion. The following screen appears showing your name.

3. Click Generate. The File Download window appears.

4. Click Open. Your certificate appears.

5. Print the certificate:
   5.1. From the menu select File and then select Print.
   5.2. Click Print.

6. File the certificate in your employee file.
Completing the Licensed Child Care 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 survey should be completed by all child care centres and home child care agencies. The purpose of the 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 survey are pre-populated with information already contained in CCLS and also from your responses to the previous survey.

Completing the Survey

Tip: As you work on the survey click Save.

1. Click Operations Survey. The List of Licence(s) appears.

2. Click Select> for the Child Care Centre / Home Child Care Agency you want to complete the survey for. The Notice of Collection window appears.

3. Read the Notice of Collection then click Next. The first question appears.

4. Answer the question(s).
   Notes:
   • If you are answering the survey for a Child Care Centre, be sure to answer the question about the Hours of Operation first.
   • Do not leave a question/section blank. If the answer is zero, enter 0.

5. Check the checkbox.

☐ This is to certify that the information provided in this survey is accurate and complete as of March 31, 2018

6. Click Save & Next>. The next question appears.

7. Repeat steps 6 to 8 for all questions.

8. When all questions are complete, click Submit>. The Declaration and Consent window appears.
Completing the Licensed Child Care Survey

10. Click the “I Agree” radio button.

11. 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.

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 premises 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 of age 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.”

Inactive Home
An inactive home is one where the provider has no children enrolled, but could have one or more eventually.

Licensee
An individual, corporation, or First Nation who holds a licence issued under the Child Care and Early Years Act, 2014. A licensee can renew licences, report serious occurrences, request staff Director approval, request licence revisions, apply for a new licence, and more.

MEDU
Ministry of Education

Ministry
Ministry of Education

One-key
One-Key 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 printed 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: http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/index.htm

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.
Appendix – Terms and Acronyms

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.