## Document Update Summary

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
<th>Page reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2018</td>
<td>➢ The title “Manager, Licensing and Compliance” has been removed from all licenses and licensing letters and replaced with “Director under the Act.”</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>➢ A link to helpful tools and references has been added to the left navigation bar.</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>➢ The issuance of a provisional licence will no longer result in an automatic Tier 3. This change is reflected in the Compliance Profile window.</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>➢ CMSMs/DSSABs are sent an email notification when a program in their geographical area is either posted to or rescinded from the Child Care Violations Registry.</td>
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Introduction

Overview

CMSMs / DSSABs can perform several functions in the Child Care Licensing System (CCLS) for their geographic area. They can:

- View current licences, new licence applications, serious occurrences and complaints.
- Add notes to serious occurrences and complaints; and
- Generate reports for current licences, new licence applications, serious occurrences and complaints.

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

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

Using this Guide

- Tips and shortcuts appear with a hand symbol: 🤔
- Warnings appear with a caution symbol: 🚨
- Important notes appear with an information symbol: 🌐
- Window names appear in bold and italics. Review and Submit
- Field and section names appear bold. Address
- When there is a note to “see page x”, you can click the page number link and it will jump automatically to that page.
- Window samples are used to provide a general point of reference and may not show all the fields in a window. In addition, your window may not be exactly as shown in the example. Any data appearing in window samples is fictitious.
Getting More Information or Assistance

Accessing Tools and Resources

- Important tools and resources can be found in the left navigation bar.
- The documents can be downloaded.
- You will be notified by email when a resource has been added or updated.
- “New” appears in the list to indicate an updated resource.

1. Click Tools and Resources. A list of documents appears showing a brief description and the date of the latest version.

   Your window may look different.

2. To download the document:
   2.1. Click Download. A message appears.
   2.2. To view the document, click Open.

Contacting 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.

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

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

1. Open your browser (such as Internet Explorer).
2. In the address area type:
https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml
3. Click 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 the email).
9. Click **Submit**. Your home page appears.

What to do if you forget / lose your CCLS PIN

Ask the helpdesk to reset your PIN.

Toll-Free: 1-855-457-5478  
Local: 416-314-6230  
Email: childcare.helpdesk@ontario.ca

Logging Out

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

2. Click **Confirm Logout**.
Managing User Access to CCLS

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

Be sure to include the following information:
✓ Name of the CMSM / DSSAB
✓ Employee first name, last name, telephone number, email address

The CCLS Help Desk will ensure that the new user receives the registration emails required for the new user to enroll and gain access to CCLS.

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

**Updating Your User Information and Notifications**

1. Click **WELCOME DEBRA/My Account** located at the top of the window. (Your name appears in the Welcome bar). The *My Account* window appears.

2. Update your user information.
3. Indicate which email notifications you want to receive.

   You will receive a notification related to a licensed complaint only when the licensed complaint has been closed.

4. Click Save.

**Searching**

**Introduction**

This section contains information about how to search for and view a variety of information for your geographic area. These instructions apply to searching for:

- Licence Applications;
- Current Licences;
- Serious Occurrences; and
- Licensed Complaints.

**Process**

1. Click the applicable heading.

2. Click the applicable search link.
A search window appears.

![Example of a search for licence application window.]

3. Enter the search criteria.

**Searching Tips**

- Ensure that the spelling is accurate when entering text.

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

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

- Ensure that you select the correct Program Type.

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

- To view all the results located within your geographic area leave the search criteria blank.
4. Click **Search**. The results appear below the search criteria.

**Sorting tip:** Search results can be sorted. Click the green column heading to sort. To sort in the opposite order, click the heading again. A small red arrow indicates the direction of the sort.

**Tip:** You can export the results of a serious occurrence search to Excel. See page 30 for details.
5. To open the record, click Select. The Licence Application Details window appears.

Partial example of a Licence Application Details window.
Viewing New Applications


2. Click Select>. The Licence Application Details window appears.

Tips:

- The entire application appears in one window.
- The application has several sections that can be collapsed or expanded.
- Click Expand All or Collapse All to expand or collapse all headings in one click.
- To expand / collapse one heading, click the small red arrow near the headings.

Example of a collapsed section
Example an expanded section
Introduction

This section explains information on the program such as:
- Licensing details and documents;
- Tiered licensing information;
- Summary of non-compliances; and
- Licensing history.

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

Licence Details

Sample Window


2. Click Select>. The Licence Details window appears.

Example showing collapsed headings
Licence Documents

In the **Licence Documents** section, you may see links to the following documents:

- **Licence**: The licence issued by the Ministry of Education under the *Child Care and Early Years Act* which includes, but is not limited to, the licensee name, the program name, the licensed capacity, and Director approvals and terms and conditions (if applicable).

- **Licensing Letter**: A letter from the Director under the *Child Care and Early Years Act* that accompanies the licence and includes important information about the licence that has been issued. It also includes information on staff Director approvals that have been granted.

- **Child Care Centre Licensing Checklist**: The checklist of requirements that must be met under the *Child Care and Early Years Act*. The checklist shows whether the program was compliant or non-compliant with each requirement and may include recommendations and comments made by the program advisor.

- **Summary of Child Care Centre / HCCA Requirements and Recommendations (Stage 2)**: The report summarizes the areas of non-compliance observed during a licensing or monitoring visit. It includes a description of the observed non-compliance(s) and the action(s) taken by the licensee to come into compliance.

- **Floor Plan Approval Letter**: A letter that is issued to a licensee granting Ministry approval in principle of submitted plans for the premises of the Child Care Centre. A floor plan approval letter may be issued when a licensee is applying for a licence or revising a current licence.

**To view a document:**
1. Click the name of the document you want to view. A window appears.
2. You can open or save the .pdf document.

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

Following is a description of the Licence Statuses:

- **Issued**: A licence status for a licence that is active and valid, authorizing licensed child care to be provided.

- **Expired - Not Deemed to Be Extended**:
  - **Summary**: The status of a licence where the licensee has not submitted a renewal application and/or renewal fee on or before the licence expiry date. When a licence is expired and not deemed to be extended, the licensee is not authorized to provide child care under the authority of a licence and requirements for unlicensed child care must be met.

  - **More information**: Where the Ministry has not received a licence renewal application and/or a licence renewal fee on or before the expiry date of a licence, the licence is expired and not deemed to be extended as of the day after the expiry date. The child care licence and decal(s) must be returned to the Ministry of Education within 30 calendar days.

    CCLS sends an automatic email notification to the operator, the assigned PA, the director, the CMSM/DSSAB and the Enforcement Unit as soon as a licence expires and is not deemed to be extended.

    Where a licence has expired and is not deemed to be extended, the operator will be able to request a reinstatement in CCLS for up to 30 calendar days after the expiry date.

    Where a child care operator does not submit a reinstatement request, including a complete fee payment in CCLS within 30 calendar days of the licence expiry date, the licence will automatically be terminated in CCLS on the 31st calendar day after the licence expiry date. The operator, relevant ministry staff, and CMSM/DSSAB will receive an automatic email notification from CCLS about the licence termination. Once a licence is terminated, the operator will need to submit a new licence application in CCLS if there is a desire to resume providing child care under the authority of a licence.

    Licensees will still be able to submit new serious occurrences for a program with a licence that is expired and not deemed to be extended.

    Licensed complaints can be logged for programs that have a licence that is expired and not deemed to be extended.
- **Suspended**: A licence status for a licence that has been suspended by the Ministry of Education. Where a protection order has been issued, as a result of an imminent threat to the health, safety or welfare of children receiving care, a licence will be suspended. A licensee is prohibited from operating child care or overseeing the provision of home care while the licence is suspended.

- **Terminated**: A licence status that takes effect when a licence is permanently closed by the Ministry. This may occur where a licence has been revoked or where a licensee has not requested a reinstatement within 30 calendar days after a licence has expired.

- **Closed**: A licence status for a licence that has been deactivated at the request of the licensee due to the closure of a child care program.

**Additional Details**

Additional licence details appear below the licence documents. The licence details represent a snapshot of the following information at the time the licence was issued:

- Licensee type
- Licensee information and mailing address
- Child Care Centre Information
- Child Care Centre Civic (Site) Address
- Child Care Centre Mailing Address (if different from civic address)
- Program Description
- Safe Drinking Water Act information
- Operational Information
- Licensed Capacity
### Tiered Licence Information

Click the [Tiered Licensing Information](#) link from the left navigation bar.

#### As of licence issued on 14/12/2017

<table>
<thead>
<tr>
<th>Compliance Profile</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Inspections (renewal, revision, monitoring)</td>
<td>4</td>
</tr>
<tr>
<td>Non-Compliance Score</td>
<td>4.5</td>
</tr>
<tr>
<td>Suspended Licence / Enforcement Actions</td>
<td>N/A</td>
</tr>
<tr>
<td>Licence Tier</td>
<td>Tier 1</td>
</tr>
</tbody>
</table>

#### List of Non-Compliances

<table>
<thead>
<tr>
<th>Legislative Reference</th>
<th>Observed Non-Compliance</th>
<th>Inspection Date</th>
<th>Inspection Type</th>
<th>Resolved Before Licence Issued?</th>
<th>Risk Weight</th>
<th>Time Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>ss. 68(1)(e)</td>
<td>ADODED IN FW ---- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...</td>
<td>10/12/2017</td>
<td>Renewal</td>
<td>No</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>ss. 39(1)(b)</td>
<td>There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.</td>
<td>10/11/2015</td>
<td>Renewal</td>
<td>Yes</td>
<td>Critical (4)</td>
<td>0.5</td>
</tr>
<tr>
<td>ss. 39(1)(b)</td>
<td>There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.</td>
<td>10/11/2015</td>
<td>Renewal</td>
<td>Yes</td>
<td>Critical (4)</td>
<td>0.5</td>
</tr>
<tr>
<td>s.35(a)</td>
<td>There are no written policies and procedures regarding serious occurrences which may occur at this child care centre. Serious Occurrence Policy does not include Critical reporting.</td>
<td>10/12/2014</td>
<td>Renewal</td>
<td>Yes</td>
<td>Moderate (2)</td>
<td>0.5</td>
</tr>
<tr>
<td>s.37(2)</td>
<td>The operator has not permitted a child to carry asthma or emergency allergy medication in accordance with a written procedure by a medical doctor or registered nurse. The 2 of 2 Epi Pens have not accompanied the children with Anaphylaxis during an outdoor play.</td>
<td>10/12/2014</td>
<td>Renewal</td>
<td>Yes</td>
<td>High (3)</td>
<td>0.5</td>
</tr>
</tbody>
</table>

| 10/12/2014 | Renewal | No | N/A | 0 |

Non-Compliance Score: 4.5
Summary of Non-Compliances

To view a list of non-compliances, click the link from the left navigation bar.

<table>
<thead>
<tr>
<th>Legislative Reference</th>
<th>Observed Non-Compliance</th>
<th>Inspection Date</th>
<th>Inspection Type</th>
<th>Resolved Before Licence Issued?</th>
<th>Risk Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>ss. 68.1(2) (e)</td>
<td>The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...</td>
<td>27/12/2017</td>
<td>Monitoring</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>ss. 68.1(2) (g)</td>
<td>ADDED IN FW --- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...</td>
<td>12/12/2017</td>
<td>Renewal</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>ss. 29(1)</td>
<td>There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.</td>
<td>13/11/2015</td>
<td>Renewal</td>
<td>Yes</td>
<td>Critical</td>
</tr>
</tbody>
</table>

Tip: You can filter the list by selecting the radio box(es) at the top of the window.
**Licensing History**

The licensing history is a list of all the activities that have taken place on that licence.

- To access the licensing history, click the link from the left navigation bar.
- No information can be changed in this window.
- The current licence appears in **bold** text.
- To filter the information, select one or more of the options at the top of the window.
Viewing Serious Occurrences

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

**CMSM / DSSAB users receive email notifications based on their selections in their user setup. (See page 7).**

Critical Flag
The following types of serious occurrences have a "critical" flag:
- Death of a child;
- Missing or unsupervised child – child is still missing;
- Unplanned disruption of service – lockdown;
- Any serious occurrence for which police and/or CAS are conducting an investigation; and
- Any serious occurrence that has attracted media attention.

Serious Occurrence Statuses
Following are serious occurrence statuses:
- **Not a Serious Occurrence**: The serious occurrence does not meet the criteria to be considered a reportable serious occurrence.
- **Pending Licensee Update Report**: The program advisor has requested that the licensee submit an update report regarding the serious occurrence.
- **Pending Revision**: The program advisor has requested that the licensee make changes to the serious occurrence initial report that was submitted.
- **Serious Occurrence Closed**: The serious occurrence requires no further follow up at this time and has been closed.
- **Under PA Review**: The serious occurrence has been submitted and is being reviewed by the assigned program advisor.
Viewing a Serious Occurrence


2. Click Select>. The Serious Occurrence Details window appears.
If you are looking at serious occurrences that were closed before March 18, 2015, your window may look different.

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

---

**Adding a Note to a Serious Occurrence**

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

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

1. Open the serious occurrence.

2. Scroll down to the **CMSM / DSSAB Notes** section.
3. Click **Add**. The *Note* window appears.

4. Type the note.

5. You can add an attachment if applicable:
   5.1. Click **Browse**. The *Choose File to Upload* window appears.
   5.2. Select the file to be attached.
   5.3. Click **Open**.

6. Click **Save & Return**. The note appears in the table.

---

**Exporting Serious Occurrence Results**

The Child Care Licensing System allows CMSM / DSSAB users to generate serious occurrence data reports by exporting serious occurrence data into a Microsoft Excel spreadsheet. See page 30 for details.
**Viewing Licensed Complaint Details**

**Introduction**

A licensed complaint is only available to CMSM / DSSABs once it has been closed by the ministry (i.e., when the ministry has completed follow-up).

Notifications related to licensed complaints are received only when the licensed complaint has been closed.

**Sample Complaint Details Window**

1. Search for the complaint. See *Searching* starting on page 8. The search results appear.

2. Click *Select >*. The *Complaint Details* window appears.

   ![Sample Complaint Details window showing headings collapsed.](image)

Sample *Complaint Details* window showing headings collapsed.
**Adding a CMSM / DSSAB Note to a Complaint**

- CMSMs / DSSABs can add a note to a complaint. Notes are visible to the ministry; the licensee cannot see notes entered in this section.

- The Program Advisor receives an email notification whenever the CMSM / DSSAB adds a note to a licensed complaint.

1. Open the complaint.
2. Scroll down to the **CMSM / DSSAB Notes** section.
3. Click **Add**. The **Note** window appears.
4. Type the note.
5. You can add an attachment if applicable:
   5.1. Click **Browse...**. The **Choose File to Upload** window appears.
   5.2. Select the file to be attached.
   5.3. Click **Open**.
6. Click **Save & Return**. The note appears in the table.
Violation Notifications

CMSMs/DSSABs are sent an email when enforcement action is posted to (or rescinded from) the Child Care Violations Registry for a program in their geographic area.

The email is for notification purposes only; no action in CCLS is required by the CMSM/DSSAB.

Following are examples of the two email notifications:

For your information, the Ministry has published enforcement action on the Child Care and Violations Registry for a licensed child care program in your geographic area.

**Name of child care centre** / HCCA: xxx
**Licence Number**: xxx
**Licensee**: xxx
**File Number**: xxx
**Issued To**: [who the enforcement action was issued to]
**Enforcement Action**: [type of enforcement action]

More information about the enforcement action can be found on the Child Care Violations Registry.

For your information, the Ministry has rescinded enforcement action from the Child Care and Violations Registry for a licensed child care program in your geographic area.

**Name of child care centre** / HCCA: xxx
**Licence Number**: xxx
**Licensee**: xxx
**File Number**: xxx
**Issued To**: [Who the enforcement action was issued to]
**Enforcement Action**: [Type of enforcement action]

More information about the enforcement action can be found on the Child Care Violations Registry.
Generating Reports

Generating a Report

CMSMs / DSSABs can run reports on current licences, new licence applications, serious occurrences and complaints for child care centre and homes child agencies in their geographic area.

1. On the left hand navigation click Reports. Click . The Generate a Report window appears.

2. Click . The Generate a Report window appears.

3. Select the report from the dropdown menu.

Report descriptions:

- **New Licence Applications**: This report lists the program type, applicant/licensee name, if they have an existing licence, the CCC/HCCA name, address, phone, primary use of the building, application status, submitted date, if the floor/site plan was submitted/approved, if a supervisor DA request has been submitted/approved and the FDK flag.

- **Serious Occurrences Submitted**: This report provides information about serious occurrences that were submitted to the Ministry for programs located in the CMSM / DSSAB geographic area. This report can be filtered by the report submission date, the type of serious occurrence and licence number.

- **Licenced Complaints Received**: This report lists the program type, licensee name, the CCC/HCCA name, licence number, licensed complaint ID, areas of complaint, licensed complaint status, date the licence complaint was received, date of first follow-up, date signoff recommended, closure date, follow-up activities, related licensed complaint IDs/serious occurrence IDs and the site visit dates.

- **Full Details Report – Child Care Centre**: This report provides information about all licensed child care centres located in the CMSM / DSSAB geographic area, including contact information, licensed capacity and staff. This report can be filtered by city, postal code and the date that the first (original) licence was issued.
The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.

- **Full Details Report – Home Child Care Agency:** This report provides information about all licensed HCCA agencies located in the CMSM / DSSAB geographic area, including contact information and staff. This report can be filtered by city, postal code and the date that the first (original) licence was issued.
  - The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.

- **Full Details Report – Closed / Terminated Child Care Centres:**
  - This report provides information about child care centre licences that were closed (per the licensee’s request) or terminated in a given timeframe. The report can be filtered by city, postal code, date that the first (original) licence was issued, dates during which licences were either closed or terminated.
  - This report only includes licences that have been closed / terminated since the launch of CCLS in December 2013.

- **Details Report – Closed / Terminated Home Child Care Agencies:**
  - This report provides information about HCCA agency licences that were closed (per the licensee’s request) or terminated in a given timeframe. The report can be filtered by city, postal code, date that the first (original) licence was issued, dates during which licences were either closed or terminated.
  - This report only includes licences that have been closed/terminated since the launch of CCLS in December 2013.

- **Summary of Serious Occurrences:**
  - This report lists a breakdown of a variety of categories of serious occurrences by your geographic area. This report can be filtered by date, licence number and licensee.

- **Summary of Licensed Complaints:**
  - This report shows the number of licensed complaints received in the following categories, within your geographic area: Closed Licensed Complaints, Health and Safety, Building and Accommodation, Equipment and/or furnishings, Records, Staff / Age Groupings, Nutrition, Program, Abuse and/or Neglect, and Other complaints. The report can be filtered by date, licence number and licensee.
  - After you generate the report, you may see that the “# of Closed Licensed Complaints” is less than the sum of the Areas of Complaint columns. This can result because one licensed complaint may have multiple Areas of Complaint; one licensed complaint can be counted in more than one complaint area.
4. The window expands.

![Image of report generation interface]

The parameters vary depending on the report selected.

5. Enter additional filter parameters if required.

6. Select the report format.
   - **PDF** – The file opens in Adobe Reader. No changes can be made.
   - **Excel** – The file opens in Excel. It is formatted and can be edited.

7. Click ![Generate button]. The **File Download** window appears.

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

### Exporting Serious Occurrence Results

CCLS allows CMSM / DSSAB users to generate serious occurrence reports by exporting serious occurrence data into a Microsoft Excel spreadsheet.

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

- **Administration information**: Serious Occurrence ID, status, date submitted, date closed, critical issue flag, and Serious Occurrence Type.

- **Incident Information**: Name of the person reporting the Serious Occurrence, date and time of incident and incident awareness, details regarding late reporting (more than 24 hours after the incident), description of the incident.

- **Child Information**: Age group(s) of the child(ren) involved in the incident.
• **Serious Occurrence Information**: Details about what other agencies may be notified or aware of the incident, and further action proposed by the licensee.

• **Supporting Documents**: Any documentation relevant to the incident.

• **SO Updates**: Serious Occurrence Updates provided by the licensee regarding the Serious Occurrence.


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

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

3. Click **Open**. Microsoft Excel opens displaying the search results in a spreadsheet.
Serious occurrence data report tips:

- The serious occurrence report contains the information on serious occurrences appearing in your search results only.

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

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

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

Applicant
An individual, corporation or band council that is applying for a licence.

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

CCEYA
Child Care and Early Years Act, 2014

DSSAB
District Social Services Administration Board

EDU
Ministry of Education

HCCA
Home Child Care Agency

Home visitor
A home visitor is an employee of a Home Child Care Agency (HCCA). Each home visitor provides support and supervision to the home child care locations that they oversee.

A home child care visitor shall be a person who, is a member in good standing of the College of Early Childhood Educators, has at least two years’ experience working with children under 13 years old and is approved by a director; or is in the opinion of a director capable of providing support and supervision at a home child care premise.”

Licensee
An individual, corporation, or First Nation who holds a licence issued under the Child Care and Early Years Act, 2014.

A licensee can renew licences, report serious occurrences, request staff Director approval, request licence revisions, apply for a new licence, and more.
Licensed Complaint (LC)
Any form of communication with the ministry, from any source, about something the complainant considers unacceptable or unsatisfactory at a specific licensed child care centre, home child care agency or home location contracted with a home child agency that relates to a licensing requirement.

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 (PA)
An employee of the Ministry of Education who is authorized under the CCEYA to inspect licensed child care programs. Program advisors support licensees and applicants to achieve and maintain compliance with licensing requirements and respond to complaints and serious occurrences reported about and by child care programs.

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

Serious Occurrence
Every licensee shall ensure that there are written policies and procedures with respect to serious occurrences in each child care centre and each premises where it oversees the provision of home child care, that those policies and procedures are following in the centre or premises. A report of each serious occurrence must be provided to a program advisor within 24 hours of the licensee or supervisor becoming aware of the occurrence.

A serious occurrence includes:
- The death of a child who received child care at a home child care premises or child care centre;
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre;
- A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or a child care centre;
- An incident where a child who is receiving child care at a home child care premises or child care goes missing or is temporarily unsupervised; or,
- An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

Signing authority
Legal power to act as agents of the corporation for general or specific purposes such as payments and signing contracts.
Site designate (supervisor)
A Site Designate (Supervisor) is able to report serious occurrences, as well as manage staffing information for the licensed Child Care Centre.

Staff director approval
Under the Child Care and Early Years Act, 2014 certain staff positions in licensed child care centres and home child care agencies require approval by the Ministry of Education.

Following are the types of Director approval:

Director approval – Supervisor: A supervisor shall be a person who,
- Is a member in good standing of the College of Early Childhood Educators, has at least two years of experience providing licensed child care and is approved by a director; or
- In the opinion of a director, is capable of planning and directing the program of a child care centre, being in charge of children and overseeing staff.

Licensees must apply for director approval of either a registered early childhood educator (RECE) or otherwise approved supervisor through the Child Care Licensing System.

Director approval – Program Staff: For each group of children, the licensee has employed at least one program staff who:
- Is listed on the College of Early Childhood Educators’ Public Register as a member in good standing (“current member”); or
- Has been otherwise approved by a Director

Director approval – Home 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.

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