



Child Care Licensing System

Reference Guide for Applicants / Licensees

Document Update Summary

Change	Page reference
The following changes are effective February 2018:	
➤ A Tools and Resources link has been added to the left navigation menu.	2
➤ Details have been added on how to add an inspection report.	10
➤ Your Program Advisor is automatically notified when you have added a document.	
➤ You can enter an alternate phone number when entering the contact details for a serious occurrence.	153

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Introduction

Overview

Applicants can perform several functions in the Child Care Licensing System (CCLS). They can:

- view the orientation video;
- create a profile; and
- apply for licences.

Once an application is submitted, **applicants** can also:

- check the status of an application;
- request staff Director approval;
- send updates and supporting documents; and
- withdraw an application.




Once a licence has been issued, applicants, now called **licensees** use the system to:

- renew licences;
- report serious occurrences;
- request staff Director approval;
- ask for a licence revision, if required;
- and more!

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

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

Using this Guide

- This guide includes instructions for individuals, corporations and First Nations. When required, different processes are noted by group.
- When there is a note to “see page [x](#)”, you can click the page number and it will jump automatically to that page.
- See [Appendix – 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

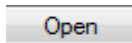
Tools and Resources



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.

Category 1 - English		
CCLS Registration Guide for New Applicants		New
Document Description	Date	
This guide outlines the step-by-step process to be used by new applicants.	Dec 14, 2017	Download >

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:

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/index.htm>

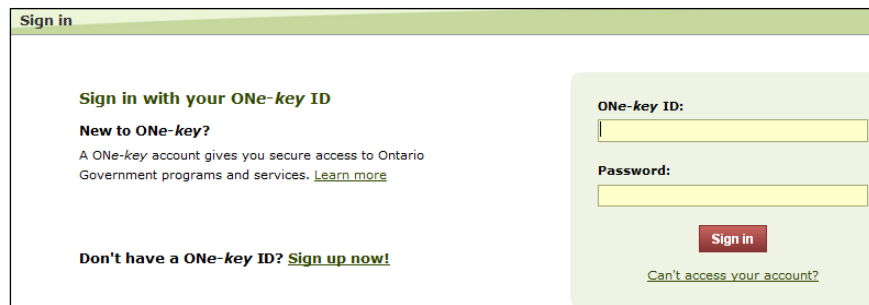
1. Open your browser (such as Internet Explorer).
2. In the address area type:

<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.

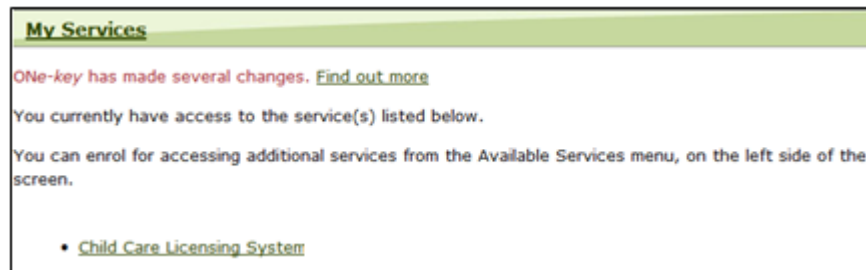


4. Click . The ONE-key **Sign In** window appears.



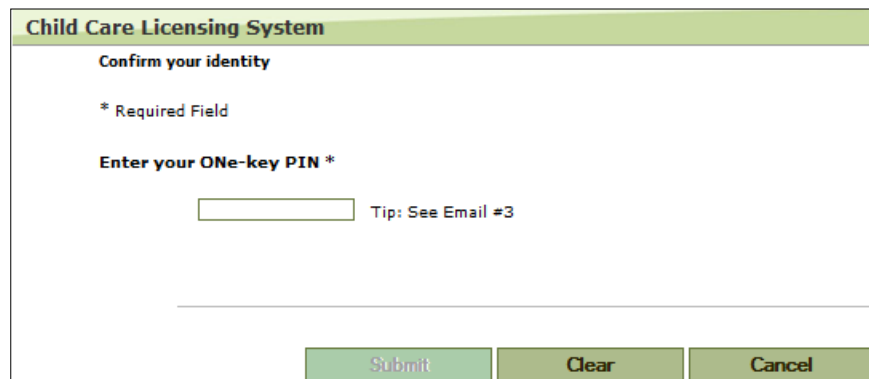
The 'Sign in' window has a green header bar with the text 'Sign in'. Below the header, on the left, is the text 'Sign in with your ONE-key ID' followed by 'New to ONE-key?' and a paragraph: 'A ONE-key account gives you secure access to Ontario Government programs and services. [Learn more](#)'. Below this is a link: 'Don't have a ONE-key ID? [Sign up now!](#)'. On the right side, there are two input fields: 'ONE-key ID:' and 'Password:'. Below these fields is a red 'Sign in' button and a link: '[Can't access your account?](#)'.

5. Enter your **One-key ID** and **Password**.
6. Click . Your **My Services** window appears.

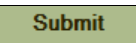


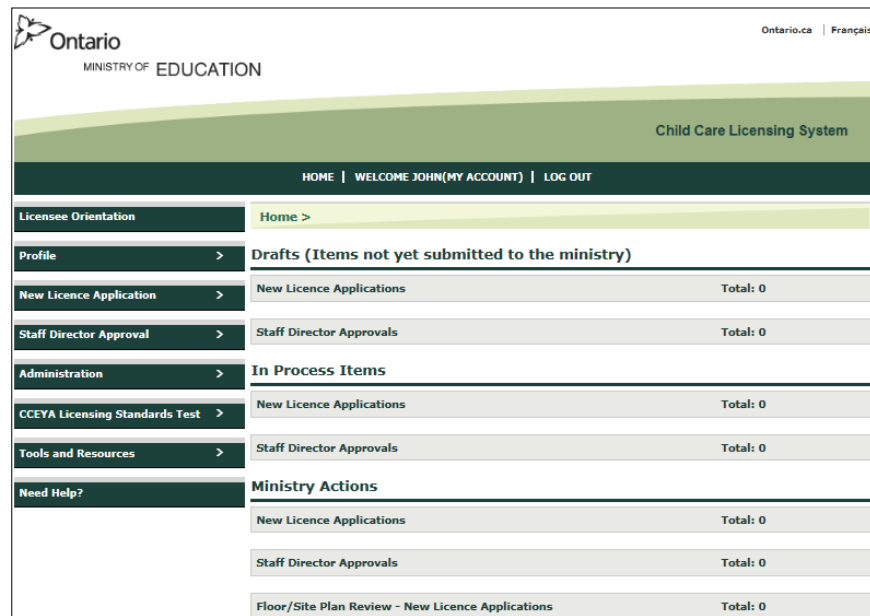
The 'My Services' window has a green header bar with the text 'My Services'. Below the header, the text reads: 'ONE-key has made several changes. [Find out more](#)'. This is followed by: 'You currently have access to the service(s) listed below.' and 'You can enrol for accessing additional services from the Available Services menu, on the left side of the screen.' At the bottom, there is a bullet point: '• [Child Care Licensing System](#)'.

7. Click [Child Care Licensing System](#). The **Confirm your Identity** window appears.



The 'Child Care Licensing System' window has a green header bar with the text 'Child Care Licensing System'. Below the header, the text reads: 'Confirm your identity' followed by '* Required Field'. Below this is the text: 'Enter your ONE-key PIN *'. There is an input field for the PIN, and to its right is the text: 'Tip: See Email #3'. At the bottom, there are three buttons: 'Submit', 'Clear', and 'Cancel'.

8. Enter your PIN (from Email #3).
9. Click . Your home page appears.



(Your window may look different)

What to do if you forget / lose your CCLS PIN

Ask the help desk to reset your PIN.

Toll-Free: 1-855-457-5478

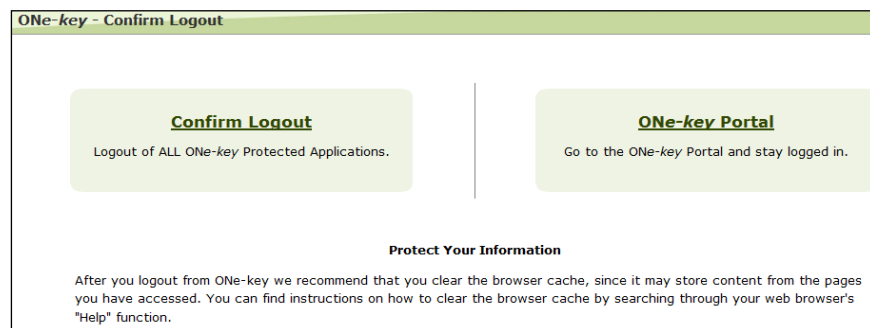
Local: 416-314-6230



Email: childcare.helpdesk@ontario.ca

Logging Out

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

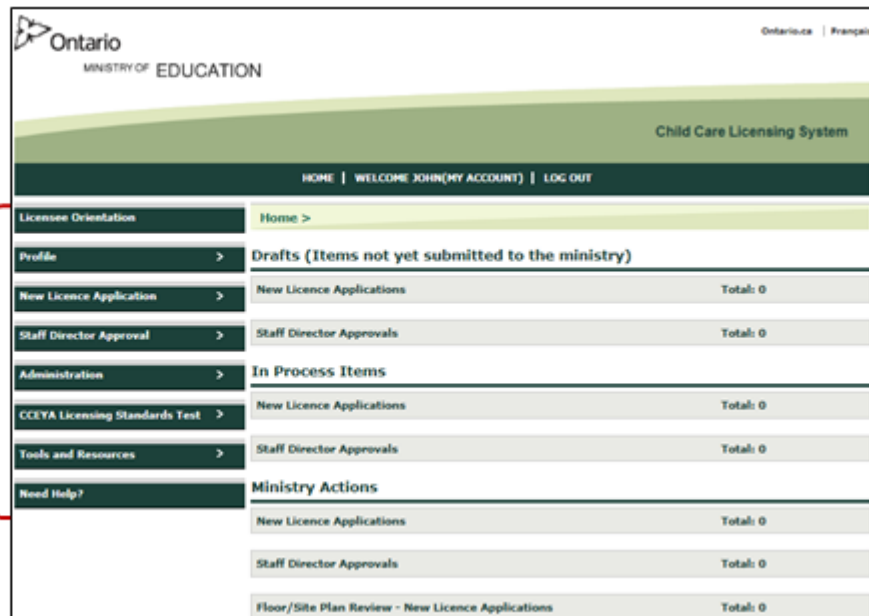


2. Click **Confirm Logout**. The **One-key Login** window appears.

Working with your Home Page

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

Left
Navigation Pane



(Your window may look different)

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.

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 ▼.

New Licence Applications	Total: 2	▼
--------------------------	----------	---

The window expands.

New Licence Applications				Total: 2	▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status		
ABCD Corp	ABCD Child Care Centre	2 Zzz Square , Markh...	Under Review	Select >	
ABCD Corp	ABCD Agency	2 Xyz Square , Markh...	Under Review	Select >	


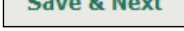
To collapse the section click the up arrow ▲


Sorting Entries

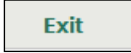




An arrow next to the column heading indicates the current sort order. In the screen sample above, the information is sorted in descending order by date. To change the sort order or to sort by a different column simply click the green column heading.

Moving to the Next / Previous Window

Generally you use  or  to continue to the next window.

 is used to return to the previous window without saving.

 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.

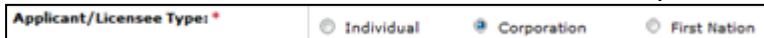
- **Freeform field:** Any information can be typed in a freeform field.



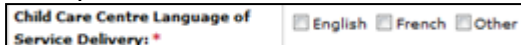
- **Dropdown field / list of values.** Click the arrow and a list of options appears. Select the option required. 

- **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.

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



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



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 policies and procedures 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.

Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Approved fire evacuation procedures	Jan 3, 2018	Document Satisfactory	Jan 3, 2018	Select >

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

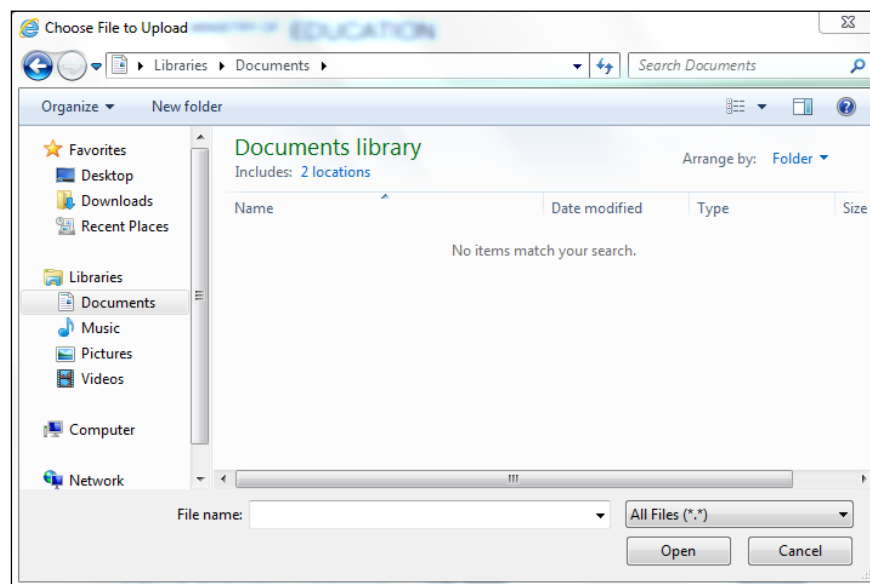
Uploading a Document

1. Open the application.
2. Click [Upload Document >](#). The **Attachments** window appears.

Attachments		
Document Type	Business Name Registration	
Date	Aug 22, 2013	
File *	<input type="text"/> <input type="button" value="Browse..."/>	
Comments	<input type="text"/>	
Ministry Comments:		
Comment	Submitted Date	Submitted By
		<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>

(Your window may not look exactly as shown)

- Click . The **Choose File to Upload** window appears.



- Select the file.
- Click .
- Enter comments in the **Comments** field if applicable.
- Click .

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.

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.

Attachments		
Document Type	Other	
Please specify document type	<input type="text"/>	
Date	Aug 22, 2013	
File *	<input type="text"/> Browse...	
Comments	<div><div></div></div>	
Ministry Comments:		
Comment	Submitted Date	Submitted By
<div> Cancel Save & Return </div>		

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.

Revising a Supporting Document

You will receive an email if a revision is requested for a supporting document. This means that the program advisor is requesting a change to the document that was previously submitted, and that the document will need to be re-submitted.

Note: The revision request will not appear in your dashboard.

1. Open the record (application, renewal, etc.).
2. Click [Supporting Documents](#).
3. Open the document with the status "Pending Revision" (click [Select](#)). The details of the submitted document appears.

Home > Apply for a New Licence > Supporting Documents >

Attachments			
Document Type	Incorporation papers		
Date	Nov 4, 2013		
File *	<input type="text"/> Browse...		
Comments	<input type="text"/>		

Supporting Document Summary Hide Comments >			
File Name	Revision	Submitted By	Date
Test.docx	V1	Glass, Geraldine	Nov 4, 2013

Ministry Comments:			
Comment	Submitted Date	Submitted By	
Please sign the document	04/11/2013	Starr, Deb	

[Cancel](#) [Save & Return](#)

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.

Supporting Document Summary Hide Comments >			
File Name	Revision	Submitted By	Date
Test[3].docx	V2	Cookies, Sugar	Nov 8, 2013
Test.docx	V1	Cookies, Sugar	Nov 8, 2013

7. Click [Save & Return](#).


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 97. The window opens at the first page of the application / renewal / revision.

2. Make the changes.

3. Click  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.

In Process Items				
New Licence Applications			Total: 1	▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	
ABC Corp.	XXX Day care	2 Xyz, Markham	Pending Revision/Additional Information	Select >

1. Open the record. (Click **Select>**). The **Review Application Details** window appears.
2. Scroll down to the **Comments** area.

Comments to Ministry

History of Ministry/Applicant Comments: ▼		
Comment	Submitted Date	Submitted By
Please check your licensing history answers.	04/09/2013 02:27 PM	Deb Manager

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.

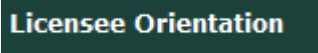
Viewing the Licensee Orientation Video






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 . 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  and  buttons to go through the slides.
- Click  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  contains a list of definitions of terms used in the video.
-  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 **Profile** option is not available to prospective licensees until the Licensee Orientation video is completed. For licensed child care licensees, the profile is always available.

Updating your Profile

1. Click **Profile**.
2. Click **Profile Information**. The **Applicant / Licensee Type** window appears.

Note: The profile window that appears varies depending on your applicant licensee type (individual, corporation or First Nation). **Make sure you follow the instructions for your licensee type.**

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

Licensee type: Corporation

Licensee type: CORPORATION

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

Applicant/Licensee Type								
Preferred Language of Correspondence: *				<input checked="" type="radio"/> English <input type="radio"/> French				
Applicant/Licensee Type: *				<input type="radio"/> Individual <input checked="" type="radio"/> Corporation <input type="radio"/> First Nation				
Corporation Number: *				<input type="text"/>				
Corporation Name: *				<input type="text"/>				
Is the corporation a co-operative corporation?: *				<input type="radio"/> Yes <input type="radio"/> No				
Is the corporation: *				<input type="radio"/> For-Profit <input type="radio"/> Non-Profit				
Please select the type of organization (if applicable):				<input type="radio"/> Consolidated Municipal Service System Manager /District Social Services Administration Board <input type="radio"/> Publicly-Funded School Board <input type="radio"/> Hospital/Health Facility <input type="radio"/> College/University <input type="radio"/> Church/Religious Group <input type="radio"/> Other				
Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *				<input type="radio"/> Yes <input type="radio"/> No				
Is the corporation carrying on business with a name different than its corporate name?: *				<input type="radio"/> Yes <input type="radio"/> No				
Director's Last Name	Director's First Name	Date Elected	Date Ceased	Address	Telephone No.	Signing Authority	CECE Number	
								Add Director>
Officer's Last Name	Officer's First Name	Role	Date Elected	Date Ceased	Address	Telephone No.	Signing Authority	CECE Number
								Add Officer>
Please Note: Corporations must complete and submit an Initial Return to the Ministry of Government and Consumer Services within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)								
				Exit	Save	Save & Next>		

1. Review / edit the information as required.
2. **Add a director** if required:
 - 2.1. Click **Add Director>**. The **Director** window appears.

Director			
Director's First Name: *	<input style="width: 90%;" type="text"/>		
Director's Last Name: *	<input style="width: 90%;" type="text"/>		
Date Elected:(dd/MM/yyyy) *	<input style="width: 80%;" type="text"/>		
Country: *	<div style="border: 1px solid #ccc; padding: 2px;">CANADA ▼</div>		
Address: *	Street #: *	Street Name: *	Street Type: ▼
	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<div style="border: 1px solid #ccc; padding: 2px;">▼</div>
Unit Designator:	<div style="border: 1px solid #ccc; padding: 2px;">▼ No.: <input style="width: 80%;" type="text"/></div>		
Extra Address Information:	<input style="width: 90%;" type="text"/>		
City: *	<input style="width: 90%;" type="text"/>		
Province: *	<div style="border: 1px solid #ccc; padding: 2px;">Ontario ▼</div>		
Postal Code: *	<input style="width: 80%;" type="text"/>		
P.O. Box:	No.: <input style="width: 80%;" type="text"/>	Box Type: ▼	Box Qualifier: <input style="width: 80%;" type="text"/>
			<div style="border: 1px solid #ccc; padding: 2px;">▼</div>
Rural Route:	<div style="border: 1px solid #ccc; padding: 2px;">▼ No.: <input style="width: 80%;" type="text"/></div>		
Telephone No.:	<input style="width: 90%;" type="text"/>		
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No		
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No		
<div style="display: inline-block; border: 1px solid #ccc; padding: 2px 10px; margin-right: 10px;">Cancel</div> <div style="display: inline-block; border: 1px solid #ccc; padding: 2px 10px; background-color: #e0f2f1;">Save & Return</div>			

2.2. Enter the director's information.

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

3. **Update a director** if required.

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

3.2. Make changes as required.

3.3. Click Save & Return.

4. **Deactivate a director** if required.

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

4.2. Enter the **Date Ceased**.

4.3. Click Save & Return.

5. **Add an officer** if required:

5.1. Click Add Officer>. The **Officer** window appears.

Officer			
Officer's First Name: *	<input type="text"/>		
Officer's Last Name: *	<input type="text"/>		
Title/Role: *	Please select... ▾		
Date Elected:(dd/MM/yyyy) *	<input type="text"/>		
Country: *	CANADA ▾		
Address: *	Street #: *	Street Name: *	Street Type: ▾ Street Dir: ▾
Unit Designator:	▾ No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>		
City: *	<input type="text"/>		
Province: *	Ontario ▾		
Postal Code: *	<input type="text"/>		
P.O. Box:	No.: <input type="text"/>	Box Type: ▾	Box Qualifier: <input type="text"/> Box Area Name: <input type="text"/>
Rural Route:	▾ No.: <input type="text"/>		
Telephone No.:	<input type="text"/>		
Signing authority for the corporation: *	<input type="radio"/> Yes <input type="radio"/> No		
Is this person a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No		
		Cancel	Save & Return

5.2. Enter the officer's information.

5.3. Click **Save & Return**. The person appears in the officer's list.

6. **Update an officer** if required.

6.1. Click **Update>**. The **Officer** window appears.

6.2. Make changes as required.

6.3. Click **Save & Return**.

7. **Deactivate an officer** if required.

7.1. Click **Deactivate>**. The **Officer** window appears.

7.2. Enter the **Date Ceased**.

7.3. Click **Save & Return**.


8. Click **Save & Next**. The **Applicant / Licensee Information** window appears.

Updating Your Licensee Profile

Applicant/Licensee Information				
Applicant/Licensee Name:	ABCD Corp			
Phone: *	(111) 111-1111	Ext:		
Fax:				
Email: *	debra.starr@ontario.ca			
Website:				
Contact Name: *	John	Xxxx		
Contact Title:				
Contact Phone: *	(111) 111-1111	Ext:		
Applicant/Licensee Mailing Address				
Country: *	CANADA			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
Unit Designator:		No.:		
Extra Address Information:				
City: *				
Province: *	Ontario			
Postal Code: *				
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
Rural Route:		No.:		
<div><Previous Exit Save</div>				

9. Complete the information.

10. Click .

11. Click . Your home page appears.

Licensee type: *First Nation*

Licensee type: First Nation

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

Applicant/Licensee Type						
Preferred Language of Correspondence: *		<input checked="" type="radio"/> English <input type="radio"/> French				
Applicant/Licensee Type: *		<input type="radio"/> Individual <input type="radio"/> Corporation <input checked="" type="radio"/> First Nation				
Select First Nation: *		Please select... ▼				
Add First Nation Member						
Role *	First Name *	Last Name *	Signing Authority *	Registered ECE *	CECE Number *	
Please select ▼	<input type="text"/>	<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>	Add First Nation Member
First Nation Member						
Role	First Name	Last Name	Date Ceased	Signing Authority	CECE Number	
			Exit		Save	Save & Next>

1. Select the name of the First Nation.

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

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

Note: A chief is mandatory.

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


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

5. Click **Save & Next**. The **Applicant / Licensee Information** window appears.

Applicant/Licensee Information				
Applicant/Licensee Name:	ABC Corp			
Phone: *		Ext:		
Fax:				
Email: *	zzz@zzz.ca			
Website:				
Contact Name: *	John	ZZZ		
Contact Title:				
Contact Phone: *		Ext:		
Applicant/Licensee Mailing Address				
Country: *	CANADA			
Address: *	Street #: *	Street Name: *	Street Type:	Street Dir:
Unit Designator:		No.:		
Extra Address Information:				
City: *				
Province: *	Ontario			
Postal Code: *				
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
Rural Route:		No.:		
			<Previous	Exit
			Save	

6. Complete the information.

7. Click .

8. Click . Your home page appears.


Licensee type: Individual

Licensee type: Individual

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

Applicant/Licensee Type	
Preferred Language of Correspondence: *	<input checked="" type="radio"/> English <input type="radio"/> French
Applicant/Licensee Type: *	<input checked="" type="radio"/> Individual <input type="radio"/> Corporation <input type="radio"/> First Nation
First Name: *	<input type="text" value="Chippie"/>
Last Name: *	<input type="text" value="ZZZ"/>
Has the business name been registered with the Ministry of Government and Consumer Services (MGCS)? *	<input type="radio"/> Yes <input type="radio"/> No
Are you a Registered Early Childhood Educator? *	<input type="radio"/> Yes <input type="radio"/> No
<div>Exit Save Save & Next></div>	


1. Verify/edit the information.

2. Click . The next page of your profile appears.

Applicant/Licensee Information				
Applicant/Licensee Name:	<input type="text" value="ZZZ, Mike"/>			
Phone: *	<input type="text" value="(222) 222-2222"/>	Ext:	<input type="text"/>	
Fax:	<input type="text"/>			
Email: *	<input type="text" value="zzz@zzz.ca"/>			
Website:	<input type="text"/>			
Applicant/Licensee Mailing Address				
Country: *	<input type="text" value="CANADA"/>			
Address: *	Street #: <input type="text" value="22"/>	Street Name: <input type="text" value="xxx"/>	Street Type: <input type="text"/>	Street Dir: <input type="text"/>
Unit Designator:	<input type="text"/>	No.: <input type="text"/>		
Extra Address Information:	<input type="text"/>			
City: *	<input type="text" value="Markham"/>			
Province: *	<input type="text" value="Ontario"/>			
Postal Code: *	<input type="text" value="L3R 3M4"/>			
P.O. Box:	No.: <input type="text"/>	Box Type: <input type="text"/>	Box Qualifier: <input type="text"/>	Box Area Name: <input type="text"/>
Rural Route:	<input type="text"/>	No.: <input type="text"/>		
<div><Previous Exit Save</div>				

3. Verify / edit the information.

4. Click .

5. Click . 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.

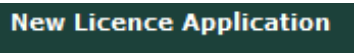
You can apply for a new licence as an individual, corporation or First Nation. The process is similar for each type however the windows may be slightly different. Only the windows for a corporation applicant type are included in this Guide.

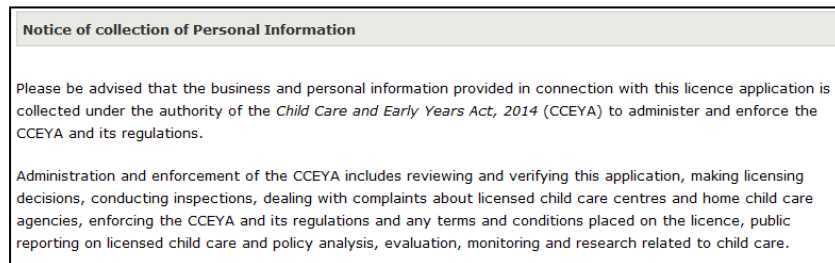
This section walks you through the application process, generally following the left navigation bar. As sections are completed, a checkmark appears on the navigation bar.

New Licence Application
▶ Apply for a New Licence
✓ Program type
✓ Licensing History
✓ Applicant Type
✓ Applicant Information
✓ Child Care Centre Information
✓ Operational Information
✓ Review Application Details
✓ Initial Deposit
> Fee Balance
> Supporting Documents
> Staffing Information
> Space Information

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



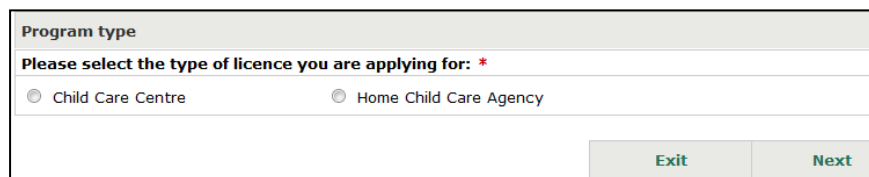
Notice of collection of Personal Information

Please be advised that the business and personal information provided in connection with this licence application is collected under the authority of the *Child Care and Early Years Act, 2014* (CCEYA) to administer and enforce the CCEYA and its regulations.

Administration and enforcement of the CCEYA includes reviewing and verifying this application, making licensing decisions, conducting inspections, dealing with complaints about licensed child care centres and home child care agencies, enforcing the CCEYA and its regulations and any terms and conditions placed on the licence, public reporting on licensed child care and policy analysis, evaluation, monitoring and research related to child care.

(Not all contents appear in the above sample)

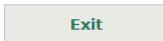
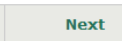
3. Read the **Notice of Collection of Personal Information**.
4. Click . The **Program Type** window appears.



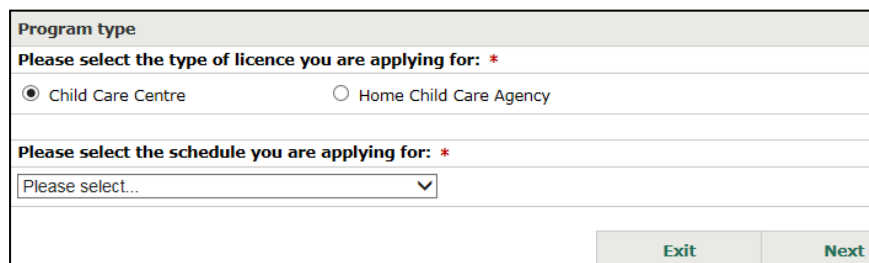
Program type

Please select the type of licence you are applying for: *

☐ Child Care Centre ☐ Home Child Care Agency

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





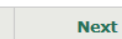
Program type

Please select the type of licence you are applying for: *


☒ Child Care Centre ☐ Home Child Care Agency

Please select the schedule you are applying for: *



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:

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/ChildCareLicensingResources/index.htm>

7. Click . The **Licensing History** window appears.

Step 2: Complete the Licensing History

Licensing History	
1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever operated a program licensed under the DNA or CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been refused a licence to operate a program under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
4. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
5. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
<div> Exit Save Save & Next> </div>	

(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 . The **Applicant Type** window appears.

Step 3: Review the Applicant Type Info

Applicant Type	
Preferred Language of Correspondence: *	English
Applicant/Licensee Type: *	Corporation
Corporation Number:	111111
Corporation Name: *	ABCD Corp
Is the corporation a co-operative corporation?: *	No
Is the corporation: *	Non-Profit
Please select the type of organization (if applicable):	Church/Religious Group
Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *	Yes
Is the corporation carrying on business with a name different than its corporate name?: *	No
<p>Please Note: Corporations must complete and submit an Initial Return to the Ministry of Government and Consumer Services within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)</p>	
<Previous Exit Next>	

(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  and update your profile. (Only some profile information can be changed). See page [16](#) for details on updating your profile.

2. Click . The **Applicant Information** window appears.

Step 4: Review the Applicant Information

Applicant Information	
Applicant Name:	ABCD Corp
Phone: *	(111) 111-1111
Fax:	
Applicant Email: *	zzz.zzz@zzz.com
Website:	
Contact Name: *	Xxxx, John
Contact Title:	
Contact Phone: *	(111) 111-1111
Mailing Address	
Address: *	Street #: 2 Street Name: Xyz Street Type: Square Street Dir:
Unit Designator:	No.:
Extra Address Information:	
City: *	Markham
Province: *	Ontario
Postal Code: *	L3R 3M4
P.O. Box:	No.: Box Type: Box Qualifier: Box Area Name:
Rural Route:	No.:
Country: *	CANADA
<input style="margin-right: 10px;" type="button" value=" <Previous "/> <input style="margin-right: 10px;" type="button" value=" Exit "/> <input style="margin-right: 10px;" type="button" value=" Next> "/>	

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

 **Note:** No information can be changed from this window. If the information displayed is incorrect, click and update your profile. For details on updating your profile see page [16](#).

2. Click . The **Child Care Centre Information** window appears.

Step 5: Enter the Child Care Centre Information

Child Care Centre Information				
Name of Child Care Centre: *	<input style="width: 90%;" type="text"/>			
Child Care Centre Email:	<input style="width: 90%;" type="text"/>			
Website:	<input style="width: 90%;" type="text"/>			
Fax:	<input style="width: 90%;" type="text"/>			
Phone: *	<input style="width: 40%;" type="text"/>	Ext: <input style="width: 20%;" type="text"/>		
Secondary Phone Number (if different):	<input style="width: 40%;" type="text"/>	Ext: <input style="width: 20%;" type="text"/>		
Contact Name: *	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>		
Position:	<input style="width: 90%;" type="text"/>			
Will this child care centre be operated by a private school? *	<input type="radio"/> Yes <input type="radio"/> No			
Please indicate the primary use of the building: *	Please select... ▼			

Child Care Centre Civic (Site) Address				
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>
Unit Designator:	<input style="width: 40%;" type="text"/> No.: <input style="width: 40%;" type="text"/>			
Extra Address Information:	<input style="width: 90%;" type="text"/>			
City/Municipality: *	<input style="width: 90%;" type="text"/>			
Province: *	Ontario ▼			
Postal Code: *	<input style="width: 90%;" type="text"/>			
Consolidated Municipal Service Manager/District Social Services Administration Board: *	Please select... ▼			
Notes: To find your local CMSM/DSSAB, click here				

Child Care Centre Mailing Address (if different than civic or applicant mailing address).				
Country: *	CANADA ▼			
Address:	Street #:	Street Name:	Street Type:	Street Dir:
	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>
Unit Designator:	<input style="width: 40%;" type="text"/> No.: <input style="width: 40%;" type="text"/>			
Extra Address Information:	<input style="width: 90%;" type="text"/>			
City/Municipality:	<input style="width: 90%;" type="text"/>			
Province:	Please select... ▼			
Postal Code:	<input style="width: 90%;" type="text"/>			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input style="width: 40%;" type="text"/>	<input style="width: 20%;" type="text"/>	<input style="width: 40%;" type="text"/>	<input style="width: 40%;" type="text"/>
Rural Route:	<input style="width: 40%;" type="text"/> No.: <input style="width: 40%;" type="text"/>			

Program Description	
Child Care Centre Language of Service Delivery: *	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other
Safe Drinking Water Act	
Is water provided through service connections with a municipal residential water system? *	<input type="radio"/> Yes <input type="radio"/> No
Was plumbing in this building installed? *	<input type="radio"/> Before January 1, 1990 <input type="radio"/> After January 1, 1990
DWIS ID#:	<input style="width: 100%;" type="text"/>
<input style="margin-right: 10px;" type="button" value=" <Previous "/> <input style="margin-right: 10px;" type="button" value=" Exit "/> <input style="margin-right: 10px;" type="button" value=" Save "/> <input style="margin-right: 10px;" type="button" value=" Save & Next> "/>	

1. Enter the information.

Field Notes and Tips

All fields: Do not type in ALL UPPER CASE.

Consolidated municipal service manager/ district social services administration board

- Identifying your local CMSM/DSSAB will determine which Ministry of Education – Child Care Quality Assurance and Licensing office your application will be assigned to.
- **Note:** This field is not applicable if the applicant type is “First Nation”.
- **If you do not know what to enter:**
 - (a) Click the [here](#) link.

Notes: To find your local CMSM/DSSAB, click [here](#)

A file download window appears.
 - (b) Click . A document appears to help you determine the CMSM/DSSAB for your area.
 - (c) Scroll through the document and make note of the Service Manager for your area.
 - Tip:** Search for the name of your town.
 - (d) Close the document (select **FILE** → **EXIT**)
- If you select the City of Toronto, select the ward where your child care centre will be operating.

Language(s) of Service Delivery

- This is the language(s) you will be providing service in your child care centre. You can enter more than one.
- If you select **Other**, select the language then click [Add>>](#). More than one language can be selected.

DWIS ID number

- When you register your child care centre with the Ministry of the Environment your child care centre will be assigned a unique Drinking Number Information System number (DWIS ID).

2. Click . The **Operational Information** window appears.

Step 6: Enter Operational Information

Proposed Program Options *			
Please identify the types of programs you plan to offer			
<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)	
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight	
Months of Operation *			
<input type="radio"/> Operates 12 months <input type="radio"/> Operates fewer than 12 months (please check months below)			
Days and Hours of Operation *			
Please describe your days and hours of operation for all of the planned programs selected above			
Licensed Capacity *			
Please indicate the proposed number of children for each age group (to be confirmed by the Ministry)			
Schedule	Age Group	Age Range	Proposed Capacity
Schedule 1	Infant	under 18 months	<input type="text" value="0"/>
Schedule 1	Toddler	18 months up to 30 months	<input type="text" value="0"/>
Schedule 1	Preschool	30 months up to 6 years	<input type="text" value="0"/>
Schedule 1	Kindergarten	44 months up to 7 years	<input type="text" value="0"/>
Schedule 1	Primary/Junior School Age	68 months up to 13 years	<input type="text" value="0"/>
Schedule 1	Junior School Age	9 years up to 13 years	<input type="text" value="0"/>
Schedule 4	Family Age Group	under 13 years	<input type="text" value="0"/>
Total			0
		<Previous	Exit
		Save	Save & Next>

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

1. Enter the information.

 **Note:** All fields are mandatory.

2. Click . The **Review Application Details** window appears.

Step 7: Review and Submit your Application


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





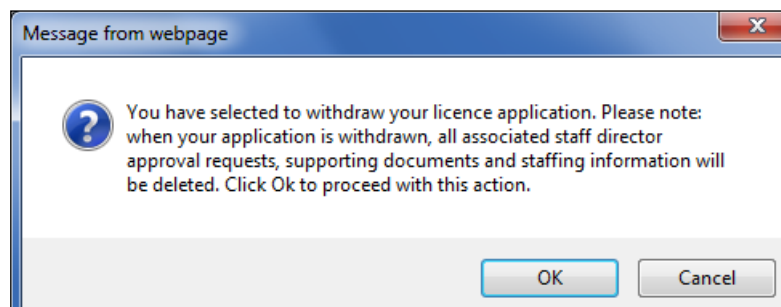
Tip: To print your application click  **Print** (located near the top right corner of the form).

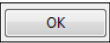

1. Review your application.



Warning: Once you click , you will not be able to make any changes to your application until after it is submitted and approved by your program advisor. You will not be able to change your application type (i.e. child care centre or home child care agency). If you need to revise the application type after submission, you will have to withdraw this application and start a new one.

2. If a revision is required in a particular section:
 - 2.1. Click **Revise>**. Your application opens at the section required.
 - 2.2. Make changes where required.
 - 2.3. Click  to save changes.
3. If you would like to withdraw your application:
 - 3.1. Click  (near the bottom of the **Review Application Details** window). A confirmation message appears.



- 3.2. Read the warning.
 - 3.3. To withdraw click .
4. Submit your application.
 - 4.1. Click . The **Declaration and Consent** window appears.

Declaration and Consent
<p>I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.</p> <p>I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i>.</p> <p><input checked="" type="radio"/> I Agree <input type="radio"/> I Disagree</p> <p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p> <div><Previous Exit Proceed to Deposit Payment</div>

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

Initial Deposit

In order to submit your application, a deposit payment of **\$200** must be submitted.

Payment Options

☐ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

Submission of this application and a fee deposit is not a licence to operate a child care centre

Once your deposit has been received, your application will be reviewed and assigned to a Ministry of Education Program Advisor.

Once your Program Advisor is assigned, you will receive a notification informing you that you can move on to the next steps of your application. These next steps include uploading supporting documents and inputting your staffing information.

Where applicable, the initial documents that will be required include:

- Incorporation papers
- Business name registration
- Written verification from the zoning authority confirming the location is approved for use as a child care centre
- Detailed site plans of the proposed location that show the building, playground and parking areas
- Detailed floor plans that show room measurements, location of fixed cabinets (counters, cubbies and storage areas) and fenced outdoor playground space dimensions

It is recommend that you start preparing these documents while you wait for your application to be assigned.

<Previous Exit Next>

Paying By E-Transfer / Credit Card

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

Payment Options

☒ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

I acknowledge that, should my final licensed capacity be 25 or more children, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.

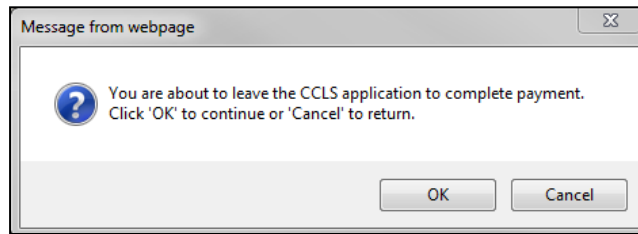
I understand that all fees paid in connection with this licence application are non-refundable.

To submit your application, you are required to pay an initial deposit. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.

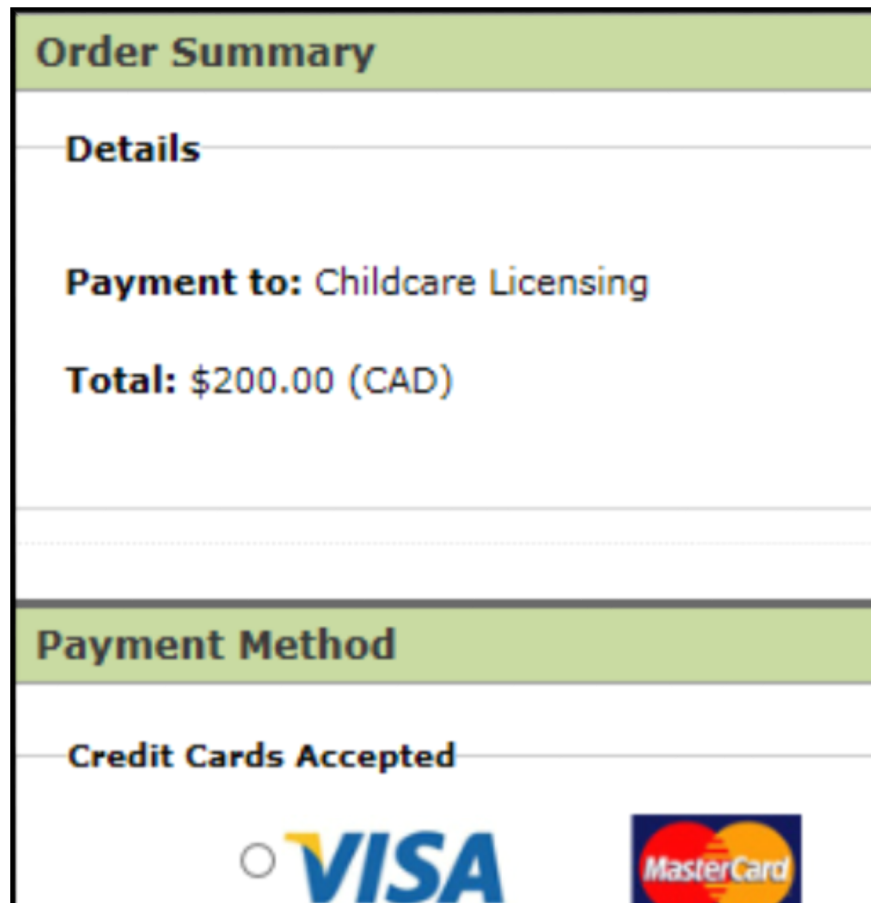
Continue with E-Transfer/Credit Card

2. Read the information on the window.

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




4. Click  to continue. The **Order Summary** window appears.



The **Order Summary** window is displayed. It has a green header bar with the title "Order Summary". Below the header, there is a section titled "Details" in bold. Under "Details", the text "Payment to: Childcare Licensing" is shown, followed by "Total: \$200.00 (CAD)". Below this section is a green bar with the title "Payment Method". Under "Payment Method", the text "Credit Cards Accepted" is shown. Below this text are two logos: the VISA logo and the MasterCard logo.

5. Select **Credit Card** or **Interac Online** as applicable.

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

6. Click . You will be re-directed to the appropriate site to finalize payment.

Payment Information

TD
Payment processing
powered by TD

VISA MasterCard American Express

Invoice/Order Number: 2059532
Amount: \$200.00 CAD
Name on card:
Credit Card Type: VISA
Credit Card Number:
Expiration Date: 01 / 2016
Credit Card CVD: [What's this?](#)

Cancel Payment Submit 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**.

Thank you for your payment.

To finalize the process you must click the **Complete Payment Process** button below.

Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing
Total: \$200.00 (CAD)
Time: 12-Jul-2016 11:01:41 AM

Payment Method: Visa
Card Number: *****1234
Cardholder Name: Mike ZZZ

Session ID: 761229
Authorization Number: TEST

Note:

- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.

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.

The screenshot shows a web form titled "Payment Options". At the top, there are three radio buttons: "E-Transfer/Credit Card", "Cheque" (which is selected), and "Money Order". Below this, a text block instructs the user to print the "Licensing Fee Deposit Payment Form" and mail it to a specific address in Toronto, along with a \$200 cheque or money order payable to the Minister of Finance. The address is CCQALB, 77 Wellesley Street West, Box 980, Toronto, ON M7A 1N3. Below the address, there is a note about clicking "Confirm Payment and Submit Application" after mailing the payment. A button labeled "Application Deposit Payment Form" is centered. At the bottom, there are input fields for "Cheque/Money Order Payment Date" (with an example of 28/04/2012), "Remitter: (Payable From)", "Cheque/Money Order Number" (with a note not to include leading zeros), and "Amount" (pre-filled with \$200). A "Confirm Payment and Submit Application" button is at the very bottom.

2. Click **Application Deposit Payment Form**. The **File Download** window appears.
3. Click **Open**. The form appears on your screen.

Ministry of Education
Child Care Quality Assurance
and Licensing
77 Wellesley Street West, Box 980
Toronto, ON M7A 1N3

Ministère de l'Éducation
Assurance de la qualité
des services de garde
d'enfants et délivrance de permis
77, rue Wellesley Ouest, B.P. 980
Toronto (Ontario) M7A 1N3



Child Care Centre Licence Application: Deposit Payment Form

Applicant/Corporation Name: ABCD Corp
Name of Child Care Centre: ABCD Child Care Centre

I declare that all information provided in connection with this licence application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the *Child Care and Early Years Act, 2014*.

I acknowledge that, should my final licensed capacity be 25 or more children, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.

I understand that all fees paid in connection with this licence application are non-refundable.

Signature*: _____ Date: _____

* If the applicant is a corporation or a First Nation, this form must be signed by a person with signing authority for the corporation or the First Nation.

Amount of Deposit - New Licence: \$200.00

Attach a cheque or money order to this form, payable to the Minister of Finance and mail to the Child Care Quality Assurance and Licensing Unit at the following address:

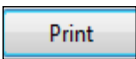
CCQALB
77 Wellesley Street West
Box 980
Toronto ON M7A 1N3

Important Reminder: Payment must be submitted to the Ministry of Education in order for your application to be processed.

Sign and date here

Important note if you are applying as a corporation

This is where to mail your form and payment

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.

Cheque/Money Order Payment Date: Ex: 28/04/2012


Remitter: (Payable From)

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$200

Confirm Payment and Submit Application

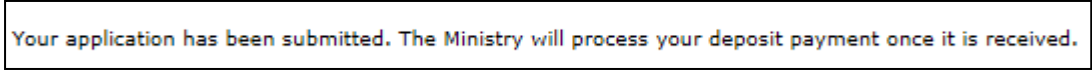
5. Sign and date the form.
6. Make your cheque payable to the **Minister of Finance**.
7. Enter the remaining information on the screen.


 **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 . A confirmation message appears.

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

10. Click . 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.

1. Open your application. (See page [95](#) 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.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Incorporation papers		Not Applicable	Jan 3, 2018	Select >
Zoning approval				Upload Document >
Floor plan				Upload Document >
Site plan				Upload Document >
Combined floor and site plan				Upload Document >
Add Additional Document >				

NEW LICENCE APPLICATIONS Applying for a Child Care Centre Licence

Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Approved fire evacuation procedures				Upload Document >
Emergency Management Policy		Not Applicable	Jan 3, 2018	Select >
Sanitary practices		Not Applicable	Jan 3, 2018	Select >
Waiting list policy		Not Applicable	Jan 3, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 3, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 3, 2018	Select >
Serious occurrence policy		Not Applicable	Jan 3, 2018	Select >
Medication policy		Not Applicable	Jan 3, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 3, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 3, 2018	Select >
Parent Handbook		Not Applicable	Jan 3, 2018	Select >
Program Statement		Not Applicable	Jan 3, 2018	Select >
Playground safety policy		Not Applicable	Jan 3, 2018	Select >
Anaphylactic policy		Not Applicable	Jan 3, 2018	Select >
A supervision policy for volunteers and placement students		Not Applicable	Jan 3, 2018	Select >
Criminal Reference Check Policy (including Police Vulnerable Sector Check)		Not Applicable	Jan 3, 2018	Select >
Training and Development Policy for Staff		Not Applicable	Jan 3, 2018	Select >
Sample enrolment form		Not Applicable	Jan 3, 2018	Select >
Accident form		Not Applicable	Jan 3, 2018	Select >
Sample menu		Not Applicable	Jan 3, 2018	Select >
List of play materials, equipment and furnishings		Not Applicable	Jan 3, 2018	Select >
Add Additional Document >				

Municipal and Other Approvals				
Document Type	Date Submitted	Status	Status Date	
Health approval		Verbal/Email Confirmation Obtained	Jan 3, 2018	Select >
Fire Code Approval		Verbal/Email Confirmation Obtained	Jan 3, 2018	Select >
Building approval		Verbal/Email Confirmation Obtained	Jan 3, 2018	Select >
Add Additional Document >				

Other Documents				
Document Type	Date Submitted	Status	Status Date	
Applicant's Police Record Check				Upload Document >
Insurance certificate				Upload Document >
Third party certified playground inspection report (if applicable)		Not Applicable	Jan 3, 2018	Select >
Add Additional Document >				

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

<Previous
Exit
Next>


(The files required will be different if you are applying as an individual, corporation or First Nation.)

- Upload the document. See page [9](#) for details.



You will receive a confirmation email.

- Repeat step 3 for all documents.

5. Add “additional documents” if required. See page [9](#) for details.
6. Click . The **Staffing Information** window appears.

Step 10: Review Staffing Information

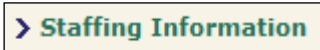
Note: Staff members are added / updated via the **Administration** menu – **Manage Staff Information**. The information that is entered on that page will display in your application as “read only”. For details on adding or editing staff members see page [174](#).

Note: A staff director approval request is required for the following positions:

- RECE Supervisor
- Non-RECE Supervisor
- Program staff to take the place of an RECE
- Non-RECE Resource Teacher

Note: There must be a Director-approved supervisor before a licence can be issued. For details on requesting staff director approval, see page [164](#).

1. Open your application. (See page [95](#) for details.)

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

Please review the staffing information the ministry has on file for this application.
Please make any updates in the Administration module:
Click
[Manage Staff Information >](#)

Staffing Information									
Program Staff									
Registered Early Childhood Educator (RECE) Supervisor	Non-RECE Supervisor (otherwise approved)	Resource Teacher	RECE Program Staff	Program Staff to take the place of an RECE (otherwise approved)	Unqualified Program Staff	Diploma/ Degree in Child and Youth Care	Diploma/ Degree in Recreation and Leisure Services	Member in Good Standing with Ontario College of Teachers	Total
0	0	0	0	0	0	0	0	0	0

Non Program Staff				
Cook	Administrator	Custodian	Other	Total
0	0	0	0	0

Staff Information									
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	% in Program	Director Approval Required?	Director Approval Status	Director Approval Details

<Previous
Exit
Next>

3. Review the information.

4. If everything is correct, click [Next](#) and skip to **Step 11 – Review Space Information** on page [53](#).
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.

Reminder: Staff Director Approval requests may be submitted for the following three "primary positions" only:

- 1) Registered Early Childhood Educator (RECE) Supervisor;
- 2) Non-RECE Supervisor (otherwise approved); and
- 3) Program Staff to take the place of a RECE (otherwise approved).

No Record(s) Found

Staff Information

Add Staff>

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

2. Click [Add Staff](#)>. The **Staff Information** window appears.

Staff Information

Staff First Name: *

Staff Last Name: *

Date of Hire: *

Eg: 28/04/2012

Is the staff member a Registered Early Childhood Educator: *

☐ Yes ☐ No

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?

Select Position and Location>

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

Exit >

Save & Return

3. Enter the **Staff Information**.
4. Add the **Location/Position Information**:
 - 4.1. Click [Select Position and Location](#)>. The following window appears.

Home > Manage Staff Information >

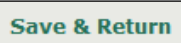
Child Care Centre or Home: Please select ...

Child Care Agency Name: *: Please select ...

Primary Position: *: Please select ...


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

Cancel Save & Return

- 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 .


5. Click  or .

If you want to request director approval now:

- 5.1. Click  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 [53](#).

Requesting a Staff Director Approval if Required

1. Click .
2. Click . The following window appears.

To request director approval for a staff member, you must first enter the staff information in Administration module:
Click [Manage Staff Information >](#)

Is approval requested for


☐ Registered Early Childhood Educator (RECE) Supervisor

☐ Non-RECE Supervisor (otherwise approved)

☐ Program Staff to take the place of a qualified staff (otherwise approval)

☐ Resource Teacher

Exit Next

3. Select the type of approval required.
4. Click . The **Applicant Details** window appears.

Notice of collection of Personal Information Form	
Applicant Details	
Applicant Name: *	<div>Please select ...</div>
Child Care Centre or Home Child Care Agency Name:	ABCD Child Care Centre
College of Early Childhood Educators (CECE) Registration Number:	
Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisor):	<input type="radio"/> Yes <input type="radio"/> No
The approval is requested for the individual to work with (check all that apply): *	<p>Schedule 1:</p> <p><input type="checkbox"/> Infant (Under 18 months)</p> <p><input type="checkbox"/> Toddler (18 months up to 30 months)</p> <p><input type="checkbox"/> Preschool (30 months up to 6 years)</p> <p><input type="checkbox"/> Kindergarten (44 months up to 7 years)</p> <p><input type="checkbox"/> Primary/Junior School Age (68 months up to 13 years)</p> <p><input type="checkbox"/> Junior School Age (9 years up to 13 years)</p> <p>Schedule 4:</p> <p><input type="checkbox"/> Family Age Group (Under 13 years)</p>
Proposed start date: *	<div></div> Eg: 28/04/2012
What percentage of the day is the supervisor expected to be in program?	
This individual is expected to normally work:	<p>Hours per day: <div>Please selec</div></p> <p>Days per week: <div>Please selec</div></p> <p>Weeks per year: <div>Please selec</div></p>
Describe the position the applicant would fill: *	<div></div>

(Partial window only – your window may be different)

5. Print the **Notice of Collection of Personal Information** form.

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.
7. Add the applicant's child care experience:
 - 7.1. Click **Add Experience>**. The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input style="width: 90%;" type="text"/>			
Position: *	<input style="width: 90%;" type="text"/>			
Start Date: *	<input style="width: 40%;" type="text"/> <small>Eg: 28/04/2012</small>			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input checked="" type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<div style="border: 1px solid #ccc; padding: 2px;"></div>			
Program Address				
Country: *	CANADA ▼			
Address:	Street #: * <input style="width: 90%;" type="text"/>	Street Name: * <input style="width: 90%;" type="text"/>	Street Type: <input style="width: 90%;" type="text"/> ▼	Street Dir: <input style="width: 90%;" type="text"/> ▼
Unit Designator:	<input style="width: 40%;" type="text"/> ▼ No.: <input style="width: 50%;" type="text"/>			
Extra Address Information:	<input style="width: 95%;" type="text"/>			
City: *	<input style="width: 95%;" type="text"/>			
Province/State: *	Ontario ▼			
Postal Code/ZIP Code:	<input style="width: 95%;" type="text"/>			
P.O. Box:	No.: <input style="width: 30%;" type="text"/>	Type: <input style="width: 30%;" type="text"/> ▼	Qualifier: <input style="width: 30%;" type="text"/>	Area Name: <input style="width: 30%;" type="text"/>
Rural Route:	<input style="width: 40%;" type="text"/> ▼ No.: <input style="width: 50%;" type="text"/>			
				<div style="display: inline-block; margin-right: 10px;">Cancel</div> <div style="background-color: #4f81bd; color: white; padding: 2px 10px; border-radius: 3px;">Save & Return</div>

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?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

9.1. Answer the question

9.2. If you respond “Yes” to the above question, you will be prompted to enter additional training.

Additional Training				
Education Institution Name	Course Name	Course Start Date	Course End Date	
				Add Course >

9.2.1. Click **Add Course>**. The **Additional Training** window appears.

Additional Training	
Education Institution Name: *	<input type="text"/>
Course Name: *	<input type="text"/>
Course Start Date: *	<input type="text"/> Eg: 28/04/2012
Course End Date: *	<input type="text"/> Eg: 28/04/2012
Additional Comments:	<div style="border: 1px solid #ccc; height: 100px;"></div>
<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>	

9.2.2. Enter the information.

9.2.3. Click .

10. Click . The **Review Application Details** window appears.

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

The **Supporting Documents** window appears.

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				Upload Document >
Transcripts from post-secondary training				Upload Document >
Add Additional Document >				
		<Previous	Exit	Next

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

11.2. Click . The **Review and Submit** window appears.

Review and Submit	
Show Instructions	
Expand All Collapse All	
Print	
Applicant Details ▼	Revise >
Approval Status:	Draft
Applicant Name:	Xyz, Jack
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):	<input checked="" type="radio"/> Yes <input type="radio"/> No
The approval is requested for the individual to work with (check all that apply):	Schedule 1: Infant (Under 18 months) Schedule 4: Family Age Group (Under 13 years)
Proposed start date:	03/01/2018
What percentage of the day is the supervisor expected to be in program?	100%
This individual is expected to normally work:	Hours per day: 6 Days per week: 2 Weeks per year: 16

(Partial window only)

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 .

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

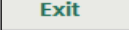
DECLARATION AND CONSENT
<p>I declare that the contents of this application have been discussed with the individual for whom the application is being made. The individual has been provided the Notice of Collection of Personal Information form, has signed it and been made aware of the collection of personal information for the purposes of this application.</p> <p> <input checked="" type="radio"/> I Agree <input type="radio"/> I Disagree </p> <p style="color: blue; font-weight: bold; margin-top: 10px;">Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>
<div style="display: flex; justify-content: flex-end; gap: 10px;"> <Previous Exit Submit </div>

15. If you agree with the statement select the **I agree** checkbox.

16. Click . The **Confirmation** window appears.

Your Staff Director Approval Request has been submitted.

Exit

17. Click . 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 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.

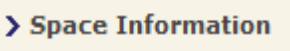
Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >
Add Staff>						

2. To open a staff record click **Select**>.
3. Make the changes. See page [174](#) for details on how to edit, deactivate, and put a staff member on temporary leave.
4. Click .

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 95 for details if required.)

2. Click . The **Space Information** window appears.

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

Space Information					
Room/Space					
Room	Floor Level	Age Group	Room Area	Licensed Capacity	Number of Program Staff
Infant 1	Floor 1	Infant	1000 Square Metres	10	1
fam 1	Floor 1	Family Age Group	109 Square Metres	10	N/A
Other Required Areas					
Area		Type of Area		Floor Level	
Room 7		Separate Sleep Area		Floor 2	
Number of sinks for children's use		Number of toilets for children's use		Number of sinks for staff's use	
1		1		1	
Playground					
Playground location	Age Group	Playground Area	Playground Capacity	Fixed Equipment?	Fence Height
at ground level and adjacent to the building	Infant Family Age Group	777 Square Metres	22	No	7 Feet

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 . 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.

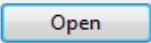


The letter includes a version number and date for information purposes.

1. From your home page, scroll to the **Ministry Actions** section.
2. Open the **Floor/Site Plan Review – New Licence Applications** section.

Ministry Actions					
New Licence Applications					Total: 0
Staff Director Approvals					Total: 0
Floor/Site Plan Review - New Licence Applications					Total: 1
ID	Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Approval Date	
2727	ABCD Corp	ABCD Child Care Centre	2 Zzz Square , Markh...	26/01/2018	Select >

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

Ministry Approvals
Floor plan approval letter

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.
 - 6.1. Select **File→ Print**. A **Print** window appears.
 - 6.2. Click .
7. Close the PDF viewer (click the red X .
8. Submit the letter to your local municipality in order to obtain municipal approvals.



Tip: You may wish to review the Orientation Video for more information about the municipal approvals required for child care centre licence applications.

- You may be contacted by your program advisor to revise your application or supporting documents. (For details see page [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.

Maximum number of Children	Fee for a new application
0-24	\$200
25-49	250
50-74	300
75-99	350
100-124	400
125 or more	450

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

New Licence Applications				Total: 1 ▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	
ABCD Corp	ABCD Child Care Centre	2 Xyz Landing , Mark...	Fee Balance Required	Select >

1. Open the application.
2. Click . The **Fee Payment** window appears.

Fee Payment

Your application is currently pending the payment of a **\$50** fee balance.

Payment Options

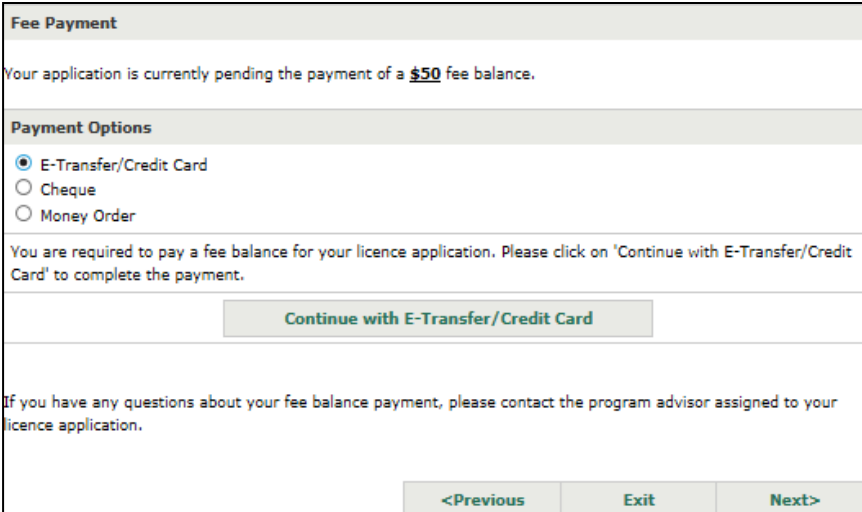
☐ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

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

<Previous
 Exit
 Next>

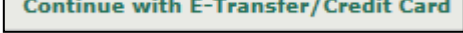
Paying By E-Transfer / Credit Card

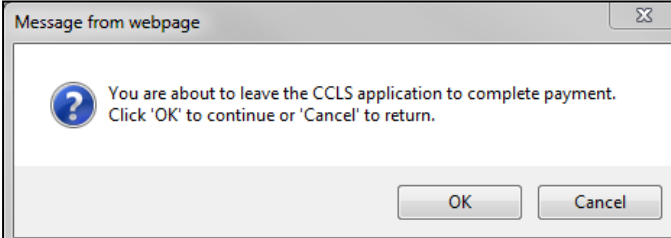
1. Select **E-Transfer/Credit Card**. The window expands.




The 'Fee Payment' window displays the following content:

- Fee Payment**
- Your application is currently pending the payment of a **\$50** fee balance.
- Payment Options**
- ☒ E-Transfer/Credit Card
- ☐ Cheque
- ☐ Money Order
- You are required to pay a fee balance for your licence application. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.
- Continue with E-Transfer/Credit Card** (button)
- If you have any questions about your fee balance payment, please contact the program advisor assigned to your licence application.
- <Previous Exit Next> (navigation buttons)

2. Click . A confirmation message appears.






The 'Message from webpage' dialog box contains the following text:

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

OK Cancel (buttons)


3. Click  to continue. The **Order Summary** window appears.

Order Summary
Details Payment to: Childcare Licensing Total: \$50.00 (CAD)
Payment Method Effective April 30, 2017 this site will no longer support connections lower than TLS 1.2 security protocol. Click here to test your browser/system. Please upgrade if required.
Credit Cards Accepted <input type="radio"/>  
Interac[®] Online <input type="radio"/>  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. <i>Caution: This payment session will expire in 30 minutes. We recommend having an already established Internet banking account before selecting this payment method.</i> <small>® Trademark of Interac Inc. Used under licence.</small>
<div>Make Payment</div> <div>Cancel</div>

Note: The amount may be different.

4. Select **Credit Card** or **Interac Online** as applicable.

Note: VISA debit is not accepted.

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

Payment Information

TD
Payment processing
powered by TD

VISA MasterCard

Invoice/Order Number: 2086650
Amount: \$ 50 CAD
Name on card:
Credit Card Type: VISA
Credit Card Number:
Expiration Date: 01 / 2017
Credit Card CVD: [What's this?](#)

 **Note:** The amount may be different.

6. Enter the payment information.

7. Click .

8. If warning messages appear, click .

9. A receipt appears. Click .

Thank you for your payment.

To finalize the process you must click the **Complete Payment Process** button below.

Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing
Total: \$50.00 (CAD)
Time: 12-Jul-2016 11:01:41 AM

Payment Method: Visa
Card Number: *****1234
Cardholder Name: Mike ZZZ

Session ID: 761229
Authorization Number: TEST

Note:

- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.

A confirmation message appears.

Paying By Cheque or Money Order

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

Fee Payment

Your application is currently pending the payment of a **\$50** fee balance.

Payment Options

☐ E-Transfer/Credit Card
☒ Cheque
☐ Money Order

Please print the Licensing Fee Balance Payment Form (below) and mail it to the following address, along with a **\$50 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 'I have sent my Cheque/Money Order to the Ministry'.

Application Fee Balance Payment Form

Cheque/Money Order Payment Date: Ex: 28/04/2012

Remitter: (Payable From)

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$50

I have sent my Cheque/Money Order to the Ministry

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

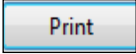
[<Previous](#) [Exit](#) [Next>](#)

2. Click **Application Fee Balance Payment Form**. The **File Download** window appears.
3. Click **Open**. The form appears on your screen.

The screenshot shows the 'Child Care Centre Licence Application: Fee Balance Payment Form'. At the top, it lists the Ministry of Education and the Ontario logo. The form includes fields for 'Applicant/Corporation Name' (ABCD Corp) and 'Name of Child Care Centre' (ABCD Child Care Centre). A declaration statement is present, followed by 'Signature*' and 'Date' fields. A note states: '* If the applicant is a corporation or a First Nation, this form must be signed by a person with signing authority for the corporation or the First Nation.' The 'Fee Balance Amount - New Licence' is \$50.00. A section for attaching a cheque or money order provides the address: CCQALB, 77 Wellesley Street West, Box 980, Toronto ON M7A 1N3. An 'Important Reminder' at the bottom states: 'Payment must be submitted to the Ministry of Education in order for your application to be processed.'

Red callout boxes on the left side of the form highlight the following areas:

- Sign and date here**: Points to the Signature and Date fields.
- Important note if you are applying as a corporation**: Points to the asterisked note about signing authority.
- This is where to mail your form and payment**: Points to the mailing address section.

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.

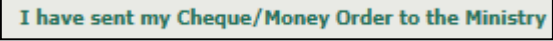
The 'Payment Options' window contains the following fields:

- Cheque/Money Order Payment Date:** A date field with a calendar icon, showing 'Ex: 28/04/2012'.
- Remitter: (Payable From):** A text input field.
- Cheque/Money Order Number:** A text input field with a note: '(Do not include leading zero's)'
- Amount:** A text input field showing '\$50'.


At the bottom, there is a green button labeled **I have sent my Cheque/Money Order to the Ministry**.

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 . 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 . 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 [103](#) 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.

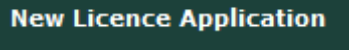

You can apply for a new licence as an individual, corporation or First Nation. The process is similar for each type however the windows may be slightly different. Only the windows for a corporation applicant type are included in this guide.

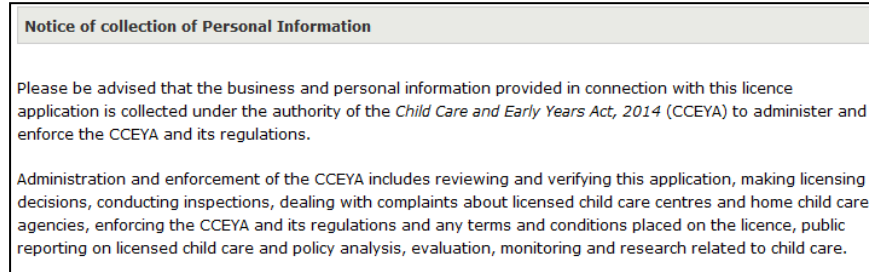
This guide walks you through the application process, generally following the left navigation bar.

New Licence Application ▾
▶ Apply for a New Licence
✓ Program type
✓ Licensing History
✓ Applicant Type
> Applicant Information
> Agency Information
> Operational Information
> Review Application Details
> Initial Deposit
> Fee Balance
> Supporting Documents
> Home Child Care Premises
> Staffing Information

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.

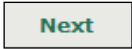


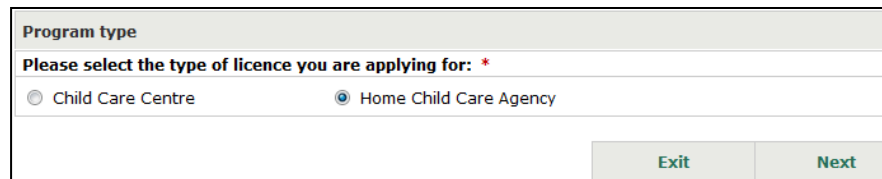
Notice of collection of Personal Information

Please be advised that the business and personal information provided in connection with this licence application is collected under the authority of the *Child Care and Early Years Act, 2014* (CCEYA) to administer and enforce the CCEYA and its regulations.

Administration and enforcement of the CCEYA includes reviewing and verifying this application, making licensing decisions, conducting inspections, dealing with complaints about licensed child care centres and home child care agencies, enforcing the CCEYA and its regulations and any terms and conditions placed on the licence, public reporting on licensed child care and policy analysis, evaluation, monitoring and research related to child care.

(Not all contents appear in the above sample)

3. Read the **Notice of Collection of Personal Information**.
4. Click . The **Program Type** window appears.



Program type

Please select the type of licence you are applying for: *

☐ Child Care Centre ☒ Home Child Care Agency

Exit Next

5. Select the **Home Child Care Agency** button.
6. Click . The **Licensing History** window appears.

Step 2: Complete the Licensing History

Licensing History	
1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever operated a program licensed under the DNA or CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been refused a licence to operate a program under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
4. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
5. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
<div style="text-align: right;"> <input type="button" value="Exit"/> <input type="button" value="Save"/> <input type="button" value="Save & Next>"/> </div>	

(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 **Applicant Type** window appears.

Step 3: Review the Applicant Type Information

Applicant Type	
Preferred Language of Correspondence: *	English
Applicant/Licensee Type: *	Corporation
Corporation Number:	111111
Corporation Name: *	ABCD Corp
Is the corporation a co-operative corporation?: *	No
Is the corporation: *	Non-Profit
Please select the type of organization (if applicable):	Church/Religious Group
Has an initial return been filed with the Ministry of Government and Consumer Services (MGCS) within 60 days of the date of incorporation?: *	Yes
Is the corporation carrying on business with a name different than its corporate name?: *	No
<p>Please Note: Corporations must complete and submit an Initial Return to the Ministry of Government and Consumer Services within 60 days after the date of incorporation, amalgamation or continuation. A Notice of Change must be submitted within 15 days after any change takes place (e.g., change in address, directors or officers)</p>	
<Previous Exit Next>	

(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 [16](#) for details on updating your profile.

2. Click . The **Applicant Information** window appears.

Step 4: Review the Applicant Information

Applicant Information	
Applicant Name:	ABCD Corp
Phone: *	(111) 111-1111
Fax:	
Applicant Email: *	debra.starr@ontario.ca
Website:	
Contact Name: *	Xxxx, John
Contact Title:	
Contact Phone: *	(111) 111-1111
Mailing Address	
Address: *	Street #: 2 Street Name: Xyz Street Type: Square Street Dir:
Unit Designator:	No.:
Extra Address Information:	
City: *	Markham
Province: *	Ontario
Postal Code: *	L3R 3M4
P.O. Box:	No.: Box Type: Box Qualifier: Box Area Name:
Rural Route:	No.:
Country: *	CANADA
<div style="display: inline-block; margin-right: 10px;"><Previous</div> <div style="display: inline-block; margin-right: 10px;">Exit</div> <div style="display: inline-block;">Next></div>	

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  and update your profile. See page [16](#).

2. Click . The **Agency Information** window appears.

Step 5: Enter the Agency Information

Agency Information				
Name of Agency: *	<input type="text"/>			
Agency Email:	<input type="text"/>			
Website:	<input type="text"/>			
Fax:	<input type="text"/>			
Phone: *	<input type="text"/>	Ext:	<input type="text"/>	
Secondary Phone Number (if different):	<input type="text"/>	Ext:	<input type="text"/>	
Contact Name: *	<input type="text"/>	<input type="text"/>		
Position:	<input type="text"/>			
Agency Head Office Civic Address				
Address:	Street #:	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/> No.: <input type="text"/>			
Extra Address Information:	<input type="text"/>			
City/Municipality: *	<input type="text"/>			
Province: *	<input type="text" value="Ontario"/>			
Postal Code: *	<input type="text"/>			
Consolidated Municipal Service Manager/District Social Services Administration Board: *	<div style="border: 1px solid black; padding: 2px;">Please select...</div>			
<small>Notes: To find your local CMSM/DSSAB, click here</small>				
Agency Mailing Address (if different from Agency Head Office Civic Address)				
Country: *	<input type="text" value="CANADA"/>			
Address:	Street #:	Street Name:	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/> No.: <input type="text"/>			
Extra Address Information:	<input type="text"/>			
City/Municipality:	<input type="text"/>			
Province:	<input type="text" value="Please select..."/>			
Postal Code:	<input type="text"/>			
P.O. Box:	No.:	Box Type:	Box Qualifier:	Box Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/> No.: <input type="text"/>			
Program Description				
Language of Service: *	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other			
<div style="display: flex; justify-content: space-between;"> <Previous Exit Save Save & Next> </div>				


1. Enter the information.

Field Notes and Tips

All fields

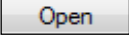

Do not type in ALL UPPER CASE.

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.

Notes: To find your local CMSM/DSSAB, click [here](#)

A file download window appears.

- (b) Click . 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 . The **Operational Information** window appears.

Step 6: Enter Operational Information

Operational Information		
Proposed Program Options(indicate all that apply) *	<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school
	<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school
	<input type="checkbox"/> Extended hours(more than 12 hours)	<input type="checkbox"/> Overnight
	<input type="checkbox"/> Flexible Hours(e.g. shifts, evenings)	<input type="checkbox"/> Weekend
<div><Previous Exit Save Save & Next</div>		

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

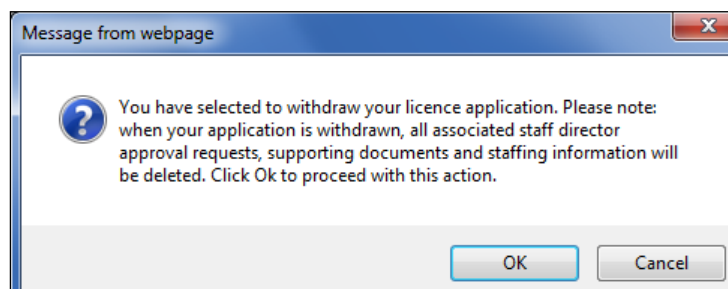
 **Tip:** To print your application click  **Print** (located near the top right corner of the form).

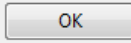

1. Review your application.



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  to save your changes.
3. If you would like to withdraw your application:
 - 3.1. Click . A confirmation message appears.



- 3.2. Read the message.
 - 3.3. Click  to withdraw.
4. Submit your application:
 - 4.1. Click . The **Declaration and Consent** window appears.

Declaration and Consent
<p>I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.</p> <p>I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i>.</p> <p><input checked="" type="radio"/> I Agree <input type="radio"/> I Disagree</p> <p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p> <p style="text-align: right;"><Previous Exit Proceed to Deposit Payment</p>

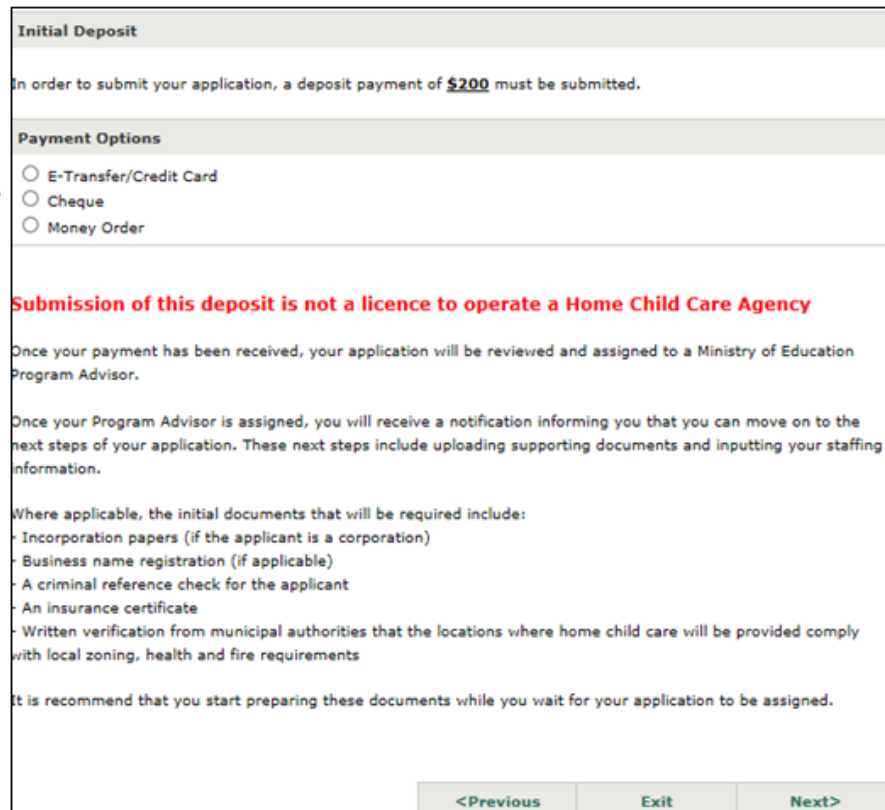
4.2. If you agree with the statement select the **I Agree** radio button.

4.3. Click [Proceed to Deposit Payment](#). The **Initial Deposit** window appears.

Step 8: Remit Deposit Payment

Initial Deposit Window

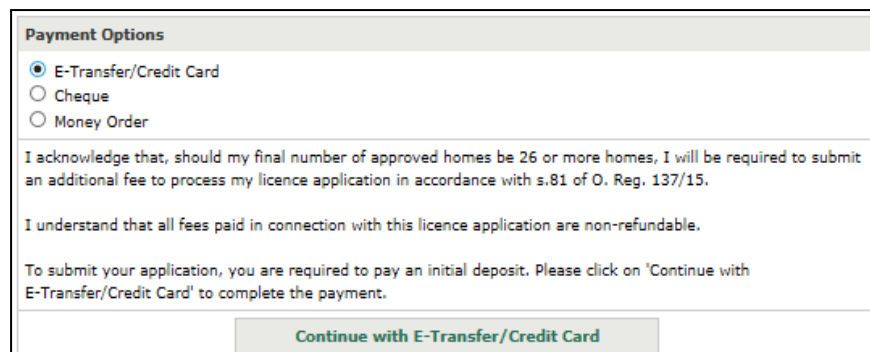
Select your payment
option here



The screenshot shows the 'Initial Deposit' window. At the top, it states: 'In order to submit your application, a deposit payment of **\$200** must be submitted.' Below this is the 'Payment Options' section with three radio buttons: 'E-Transfer/Credit Card', 'Cheque', and 'Money Order'. A red box highlights the 'E-Transfer/Credit Card' option. Below the payment options, there is a red heading: 'Submission of this deposit is not a licence to operate a Home Child Care Agency'. This is followed by two paragraphs of text explaining the next steps: 'Once your payment has been received, your application will be reviewed and assigned to a Ministry of Education Program Advisor.' and 'Once your Program Advisor is assigned, you will receive a notification informing you that you can move on to the next steps of your application. These next steps include uploading supporting documents and inputting your staffing information.' Below this is a list of documents required: 'Where applicable, the initial documents that will be required include: - Incorporation papers (if the applicant is a corporation) - Business name registration (if applicable) - A criminal reference check for the applicant - An insurance certificate - Written verification from municipal authorities that the locations where home child care will be provided comply with local zoning, health and fire requirements'. It concludes with: 'It is recommend that you start preparing these documents while you wait for your application to be assigned.' At the bottom are three buttons: '<Previous', 'Exit', and 'Next>'.

Paying by E-Transfer / Credit Card

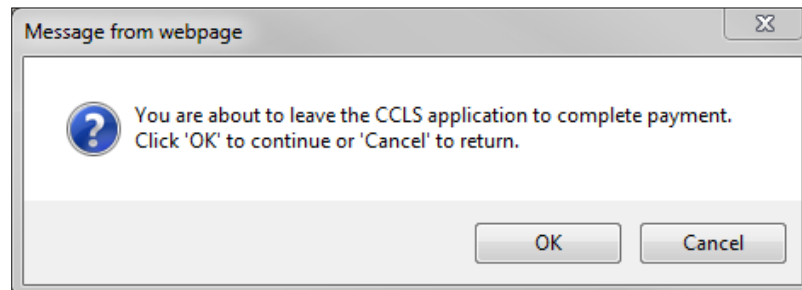
1. Select **E-Transfer/Credit Card**. The window expands.



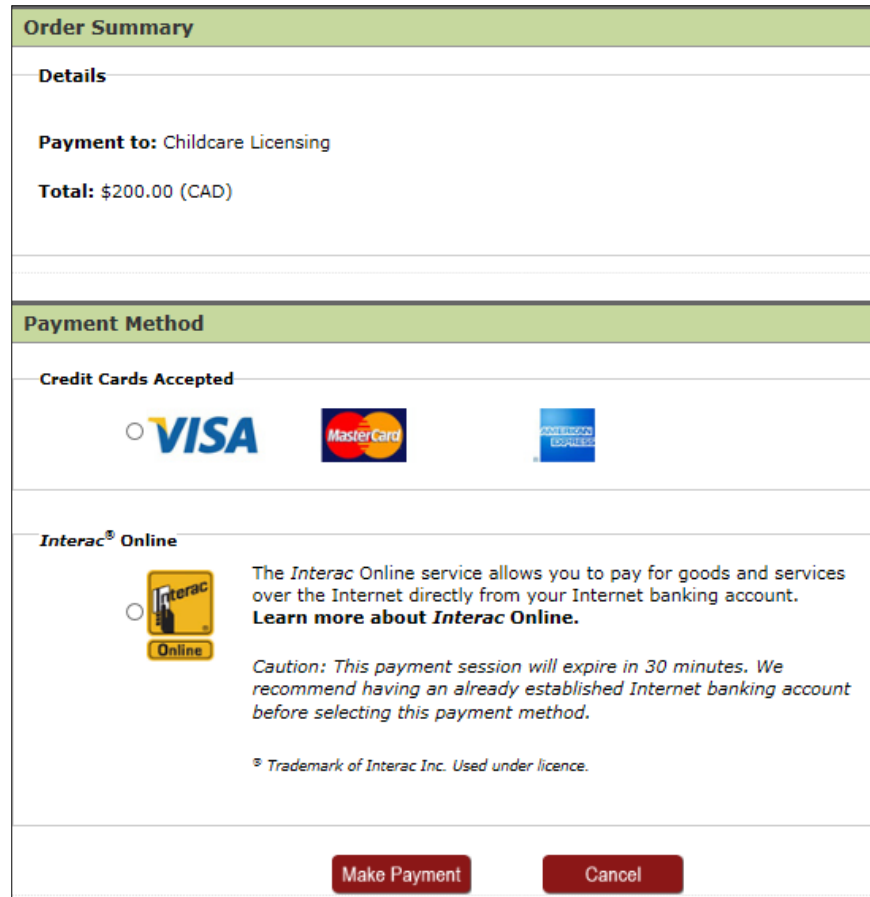
The screenshot shows the expanded 'Payment Options' window. The 'E-Transfer/Credit Card' option is selected with a blue dot. Below the options, there is a paragraph: 'I acknowledge that, should my final number of approved homes be 26 or more homes, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.' This is followed by another paragraph: 'I understand that all fees paid in connection with this licence application are non-refundable.' Below this is a paragraph: 'To submit your application, you are required to pay an initial deposit. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.' At the bottom is a button labeled 'Continue with E-Transfer/Credit Card'.

2. Read the information on the window.

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




4. Click  to continue. The **Order Summary** window appears.

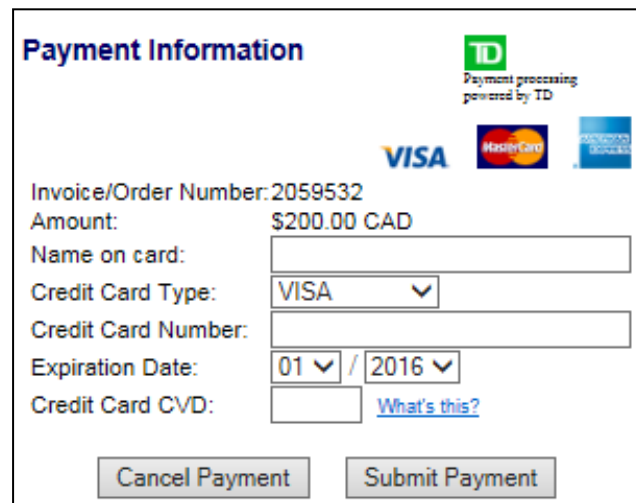


The **Order Summary** window has a green header bar. Below it, the **Details** section shows 'Payment to: Childcare Licensing' and 'Total: \$200.00 (CAD)'. The **Payment Method** section has a green header. Under 'Credit Cards Accepted', there are radio buttons and logos for VISA, MasterCard, and AMERICAN EXPRESS. The 'Interac® Online' section has a radio button, the Interac Online logo, and descriptive text: '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.' It also includes a caution: 'Caution: This payment session will expire in 30 minutes. We recommend having an already established Internet banking account before selecting this payment method.' and a trademark notice. At the bottom are 'Make Payment' and 'Cancel' buttons.

5. Select **Credit Card** or **Interac Online**.

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

6. Click . You will be re-directed to the appropriate site to finalize payment.



The form is titled "Payment Information" and features the TD logo with the text "Payment processing powered by TD". It also displays logos for VISA, MasterCard, and American Express. The form contains the following fields and labels:

- Invoice/Order Number: 2059532
- Amount: \$200.00 CAD
- Name on card: [Text input field]
- Credit Card Type: VISA (dropdown menu)
- Credit Card Number: [Text input field]
- Expiration Date: 01 / 2016 (dropdown menus)
- Credit Card CVD: [Text input field] with a link "What's this?"

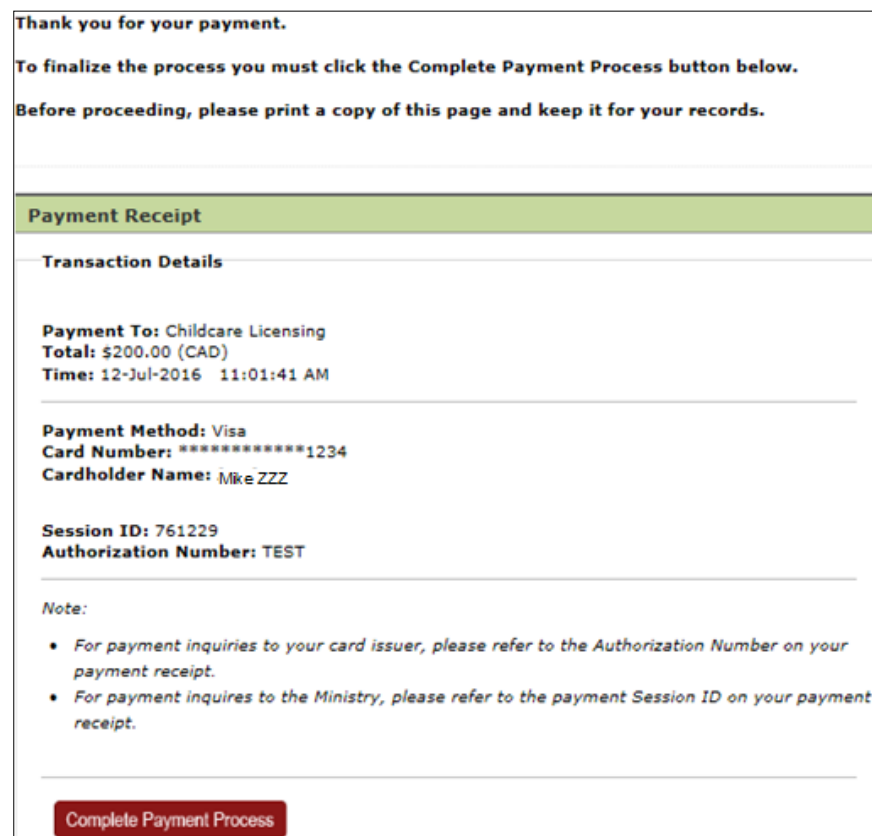
At the bottom, there are two buttons: "Cancel Payment" and "Submit Payment".

7. Enter the payment information.

8. Click **Submit Payment**.

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

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



The screen displays a "Payment Receipt" with the following content:

Thank you for your payment.
To finalize the process you must click the Complete Payment Process button below.
Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing
Total: \$200.00 (CAD)
Time: 12-Jul-2016 11:01:41 AM

Payment Method: Visa
Card Number: *****1234
Cardholder Name: Mike ZZZ

Session ID: 761229
Authorization Number: TEST

Note:

- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.

At the bottom, there is a red button labeled "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.


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'.

Application Deposit Payment Form

Cheque/Money Order Payment Date:  Ex: 28/04/2012

Remitter: (Payable From)

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$200

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.

The screenshot shows the 'Home Child Care Agency Licence Application: Deposit Payment Form' from the Ministry of Education, Ontario. The form includes fields for 'Applicant/Corporation Name' (ABCD Corp) and 'Name of Home Child Care Agency' (ABCD Agency). It contains a declaration of truth and accuracy, an acknowledgment of fees, and a signature line. A red box on the left contains three annotations: 'Sign and date here' pointing to the signature line, 'Important note if you are applying as a corporation' pointing to the asterisked note below the signature line, and 'This is where to mail your form and payment.' pointing to the mailing address section. The mailing address is CCQALB, 77 Wellesley Street West, Box 980, Toronto ON M7A 1N3. The amount of deposit is \$200.00. An important reminder states that payment must be submitted to the Ministry of Education.

Ministry of Education
Child Care Quality Assurance
and Licensing
77 Wellesley Street West, Box 980
Toronto, ON M7A 1N3

Ministère de l'Éducation
Assurance de la qualité
des services de garde
d'enfants et délivrance de permis
77 rue Wellesley Ouest, B.P. 980
Toronto, ON M7A 1N3

Home Child Care Agency Licence Application: Deposit Payment Form

Applicant/Corporation Name ABCD Corp
Name of Home Child Care Agency: ABCD Agency

I declare that all information provided in connection with this licence application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the *Child Care and Early Years Act, 2014*.

I acknowledge that, should my final number of approved homes be 26 or more homes, I will be required to submit an additional fee to process my licence application in accordance with s.81 of O. Reg. 137/15.

I understand that all fees paid in connection with this licence application are non-refundable.

Signature*: _____ Date: _____


* If the applicant is a corporation or a First Nation, this form must be signed by a person with signing authority for the corporation or the First Nation.

Amount of Deposit - New Licence: \$200.00

Attach a cheque or money order to this form, payable to the Minister of Finance and mail to the Child Care Quality Assurance and Licensing Unit at the following address:

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

Important Reminder: Payment must be submitted to the Ministry of Education in order for your application to be processed.

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.

The screenshot shows the 'Payment Options' window. It has fields for 'Cheque/Money Order Payment Date' (with a calendar icon and 'Ex: 28/04/2012'), 'Remitter: (Payable From)', 'Cheque/Money Order Number:' (with a note '(Do not include leading zero's)'), and 'Amount:' (\$200). A green button at the bottom says 'Confirm Payment and Submit Application'.

Cheque/Money Order Payment Date: Ex: 28/04/2012


Remitter: (Payable From)

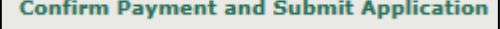
Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$200

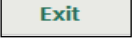
Confirm Payment and Submit Application

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.

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

10. Click . 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.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Incorporation papers		Not Applicable	Jan 4, 2018	Select >
Add Additional Document >				
Policies and Procedures				
Document Type	Date Submitted	Status	Status Date	
Sanitary practices		Not Applicable	Jan 4, 2018	Select >
Waiting list policy		Not Applicable	Jan 4, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 4, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 4, 2018	Select >
Serious occurrence policy		Not Applicable	Jan 4, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 4, 2018	Select >
Medication policy		Not Applicable	Jan 4, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 4, 2018	Select >
Parent Handbook		Not Applicable	Jan 4, 2018	Select >
Program Statement		Not Applicable	Jan 4, 2018	Select >
Anaphylactic policy		Not Applicable	Jan 4, 2018	Select >
A supervision policy for volunteers and placement students		Not Applicable	Jan 4, 2018	Select >
Criminal Reference Check Policy (including Police Vulnerable Sector Check)		Not Applicable	Jan 4, 2018	Select >
Training and development policy for home visitors and providers		Not Applicable	Jan 4, 2018	Select >
Provision of equipment policy		Not Applicable	Jan 4, 2018	Select >
Sample Written Agreement between Licensee and Provider		Not Applicable	Jan 4, 2018	Select >
Standing and Recreational Bodies of Water Policy		Not Applicable	Jan 4, 2018	Select >
Add Additional Document >				

NEW LICENCE APPLICATIONS

Applying for a Home Child Care Agency Licence

Municipal and Other Approvals				
Document Type	Date Submitted	Status	Status Date	
Health approval		Not Applicable	Jan 4, 2018	Select >
Fire Code Approval		Verbal/Email Confirmation Obtained	Jan 4, 2018	Select >
Building approval		Not Applicable	Jan 4, 2018	Select >
Zoning approval		Verbal/Email Confirmation Obtained	Jan 4, 2018	Select >
Add Additional Document >				
Other Documents				
Document Type	Date Submitted	Status	Status Date	
Applicant's Police Record Check		Verbal/Email Confirmation Obtained	Jan 4, 2018	Select >
Insurance certificate				Upload Document >
Add Additional Document >				
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>				
		<Previous	Exit	Next>


(The files required will be different if you are applying as an individual, corporation or First Nation.)

3. Upload the document. For details on how to upload a document, see page [9](#).
4. Repeat step 3 for all documents.
5. Add “additional documents” if required. See page [9](#) for details.
6. Click Next. The **List of Home Child Care 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 . The **Home Child Care Premises** window appears showing all proposed home-locations for this application.

Please review the Home Child Care Location details the ministry has on file for this application.
Please make any updates in [Manage Home Child Care Premises](#)

List of Home Child Care Premises			
Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address
		<Previous	Exit Next>

If the list is blank or incorrect, click [Manage Home Child Care Premises](#). See page [188](#) for details on adding / editing home locations.

3. Click . 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 [174](#).

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 . The **Staffing Information** window appears showing the Home Visitors Information.

Please review the home visitor information the ministry has on file for this application.
Please make any updates in the Administration module:
 Click [Manage Staff Information >](#)

Home Visitors Information				
Registered Early Childhood Educator (RECE) Home Child Care Visitor	Home Child Care visitor with Child and Family Studies credentials	Home Child Care visitor with other qualifications (otherwise approved)	Resource Teacher	Total
0	0	0	0	0

List of Home Visitors							
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	Director Approval Status	Director Approval Details

Next

3. Review the information.

4. If everything is correct, click  and go to **Step 12: Next Steps** on page [89](#).

Adding a Staff Member to your staff list

1. From the **Staffing Information** window, click **Manage Staff Information>**. The **Manage Staff Information** list appears.

No Record(s) Found	
Staff Information	Add Staff>

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

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

Staff Information					
Staff First Name: *		<input type="text"/>			
Staff Last Name: *		<input type="text"/>			
Date of Hire: *		<input type="text"/> Eg: 28/04/2012			
Is the staff member a Registered Early Childhood Educator: *		<input type="radio"/> Yes <input type="radio"/> No			
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?	
Select Position and Location>					
Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.					
				Exit >	Save & Return

(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.

Home > Manage Staff Information >	
Child Care Centre or Home Child Care Agency Name: *	<input type="text" value="Please select ..."/>
Primary Position: *	<input type="text" value="Please select ..."/>
Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.	
Cancel Save & Return	

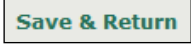

- 4.2. Select the **Home Child Care Agency Name**.

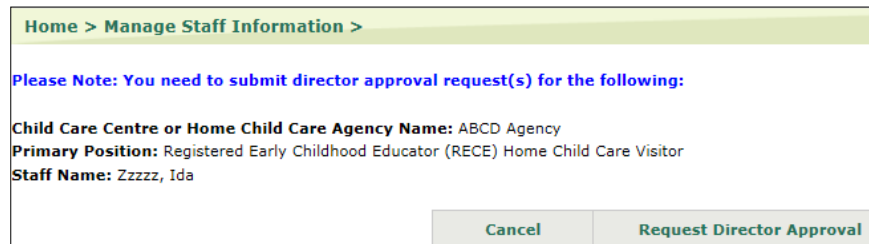
4.3. Select the applicant's **Primary Position**.

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 .

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



Home > Manage Staff Information >


Please Note: You need to submit director approval request(s) for the following:

Child Care Centre or Home Child Care Agency Name: ABCD Agency
Primary Position: Registered Early Childhood Educator (RECE) Home Child Care Visitor
Staff Name: Zzzzz, Ida

Cancel Request Director Approval

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 . The **Applicant Details** window appears.

Notice of collection of Personal Information Collapse	
<p>Please note: The proposed staff is required to complete and sign the Notice of Collection of Personal Information form (see below), which provides notice that personal information is collected under the authority of the <i>Child Care and Early Years Act, 2014 (CCEYA)</i> and its regulations.</p> <p>Please print the form for the applicant and have them sign it. The original copy is to be retained on file.</p> <div style="text-align: center; margin: 10px 0;"> <div style="background-color: #0070c0; color: white; padding: 5px 20px; display: inline-block; border: 1px solid #0070c0;">Notice of collection of Personal Information Form</div> </div>	
Applicant Details	
Applicant Name: *	<div style="border: 1px solid #ccc; padding: 2px;">Zzzzz, Ida</div> <div style="text-align: right; font-size: 10px;">▼</div>
Child Care Centre or Home Child Care Agency Name:	ABCD Agency
College of Early Childhood Educators (CECE) Registration Number:	1212
Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Home Visitor):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Proposed start date: *	<div style="border: 1px solid #ccc; padding: 2px; width: 100px;"></div> <div style="font-size: 10px; color: #ccc;">Eg: 28/04/2012</div>
This individual is expected to normally work:	<div style="display: flex; flex-direction: column; gap: 5px;"> <div>Hours per day: <div style="border: 1px solid #ccc; padding: 2px 10px;">Please selec</div></div> <div>Days per week: <div style="border: 1px solid #ccc; padding: 2px 10px;">Please selec</div></div> <div>Weeks per year: <div style="border: 1px solid #ccc; padding: 2px 10px;">Please selec</div></div> </div>
Describe the position the applicant would fill: *	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>

(Partial window only – your window may look different)

2. Print the notice of collection of Personal Information form.
 - 2.1. Click

Notice of collection of Personal Information Form

.
 - 2.2. Print the form.
 - 2.3. Have the individual sign the form.
 - 2.4. Retain the form in the staff's file.
3. Add the applicant details.
4. Add the child care experience.
 - 4.1. Click **Add Experience>**. The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input type="text"/>			
Position: *	<input type="text"/>			
Start Date: *	01/10/2014 <small>Eg: 28/04/2012</small>			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input checked="" type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<input style="width: 100%; height: 100%;" type="text"/>			
Program Address				
Country: *	CANADA			
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/> No.: <input type="text"/>			
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province/State: *	Ontario			
Postal Code/ZIP Code:	<input type="text"/>			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/> No.: <input type="text"/>			
				<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>

4.2. Enter the information.

4.3. Click . The **Applicant Details** window appears.

5. Click .

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?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

6.1. Answer the question.

6.2. If you respond "Yes" to the above question, you will be prompted to enter additional training.

Additional Training				
Education Institution Name	Course Name	Course Start Date	Course End Date	
				Add Course >

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

Additional Training	
Education Institution Name: *	<input type="text"/>
Course Name: *	<input type="text"/>
Course Start Date: *	<input type="text"/> Eg: 28/04/2012
Course End Date: *	<input type="text"/> Eg: 28/04/2012
Additional Comments:	<div style="border: 1px solid #ccc; height: 40px;"></div>
<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>	

- 6.2.2. Enter the information.

- 6.2.3. Click .

7. Click .

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

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				Upload Document >
Transcripts from post-secondary training				Upload Document >
Add Additional Document >				
		<Previous	Exit	Next

- 8.1. Upload supporting documents as applicable. (For assistance on how to upload a document, see page [9](#).)

- 8.2. Click . 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 .

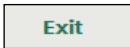
11. Click . The **Declaration and Consent** window appears.

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.
<input type="radio"/> I Agree <input type="radio"/> I Disagree
Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.
<div><Previous Exit Submit</div>

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

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

Your Staff Director Approval Request has been submitted.
Exit

14. Click . 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 .
2. Click . The **Staff Information** list appears.

NEW LICENCE APPLICATIONS
Applying for a Home Child Care Agency Licence

Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xxxx	Helen	ABCD Agency	Registered Early Childhood Educator (RECE) Home Child Care Visitor	01/01/2018	Active	Select >
Zzzzz	Ida	ABCD Agency	Registered Early Childhood Educator (RECE) Home Child Care Visitor	02/01/2018	Active	Select >
						Add Staff>

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.

Maximum number of Premises	Fee for a new application
0-25	\$200
26-50	250
51-75	300
76-100	350
101-125	400
126 or more	450

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

1. Open the application.
2. Click . The **Fee Payment** window appears.

Fee Payment

Your application is currently pending the payment of a **\$50** fee balance.

Payment Options

☐ E-Transfer/Credit Card

☐ Cheque

☐ Money Order

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

[<Previous](#) [Exit](#) [Next>](#)

Paying By E-Transfer / Credit Card

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

Fee Payment

Your application is currently pending the payment of a **\$50** fee balance.

Payment Options

☒ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

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

Continue with E-Transfer/Credit Card

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

<Previous Exit Next>

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

Message from webpage

?

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

OK Cancel

3. Click **OK** to continue. The **Order Summary** window appears.

The screenshot shows a web interface with two main sections: 'Order Summary' and 'Payment Method'. The 'Order Summary' section has a green header and contains 'Details' with 'Payment to: Childcare Licensing' and 'Total: \$50.00 (CAD)'. The 'Payment Method' section also has a green header and lists 'Credit Cards Accepted' with logos for VISA, MasterCard, and American Express. Below this, the 'Interac® Online' option is selected with a radio button. It includes a warning about a 30-minute session expiration and a disclaimer. At the bottom are 'Make Payment' and 'Cancel' buttons.

Order Summary

Details

Payment to: Childcare Licensing


Total: \$50.00 (CAD)

Payment Method

Credit Cards Accepted

☐ VISA ☐ MasterCard ☐ American Express

Interac® Online

☒  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.

Make Payment **Cancel**

Note: The amount may differ.

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 screenshot shows a 'Payment Information' form. It includes the TD logo and text 'Payment processing powered by TD'. There are logos for VISA, MasterCard, and American Express. The form fields are: 'Invoice/Order Number: 2063573', 'Amount: \$50.00 CAD', 'Name on card:' (text input), 'Credit Card Type:' (dropdown menu showing 'VISA'), 'Credit Card Number:' (text input), 'Expiration Date:' (dropdowns for '01' and '2016'), and 'Credit Card CVD:' (text input with a 'What's this?' link). At the bottom are 'Cancel Payment' and 'Submit Payment' buttons.

Payment Information

TD
Payment processing powered by TD

VISA MasterCard American Express

Invoice/Order Number: 2063573

Amount: \$50.00 CAD

Name on card:

Credit Card Type:

Credit Card Number:

Expiration Date: /

Credit Card CVD: [What's this?](#)

Cancel Payment **Submit Payment**

(The amount may be different)

6. Enter the payment information.

7. Click .
8. If warning messages appear, click .
9. A receipt appears. Click .

Thank you for your payment.

To finalize the process you must click the Complete Payment Process button below.

Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing

Total: \$50.00 (CAD)

Time: 12-Jul-2016 11:01:41 AM

Payment Method: Visa

Card Number: *****1234

Cardholder Name: Mike ZZZ

Session ID: 761229

Authorization Number: TEST

Note:

- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.


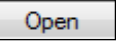

A confirmation message appears.

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

Paying By Cheque or Money Order

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

The screenshot shows a web form titled "Fee Payment". At the top, it states: "Your application is currently pending the payment of a **\$50** fee balance." Below this is a section titled "Payment Options" with three radio buttons: "E-Transfer/Credit Card", "Cheque" (which is selected), and "Money Order". A message follows: "Please print the Licensing Fee Balance Payment Form (below) and mail it to the following address, along with a **\$50 cheque or money order payable to Minister of Finance**." The address is listed as: "CCQALB, 77 Wellesley Street West, Box 980, Toronto, ON, M7A 1N3". Below the address, it says: "Once you have mailed your fee balance payment to the Ministry of Education, click 'I have sent my Cheque/Money Order to the Ministry'." There is a button labeled "Application Fee Balance Payment Form". Below this button are input fields for: "Cheque/Money Order Payment Date:" (with a calendar icon and "Ex: 28/04/2012"), "Remitter: (Payable From):", "Cheque/Money Order Number:" (with a note "(Do not include leading zero's)"), and "Amount:" (pre-filled with "\$50"). Below these fields is a button labeled "I have sent my Cheque/Money Order to the Ministry". At the bottom, there is a note: "If you have any questions about your fee balance payment, please contact the program advisor assigned to your licence application." and three navigation buttons: "<Previous", "Exit", and "Next>".

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

Cheque/Money Order Payment Date:	<input type="text"/>	Ex: 28/04/2012
Remitter: (Payable From)	<input style="width: 100%;" type="text"/>	
Cheque/Money Order Number: <small>(Do not include leading zero's)</small>	<input style="width: 100%;" type="text"/>	
Amount:	\$50	
I have sent my Cheque/Money Order to the Ministry		

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.

List of New Licence Applications				Per Page 10 ▾
Program Type	Name of Child Care Centre / Home Child Care Agency	Site Address	Status	
Child Care Centre	ABCD Child Care Centre	2 Zzz Square Markham	Under Review	Select Application
Home Child Care Agency	ABCD Agency	2 Xyz Square Markham	Under Review	Select Application

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.

New Licence Applications				Total: 2 ▲
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	
ABCD Corp	ABCD Child Care Centre	2 Zzz Square , Markh...	Under Review	Select >
ABCD Corp	ABCD Agency	2 Xyz Square , Markh...	Under Review	Select >

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.

Review Application Details	
Expand All Collapse All	
Print	
Licensing History ▼	
1. Have you, or a corporation that you are/were a director or officer of, ever applied for a licence to operate a program under the Day Nurseries Act (DNA) or the Child Care and Early Years Act, 2014 (CCEYA)?	No

(Partial window only)

2. Click  **Print**. 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

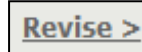
- The application can be withdrawn.
- Fields are locked but a request can be made to unlock the fields (see the next page for details).

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

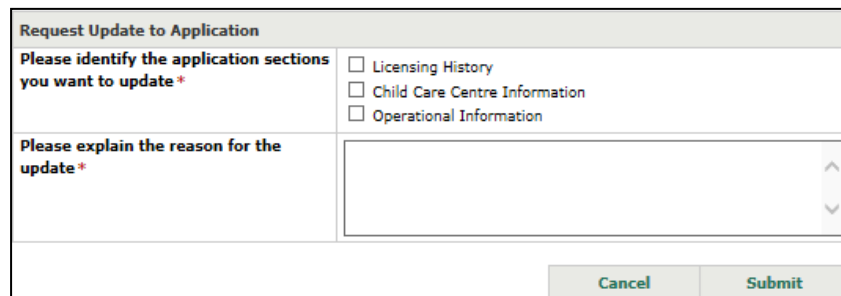
Changes cannot be made to a section when the “revise” link is grey

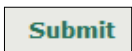


. A request must be made to the program advisor indicating why the change is required.

1. Open the application. (See page [95](#) for details). The **Review Application Details** window appears.

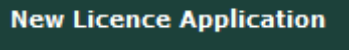
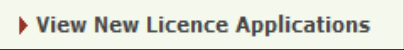
2. Scroll down the application and click . The **Request Update to Application** window appears.



3. Select the checkbox of the item(s) to be updated.
4. Enter an explanation for the change.
5. Click . 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.)

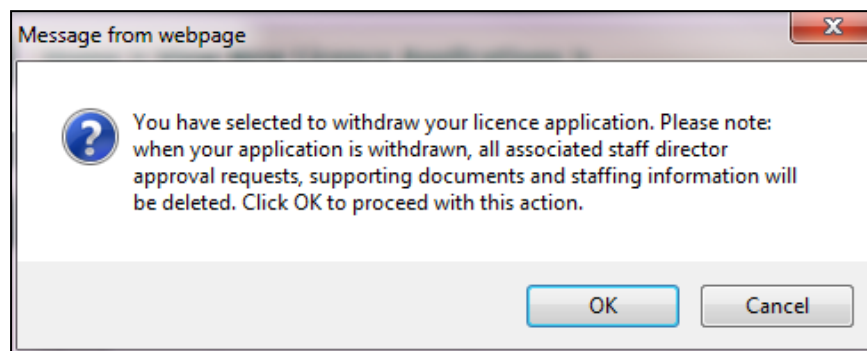
Withdrawing an Application

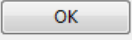
Withdrawing a Draft Application

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

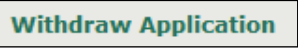
List of New Licence Applications				Per Page 10
Program Type	Name of Child Care Centre / Home Child Care Agency	Site Address	Status	
Child Care Centre	AAA Childcare	2 ZZZ x	Draft	Select Application Withdraw Application

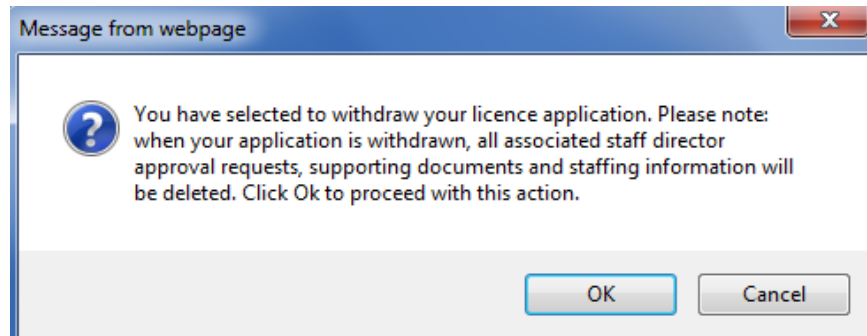
3. Click **Withdraw Application**. A confirmation message appears.

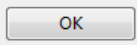


4. Click . Your application is withdrawn and disappears from the list and CCLS.

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

1. Open the application. (See page [95](#) for details). The **Review Application Details** page appears.
2. Click  (near the bottom of the page). A confirmation message appears.



3. Click . Your application is withdrawn and disappears from the list.

Licences

Viewing Your Licences and Licence Information

Note: The **Current Licences** option appears only if you have a licensed program.

Method 1:

- Click **Current Licences**.
- Click **View Your Licences**. A **List of Active Licence(s)** appears.

List of Licence(s)					Per Page 10
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
56746	Child Care Centre	ABCD Child Care Centre	2 Xyz, Markham, ON, CA	Feb 28, 2017	Select >

- Click **Select>** to open the licence. The **Licensing History** window appears.
- Click **View Current Licence>**.

Method 2:

- From your dashboard, scroll to the **Ministry Actions** section.
- Open the **New Licence Applications** section.

New Licence Applications					Total: 1
Applicant Name	Name of Child Care Centre/Home Child Care Agency	Site Address	Status	Issued Date	
ABCD Corp	ABCD Child Care Centre	2 Xyz , Markham	Licence Issued	15/02/2017	Select >

- 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.

▶ View Your Licences
> Licence Details
> Tiered Licensing Information
> Summary of Non-Compliances
> Supporting Documents
> Space Information

Child care centre links

▶ View Your Licences
> Licence Details
> Supporting Documents

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.

Child Care Centre: ABCD Child Care Centre | Licence #: 57466 | Schedule: 1&4 | PA: Vijay Naidu |

Licence Details

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

- Licensing Documents (including the licence, licensing letter, licensing inspection checklist, summary of requirements and recommendations report and licensing inspection summary posting report)
- Licensee Type
- Directors/Officers of the Corporation or First Nation members
- Licensee Information
- Child Care Centre Information / Agency Information
- Child Care Centre Civic (Site) Address / Agency Head office Civic and Mailing Addresses
- Program Description (Child Care Centre only)
- Safe Drinking Water Act information (Child Care Centre only)
- Operational Information (Program Options, months of operation, days and hours of operation, licensed capacity)

Tiered Licensing Information

The tiered licensing information includes the compliance profile summarizing the number of inspections, the non-compliance score and the associated licence tier.

Summary of Non-Compliances

Non-Compliance History			
<input type="radio"/> Date Range	<input type="radio"/> Since Last Licence	<input checked="" type="radio"/> Last 3 Years	<input type="radio"/> Last 10 Years
Search >			

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

Floor/Site Plans	
Document Type	Date Submitted
Floor plan	
Site plan	
Combined floor and site plan	Aug 3, 2017
Policies and Procedures	
Document Type	Date Submitted
Approved fire evacuation procedures	Aug 3, 2017
Emergency Management Policy	
Sanitary practices	
Waiting list policy	
Sleep Supervision Policy	
Process for Monitoring Compliance and Contraventions	

(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

Space Information					
Room/Space					
Room	Floor Level	Age Group	Room Area	Licensed Capacity	# of Program Staff
play	Floor 1	Toddler	55 Square Metres	40	2
Room/Space Statistics					
Total Licensed Capacity				Total Number of Program Staff	
40				2	
Other Required Areas					
Area	Type of Area	Floor Level	Room/Space Area		
Number of sinks for children's use	Number of toilets for children's use	Number of sinks for staff's use	Number of toilets for staff's use		
1	1	1	1		
Playground					
Playground location	Age Group	Playground Area	Playground Capacity	Fixed Equipment?	Fence Height
at ground level and adjacent to the building	Toddler	666	66	No	6 Metres
				<Previous	Exit

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)

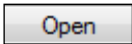
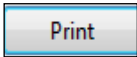

Your licensing documents must be printed and in some cases, posted.

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 [100](#) for details). The **Licence Details** window appears.
2. At the top of the window is a list of **Licence Documents**.

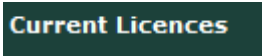

Licence Documents
Licence
Licensing Letter
Floor plan approval letter
Child Care Centre Licensing Checklist
Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 1)
Summary of Child Care Centre Licensing Requirements and Recommendations (Stage 2)

(Your document list may be different.)

3. Click the document link. The **File Download** window appears.
4. Click . The document opens in PDF format.
5. Print the document.
 - 5.1. Select **File** then **Print** from the menu.
 - 5.2. Click .
6. Close the viewer. Click .
7. Repeat steps 3 to 6 for each document.
8. Post the **Licence** and **Licence Inspection Summary Posting Report** in a conspicuous place at, or near an entrance commonly used by parents.
9. The **Licensing Checklist** and **Summary Of Child Care Centre Licensing Requirements and Recommendations** must be available for parents.

Viewing your Licensing History

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

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

Licensing History				
History of Licences				Per Page 10 ▾
Date ▾	Activity	Type	Processed By	Details
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	View Current Licence > Update Current Licence > Select >
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	Select >


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).

Licensing History				
History of Licences				Per Page 10 ▾
Date ▾	Activity	Type	Processed By	Details
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	View Current Licence > Update Current Licence > Select >
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	Select >

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 .

Uploading Updated Inspection Reports

1. Click .
2. Click . The **Search for a Licence** window appears.

List of Licence(s)					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

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


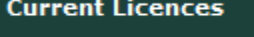
Licensing History					Per Page 10 ▾
History of Licences					
Date ▾	Activity	Type	Processed By	Details	
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	View Current Licence > Update Current Licence >	
Jan 31, 2018	New Licence	Regular	Naidu, Vijay	Select >	


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.

Municipal and Other Approvals		
Document Type	Date Submitted	
Zoning approval	Jan 25, 2018	
Fire Code Approval		Upload Document >
Building approval		Upload Document >
Health approval		Upload Document >

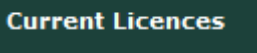
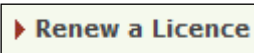

7. Upload the document. For details on how to upload a document, see page [9](#).
8. Click **Exit**. An email is sent to your Program Advisor indicating that you have uploaded a new document.

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 [16](#).

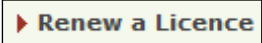
Viewing / Opening a Licence to be Renewed



1. Click .
2. Click . The **Renew a Licence** window appears.
3. Read the **Notice of Collection of Personal Information**.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page
					10 ▼
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

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  link.
- A renewal that you have started is called an “Active Renewal”.

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

List of Active Licence Renewal(s)						Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Draft	Select >

- 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.

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.

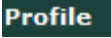
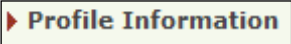
The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.



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 [138](#).

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

1. Click .
2. Click .
3. Review and edit your profile as required. For details on how to edit your profile see page [16](#).

The following fields cannot be changed:
 - **Applicant / licensee type**
 - **Applicant / licensee name (corporation name, name of individual or name of first nation)**
 - **Corporation number**
 - **Corporation name**
 - **Is the corporation a co-operative corporation?**
 - **Is the corporation**
4. Click . The **Applicant / Licensee information** window appears.
5. Review / edit the information.
6. Click .

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

1. Click .
2. Click .
3. Read the **Notice of Collection of Personal Information**.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Select >
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

- Click **Select>** for the licence you want to renew. The **Licensing History** window appears.

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

- Click

Current Licences

- Click

View Active Licence Renewals

The **List of Active Licence Renewal(s)** window appears.

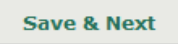
List of Active Licence Renewal(s)						Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz, Markham, ON, CA	Feb 6, 2018	Draft	Select >

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

Licensing History	
1. Have you, or a corporation that you are/were a director or officer of, ever been refused a licence to operate a program under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
2. Have you, or a corporation that you are/were a director or officer of, ever had a licence revoked, not renewed or suspended under the DNA or the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
3. Have you, or a corporation that you are/were a director or officer of, ever been convicted of an offence under the DNA or s.78 of the CCEYA? *	<input type="radio"/> Yes <input type="radio"/> No
<div> Exit Save Save & Next> </div>	

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

Step 4: Enter your Licensing History

1. Answer the licensing history questions.
2. Click . 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 [16](#).

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

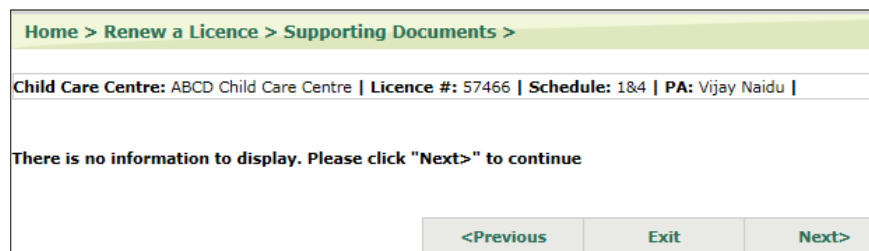
- Can be edited directly on the screen.
 - all fields


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.

Dates and Hours of Operation	
Are any field trips planned for the month prior to the licence expiry?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are any changes planned to the hours of operation during the month prior to the licence expiry?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are there any days during the month prior to the licence expiry that the supervisor plans to be away from the centre?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Please Note: If the supervisor will not be present, it is the licensee's responsibility to ensure that a delegate is in place with access to the required files and documentation.	
<Previous Exit Save Save & Next>	

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.

Please provide dates:	<input style="width: 50px;" type="text"/> Add				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="text-align: left; padding: 2px 5px;">Date</th> <th style="text-align: left; padding: 2px 5px;">Action</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px 5px;">04/01/2018</td> <td style="padding: 2px 5px;">Remove ></td> </tr> </tbody> </table>		Date	Action	04/01/2018	Remove >
Date	Action				
04/01/2018	Remove >				

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.

Declaration and Consent
<p>I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.</p> <p>I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i>.</p> <p> <input type="radio"/> I Agree <input type="radio"/> I Disagree </p> <p style="color: blue; font-size: small;">Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>
<Previous Exit Proceed to Renewal Fee Payment

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

Fee Payment

In order to submit your renewal application, a renewal fee of **\$120** must be submitted. If you are paying by cheque/money order, your renewal application will not be sent to the Ministry until the form below is completed and you click "Confirm Payment and Submit Renewal Application".

Payment Options


☐ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

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

[<Previous](#) [Exit](#) [Next>](#)

The amount of the renewal is based on the following table

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

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

Paying by E-Transfer / Credit Card

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

Payment Options

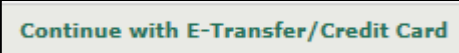
☒ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

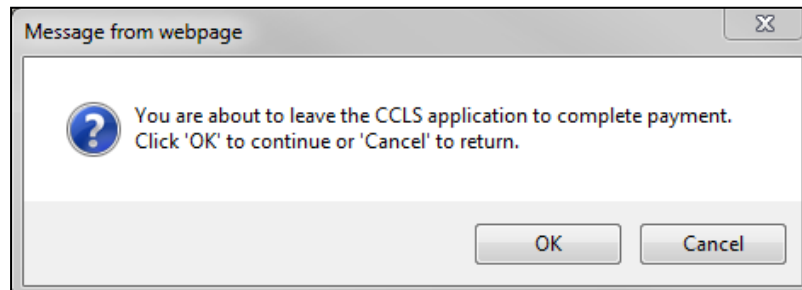
To submit your renewal application, you are required to pay a renewal fee. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.

[Continue with E-Transfer/Credit Card](#)




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

[<Previous](#) [Exit](#) [Next>](#)

2. Click . A confirmation message appears.



3. Click  to continue. The **Order Summary** window appears.

Order Summary
<p>Details</p> <p>Payment to: Childcare Licensing</p> <p>Total: \$120.00 (CAD)</p>
<p>Payment Method</p> <p>Effective April 30, 2017 this site will no longer support connections lower than TLS 1.2 security protocol. Click here to test your browser/system. Please upgrade if required.</p> <p>Credit Cards Accepted</p> <div style="text-align: center;">   </div> <p style="text-align: center;"><i>VISA debit is not accepted online.</i></p> <p style="text-align: center;"><i>Note: Credit card payments will be directed to a secure payment gateway website hosted by our third party card processor. After completing your payment, you will be redirected back.</i></p> <p style="text-align: center;"><i>Please be patient while your payment is authorized. This process usually takes 15-45 seconds. Do not stop or reload your browser until the process is finished.</i></p>
<p>Interac Online</p> <div style="display: flex; align-items: center;">  <div> <p>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.</p> <p><i>Caution: This payment session will expire in 30 minutes. We recommend having an already established Internet banking account before selecting this payment method.</i></p> <p><small>® Trademark of Interac Inc. Used under license.</small></p> </div> </div>
<div style="display: flex; justify-content: flex-end; gap: 20px;"> <div style="background-color: #d9534f; color: white; padding: 5px 15px; border-radius: 3px; text-decoration: none;">Make Payment</div> <div style="background-color: #d9534f; color: white; padding: 5px 15px; border-radius: 3px; text-decoration: none;">Cancel</div> </div>

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.

Payment Information

Payment processing powered by TD

INVOICE/ORDER NUMBER: 2060181

Amount: \$120.00 CAD

Name on card:

Credit Card Type:

Credit Card Number:

Expiration Date: /

Credit Card CVD: [What's this?](#)

(Example of a Credit Card site)

6. Enter the payment information.
7. Click .
8. If warning messages appear, click .
9. A receipt appears. Click .

Thank you for your payment.

To finalize the process you must click the Complete Payment Process button below.

Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing
Total: \$120.00 (CAD)
Time: 12-Jul-2016 1:46:26 PM

Payment Method: Visa
Card Number: **** * 1234
Cardholder Name: Mike Zzz

Session ID: 761241
Authorization Number: TEST

Note:

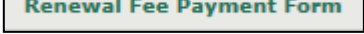
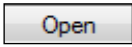
- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.

A confirmation message appears.


Paying By Cheque or Money Order

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

The screenshot shows a web form titled "Payment Options". At the top, there are three radio buttons: "E-Transfer/Credit Card", "Cheque" (which is selected), and "Money Order". Below this, a text block instructs the user to print the "Fee Payment Form" and mail it to a specific address, along with a "\$120 cheque or money order payable to Minister of Finance." The address listed is "CCQALB, 77 Wellesley Street West, Box 980, Toronto, ON M7A 1N3". A note states that after mailing the payment, the user should click "Confirm Payment and Submit Renewal Application". A button labeled "Renewal Fee Payment Form" is centered below the text. At the bottom of the form, there are input fields for "Cheque/Money Order Payment Date:" (with an example date of 28/04/2012), "Remitter: (Payable From)", and "Cheque/Money Order Number:". A note below the number field says "(Do not include leading zero's)". The "Amount:" is pre-filled as "\$120". A final button at the bottom is labeled "Confirm Payment and Submit Renewal Application".

2. Click . The **File Download** window appears.
3. Click . The form appears on your screen.

Ministry of Education Child Care Quality Assurance and Licensing 77 Wellesley Street West, Box 980 Toronto, ON M7A 1N3	Ministère de l'Éducation Assurance de la qualité des services de garde d'enfants et délivrance de permis 77, rue Wellesley Ouest, B.P. 980 Toronto (Ontario) M7A 1N3
---	--



Child Care Centre Licence Renewal: Fee Payment Form

Child Care Centre Name: ABCD Child Care Centre
 Centre Address: 2 Zzz Square, Markham, ON L3R 3M4
 Licence Number: 57466
 Licence Expiry Date: Feb 6, 2018
 Program Advisor: Vijay Naidu
 Name of Licensee /person with signing authority* (please print): _____

I declare that all information provided in connection with this licence renewal is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the *Child Care and Early Years Act, 2014*.

Signature: _____ Date: _____

*Signing Authority refers to the individual to whom the licence is issued, a person with signing authority for the corporation or First Nation. In the case of a corporation, this person must be a director or officer of the corporation.

Licence Renewal Fee: \$100.00 (when the application for the renewal of the licence and the renewal fee payment are submitted on or before the licence expiry date)


Late Payment Fee: \$200.00 (when the application for the renewal of the licence and the renewal fee payment are submitted after the licence expiry date)

Under ss. 81(3) of O. Reg. 137/15, if a licensee does not apply to renew a licence and submit the renewal fee before its expiry, the fees applicable to a new licence shall apply.

Attach a cheque or money order to this form, payable to the Minister of Finance and mail to the Child Care Quality Assurance and Licensing Unit at the following address:

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

Important Reminder: The completed forms and cheque must be received prior to the expiry of the current licence to ensure that the current licence continues to be valid until the licence renewal process has been completed.

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.

Cheque/Money Order Payment Date: Ex: 28/04/2012

Remitter: (Payable From)

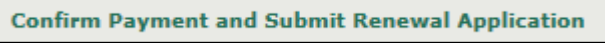

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$120

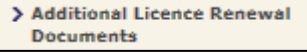
Confirm Payment and Submit Renewal Application


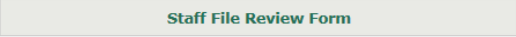
5. Sign and date the form.
6. Make your cheque/money order payable to the **Minister of Finance**.
7. Enter the remaining information on the screen.

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 . An **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.

Notice of collection of Personal Information
<p>Please note: Each staff, student and volunteer in a licensed child care centre must complete the Notice of Collection of Personal Information form (see below), which provides notice that personal information provided in connection with this complaint is collected under the authority of the <i>Child Care and Early Years Act, 2014 (CCEYA)</i> and its regulations.</p> <p>Please print the form for each staff, student and volunteer. Each staff, student and volunteer must complete and sign the form one time (i.e. do not have to re-sign each year). Original copies of the signed forms must be retained on file for your Program Advisor to review during the licensing inspection.</p>

Staff File Review
<p>Please print or electronically save a copy of this form and complete by providing the required information for all staff members. Please retain the form on file for your Program Advisor to review during the licensing inspection.</p>

<div style="display: flex; justify-content: flex-end; gap: 10px;"> <Previous Exit Next> </div>

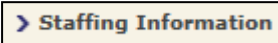
3. Print the **Notice of Collection of Personal Information** form for each staff, student and volunteer.

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

- 3.1. Click .
- 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 .
 - 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 . 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 .
2. The **Staffing Information** window appears.


Please review the staffing information the ministry has on file for this Child Care centre.
Please make any updates in the Administration module:
[Click Manage Staff Information >](#)

Staffing Information									
Program Staff									
Registered Early Childhood Educator (RECE) Supervisor	Non-RECE Supervisor (otherwise approved)	Resource Teacher	RECE Program Staff	Program Staff to take the place of an RECE (otherwise approved)	Unqualified Program Staff	Diploma/ Degree in Child and Youth Care	Diploma/ Degree in Recreation and Leisure Services	Member in Good Standing with Ontario College of Teachers	Total
1	0	0	0	0	0	0	0	0	1

Non Program Staff				
Cook	Administrator	Custodian	Other	Total
0	0	0	0	0

Staff Information									
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	% in Program	Director Approval Required?	Director Approval Status	Director Approval Details
Xyz	Jack	03/01/2018	Active	Registered Early Childhood Educator (RECE) Supervisor	1111	100%	Yes	Approved	Select >



[<Previous](#) [Exit](#) [Next>](#)

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 [174](#).
4. Click . 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 . The **Tiered Licensing Information** window appears if applicable.
2. Click .

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 [103](#) 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.

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.

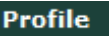

The licensee also has to return the licence and decal by mail to the Ministry of Education within 30 calendar days.

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 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 [138](#).

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

1. Click .
2. Click .
3. Review and edit your profile as required. For details on how to edit your profile see page [16](#).

The following fields cannot be changed:

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

4. Click . The **Applicant / Licensee information** window appears.
5. Review / edit the information.
6. Click .

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

1. Click .
2. Click .
3. Read the **Notice of Collection of Personal Information**.
4. Click . A list of licences to be renewed appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Select >

- Click **Select>**. The **Licencing History** window appears.

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


- Click **Current Licences**.

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

List of Active Licence Renewal(s)						Per Page 10 ▾
Licence Number ▲	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	Status	
57465	Home Child Care Agency	ABCD Agency	2 Xyz, Markham, ON, CA	Feb 7, 2018	Draft	Select >


- 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 . 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 [16](#).

 **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

Chief / First Nation Members

- Change all information in the **Profile** link.

Licensee Information

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

Licensee Mailing Address

- Change all following information in in the **Profile** link.

Agency Information

- Request a licence revision to change:
 - Name of Agency
- The following information can be edited directly on the screen.
 - Agency Email
 - Website
 - Phone Numbers
 - Contact Name & Title

Agency Head Office Civic Address

- Require a new licence application.
 - Agency Head Office Civic Address

Agency Mailing Address



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

Program Options

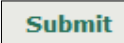
- The following information can be edited directly on the screen.
 - Proposed Program Options

Program Description

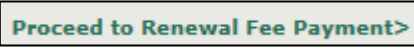
- The following information can be edited directly on the screen.
 - Language of Service Delivery

-
2. Click . The **Supporting Documents** window appears. This screen will be blank if you are not making any revisions.
3. Click . The **Review Renewal Details** window appears.

Step 6: Submit Your Renewal Application

1. Review and revise the information as required.
2. Click . The **Declaration and Consent** window appears.

Declaration and Consent		
<p>I declare that all information provided in connection with this application is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the CCEYA.</p> <p>I confirm that I am not prohibited from operating a child care centre or a home child care agency under s. 9 of the <i>Child Care and Early Years Act, 2014</i>.</p> <p><input type="radio"/> I Agree <input type="radio"/> I Disagree</p> <p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p> <div><Previous Exit Proceed to Renewal Fee Payment</div>		

3. If you agree with the declaration select the **I Agree** radio button.
4. Click . The **Fee Payment** window appears.

Step 7: Remit Payment

Introduction

Fee Payment

In order to submit your renewal application, a renewal fee of **\$100** must be submitted. If you are paying by cheque/money order, your renewal application will not be sent to the Ministry until the form below is completed and you click "Confirm Payment and Submit Renewal Application".

Payment Options

☐ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

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

[<Previous](#) [Exit](#) [Next>](#)

The amount of the renewal is based on the following table

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

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

Paying by E-Transfer / Credit Card

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

Fee Payment

In order to submit your renewal application, a renewal fee of **\$100** must be submitted. If you are paying by cheque/money order, your renewal application will not be sent to the Ministry until the form below is completed and you click "Confirm Payment and Submit Renewal Application".

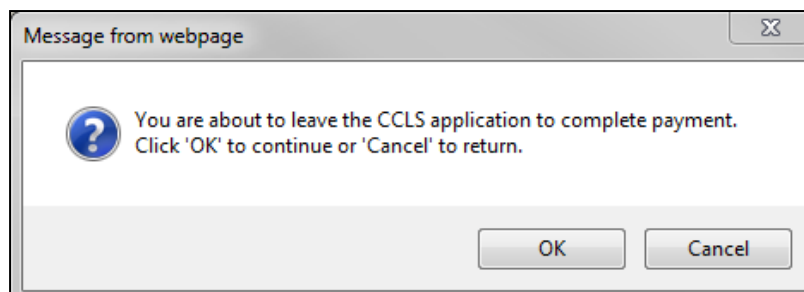
Payment Options

☒ E-Transfer/Credit Card
☐ Cheque
☐ Money Order

To submit your renewal application, you are required to pay a renewal fee. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.

[Continue with E-Transfer/Credit Card](#)

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



3. Click  to continue. The **Order Summary** window appears.



Order Summary

Details
Payment to: Childcare Licensing
Total: \$100.00 (CAD)

Payment Method

Effective April 30, 2017 this site will no longer support connections lower than TLS 1.2 security protocol. [Click here to test your browser/system.](#) Please upgrade if required.

Credit Cards Accepted


VISA debit is not accepted online.

Note: Credit card payments will be directed to a secure payment gateway website hosted by our third party card processor. After completing your payment, you will be redirected back.

*Please be patient while your payment is authorized.
This process usually takes 15-45 seconds.
Do not stop or reload your browser until the process is finished.*

Interac Online

☐



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 license.

Make Payment

Cancel

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.

Payment Information

TD
Payment processing powered by TD

VISA MasterCard

Invoice/Order Number: 2086755
 Amount: \$100.00 CAD
 Name on card:
 Credit Card Type: VISA
 Credit Card Number:
 Expiration Date: 01 / 2017
 Credit Card CVD: [What's this?](#)

(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**

Thank you for your payment.

To finalize the process you must click the Complete Payment Process button below.

Before proceeding, please print a copy of this page and keep it for your records.

Payment Receipt

Transaction Details

Payment To: Childcare Licensing
 Total: \$100.00 CAD
 Time: 12-Jul-2016 1:46:26 PM

Payment Method: Visa
 Card Number: *****1234
 Cardholder Name ZZZ Agency

Session ID: 761241
 Authorization Number: TEST

Note:

- For payment inquiries to your card issuer, please refer to the Authorization Number on your payment receipt.
- For payment inquiries to the Ministry, please refer to the payment Session ID on your payment receipt.

Complete Payment Process

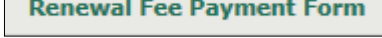
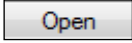
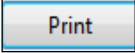
A confirmation message appears.

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.

The screenshot shows a web form titled "Payment Options". It has three radio buttons: "E-Transfer/Credit Card", "Cheque" (which is selected), and "Money Order". Below the radio buttons, there is a text instruction: "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.**". The address is listed as "CCQALB, 77 Wellesley Street West, Box 980, Toronto, ON, M7A 1N3". Below the address, there is a note: "Once you have mailed your fee balance payment to the Ministry of Education, click 'Confirm Payment and Submit Renewal Application'". In the center of the form is a button labeled "Renewal Fee Payment Form". Below this button are several input fields: "Cheque/Money Order Payment Date:" with a date picker showing "Ex: 28/04/2012", "Remitter: (Payable From)" with a text box, "Cheque/Money Order Number:" with a text box and a note "(Do not include leading zero's)", and "Amount:" with a value of "\$100". At the bottom of the form is a button labeled "Confirm Payment and Submit Renewal Application".

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

Cheque/Money Order Payment Date:	<input type="text"/>	Ex: 28/04/2012
Remitter: (Payable From)	<input type="text"/>	
Cheque/Money Order Number: (Do not include leading zero's)	<input type="text"/>	
Amount:	\$100	
Confirm Payment and Submit Renewal Application		

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*

Notice of collection of Personal Information
<p>Please print the form for each home visitor, provider, student volunteer and person ordinarily resident at each home location where care is provided. Each person must complete and sign the form one time (i.e. they do not have to re-sign each year). Original copies of the signed forms must be retained on file for your Program Advisor to review during the licensing inspection.</p>
<div style="background-color: #d9d9d9; padding: 5px; display: inline-block;"> Notice of Collection of Personal Information Form </div>
Home Visitor File Review
<p>Please print or electronically save a copy of the form and complete by providing the required information for all home visitors. Please retain the form on file for your Program Advisor to review during the licensing inspection.</p>
<div style="background-color: #d9d9d9; padding: 5px; display: inline-block;"> Home Visitor File Review Form </div>
Home Location File Review
<p>Please print or electronically save a copy of the form for each home location. Complete the forms by providing the required information for all providers and people ordinarily resident at each home location, such as spouses and children and others who reside in the home. Please retain the form on file for your Program Advisor to review during the licensing inspection.</p>
<div style="background-color: #d9d9d9; padding: 5px; display: inline-block;"> Home Location File Review Form </div>
<div style="display: flex; justify-content: flex-end; gap: 10px;"> <div style="background-color: #d9d9d9; padding: 5px 10px;"><Previous</div> <div style="background-color: #d9d9d9; padding: 5px 10px;">Exit</div> <div style="background-color: #d9d9d9; padding: 5px 10px;">Next></div> </div>

1. Print and complete the ***Notice of Collection of Personal Information*** form.

i 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 . The **Home Child Care Premises** window appears.

Step 9: Review the Home Child Care Premises

Home > Renew a Licence > Home Child Care Premises >

Home Child Care Agency: ABCD Agency | Licence #: 57465 | PA: Vijay Naidu |


Please review the Home Child Care Locations details the ministry has on file for this Home Child Care Agency .
Please make any updates in [Manage Home Child Care Premises](#)

Number of Premises 1

List of Home Child Care Premises

Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status
Xyx	Janet		55 Xyzz Markham Ontario	Active

<Previous
Exit
Next>

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 [187](#).
2. Click . The **Staffing Information** window appears.

Step 10: Review the Staffing Information

Please review the home visitor information the ministry has on file for this Home Child Care Agency .
Please make any updates in the Administration module:
Click [Manage Staff Information >](#)

Home Visitors Information				
Registered Early Childhood Educator (RECE) Home Child Care Visitor	Home Child Care visitor with Child and Family Studies credentials	Home Child Care visitor with other qualifications (otherwise approved)	Resource Teacher	Total
2	0	0	0	2

List of Home Visitors							
Last Name	First Name	Date of Hire	Status	Primary Position	RECE Number	Director Approval Status	Director Approval Details
Zzzzz	Ida	02/01/2018	Active	Registered Early Childhood Educator (RECE) Home Child Care Visitor	1212	Approved	Select >
Xzzxz	Helen	01/01/2018	Active	Registered Early Childhood Educator (RECE) Home Child Care Visitor	2222	N/A	N/A

[<Previous](#)
[Exit](#)

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 [174](#).
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 [103](#) for details.

Reinstating an Expired Licence

Introduction

If a licence is not renewed in time, the licensee has two options:

- 1) Close the child care program permanently; or
- 2) Submit a request for the licence to be reinstated.

Note: The request for reinstatement must occur within 30 days of expiry.

Process

1. Click **Current Licences**.
2. Click **Renew a Licence**. The **Notice of Collection of Personal Information** window appears.
3. Read the notice then click **Next**.
4. The list of licences appears.

Please select the licence you want to renew from the list below:					Per Page 10 ▾
Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57354	Home Child Care Agency	Triple P Agency	2 Xxx, Markham, ON, CA	Jan 18, 2018 !	Request to Reinststate >

5. Click **Request to Reinststate>**. A message appears.

Home Child Care Agency: Triple P Agency | Licence #: 57354 | PA: lynnall1 zhang |

Under the CCEYA, the term of a licence is deemed to be extended if a licensee has applied for the renewal of a licence before the expiry date by:

- completing and submitting the renewal application form;
- paying the renewal fee;
- completing an attestation that the licensee is not prohibited from operating a home child care agency under section 9 of the CCEYA; and
- submitting any other documentation or information specified by the Minister.


This home child care licensee expired on **Jan 18, 2018** because the licence renewal application and/or renewal fee were not submitted on or before the licence expiry date. You are therefore no longer permitted to coordinate child care at more than one home child care premises.

If you wish to reinstate your child care licence, you must complete and submit the reinstatement request form on the subsequent pages and submit the fee specified according to Column 2 of the table in section 81 (2) of O. Reg. 137/15.

Click 'Next' to submit a request to reinstate your expired child care licence, or click 'Exit' to exit this page.

If you wish to close your home child care agency, please contact your program advisor.

Exit
Next>

6. Read the message then click . 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:

Maximum number of Children	Fee for a renewal if the application is submitted after the expiry date
0-24	\$200
25-49	250
50-74	300
75-99	350
100-124	400
125 or more	450

Home Child Care Agency Reinstatement Fees:

Maximum number of Premises	Fee for a renewal if the application is submitted after the expiry date
0-25	\$200
26-50	250
51-75	300
76-100	350
101-125	400
126 or more	450

For a Child Care Centre licence reinstatement: See the instructions starting on page [112](#), Step 4.

For a Home Child Care Agency reinstatement: See the instructions starting on page [127](#), Step 4.

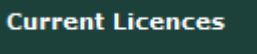

Revising a Child Care Centre Licence

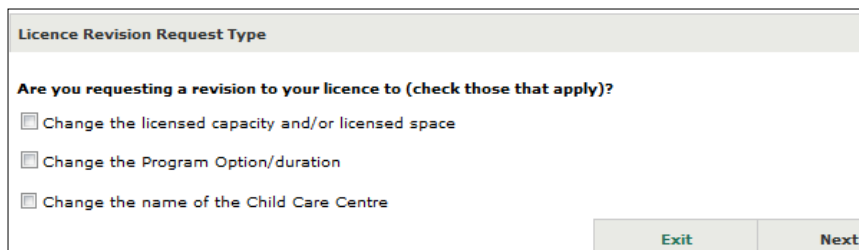
Before you Begin

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 .
2. Click . The **Search for a Licence** 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).

☒ Change the licensed capacity and/or licensed space

Licensed Capacity - Age Group Schedule

Current Schedules:	Schedule 1 and Schedule 4
Proposed Schedules:	Schedule 1 and Schedule 4 ▼

2. Select the proposed schedule(s).
3. Click Next. The **Current Licensed Capacity** chart appears.

Current Licensed Capacity			
Schedule	Age Group	Age Range	Current Capacity
Schedule 1	Infant	under 18 months	200
Schedule 1	Toddler	18 months up to 30 months	0
Schedule 1	Preschool	30 months up to 6 years	0
Schedule 1	Kindergarten	44 months up to 7 years	0
Schedule 1	Primary/Junior School Age	68 months up to 13 years	0
Schedule 1	Junior School Age	9 years up to 13 years	0
Schedule 4	Family Age Group	under 13 years	4
Total			204

(Partial window only)

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.

Identify changes to currently licensed room(s)/space(s) and add / remove them as required						
Room/Space	Floor level	Age Group	Room/Space Area	Licensed Capacity	Number of Program Staff	
Sleep	Floor 1	Infant	2222 square metres	200	1	Edit > Remove >
4	Basement		444 square metres	4	N/A	Edit > Remove >
Add Room/Space >						

(Partial window only)

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.

<input checked="" type="checkbox"/> Change the Program Option/duration		
Current Program Options		
<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight
Proposed Program Options		
<input type="checkbox"/> Full Day(6 hours or more in a day)	<input type="checkbox"/> Before school	<input type="checkbox"/> Extended hours(more than 12 hours)
<input type="checkbox"/> Half day(Less than 6 hours in a day)	<input type="checkbox"/> After school	<input type="checkbox"/> Overnight

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.

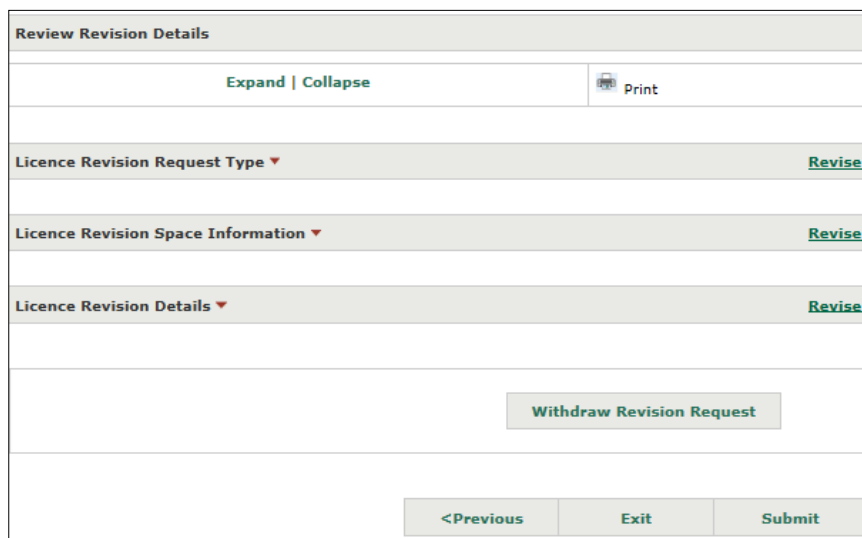
1. Select the “**Change the name of the Child Care Centre**” checkbox.
2. Click . The next window to appear depends on the other revisions you are requesting. If this is the only change, the **Licence Revision Details** window appears.

Licence Revision Details	
Proposed date of change: *	<input type="text"/> Ex: 28/04/2012
Please provide a description of all the proposed change(s) to the licence *	<div style="border: 1px solid #ccc; height: 40px;"></div>
Current Child Care Centre Name:	ABCD Child Care Centre
New Child Care Centre Name *	<input type="text"/>
<div style="display: flex; justify-content: space-between; width: 100%;"> <Previous Exit Save Save & Next> </div>	

3. Enter the information about the name change.


Step 3: Submit the Revision Request

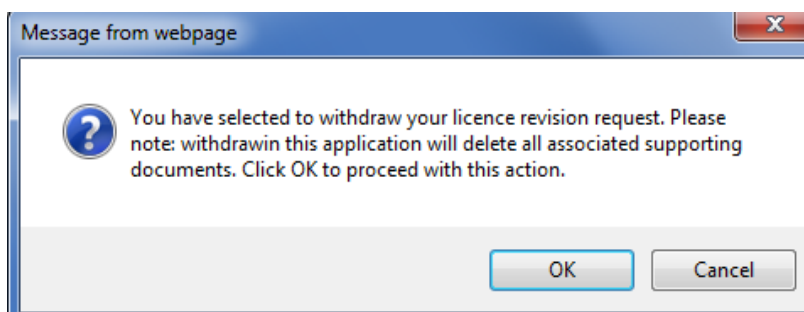
1. Click . The **Review Revision Details** window appears. It summarizes all the information that you have entered for the licence revision request.

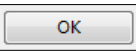



The 'Review Revision Details' window is a form with a title bar. Below the title bar is a bar with 'Expand | Collapse' and a 'Print' button. The main area contains three sections, each with a dropdown arrow and a 'Revise' link: 'Licence Revision Request Type', 'Licence Revision Space Information', and 'Licence Revision Details'. At the bottom right is a 'Withdraw Revision Request' button. At the very bottom are three buttons: '<Previous', 'Exit', and 'Submit'.

(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 . A confirmation message appears.



- 3.2. Click  to withdraw the revision request.
4. To submit the revision request:
 - 4.1. Click . The **Declaration and Consent** window appears.

Declaration and Consent		
<p>I declare that all information provided in connection with this licence revision request is true, accurate and complete and I give my consent to the indirect collection and disclosure of personal information for the purposes of administering and enforcing the <i>Child Care and Early Years Act, 2014</i>.</p> <p style="text-align: center;"> <input type="radio"/> I Agree <input type="radio"/> I Disagree </p> <p style="color: blue; font-weight: bold;">Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>		
	<Previous	Exit Proceed to Revision Deposit Payment

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.

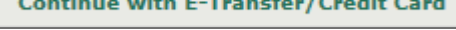
Initial Deposit		
<p>In order to submit your revision request, a deposit payment of \$25 must be submitted.</p>		
Payment Options		
<p> <input type="radio"/> E-Transfer/Credit Card <input type="radio"/> Cheque <input type="radio"/> Money Order </p>		
<p>If you have any questions about the payment of your deposit, please contact the program advisor assigned to your licence revision request.</p>		
	<Previous	Exit Next>

Step 4: Remit Payment





Paying By E-Transfer / Credit Card

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

Payment Options
<input checked="" type="radio"/> E-Transfer/Credit Card <input type="radio"/> Cheque <input type="radio"/> Money Order
<p>I acknowledge that, should a site inspection be required to process my licence revision request, I may be required to submit an additional fee in accordance with s.81 of O. Reg. 137/15.</p> <p>I understand that all fees paid in connection with this revision request are non-refundable.</p> <p>To submit your revision request, you are required to pay an initial deposit. Please click on 'Continue with E-Transfer/Credit Card' to complete the payment.</p>
<input type="button" value="Continue with E-Transfer/Credit Card"/>

2. Click . A confirmation message appears.

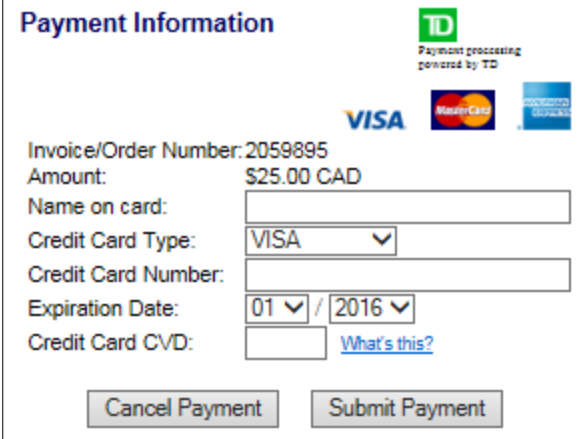
3. Click  to continue. The **Order Summary** window appears.

Order Summary
<p>Details</p> <p>Payment to: Childcare Licensing</p> <p>Total: \$25.00 (CAD)</p>
<p>Payment Method</p> <p>Credit Cards Accepted</p> <p> <input type="radio"/>    </p> <p>Interac® Online</p> <p> <input type="radio"/>  </p> <p>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.</p> <p><i>Caution: This payment session will expire in 30 minutes. We recommend having an already established Internet banking account before selecting this payment method.</i></p> <p><small>® Trademark of Interac Inc. Used under licence.</small></p>
<input type="button" value="Make Payment"/> <input type="button" value="Cancel"/>

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.

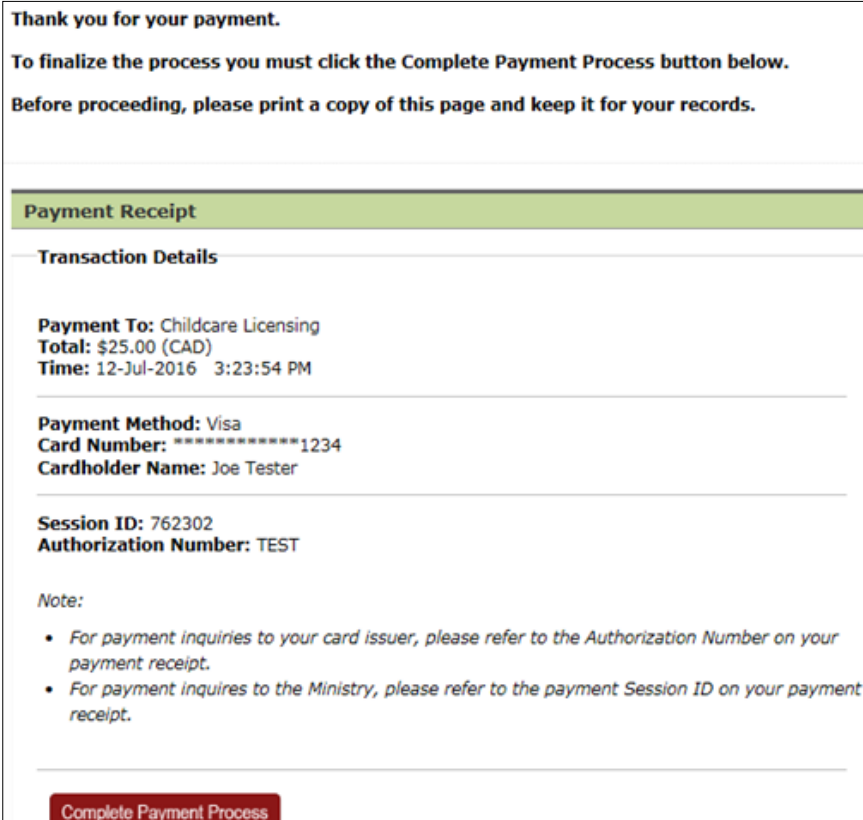


The form is titled "Payment Information" and includes the TD logo with the text "Payment processing powered by TD". It features logos for VISA, MasterCard, and American Express. The form fields are: Invoice/Order Number: 2059895; Amount: \$25.00 CAD; Name on card: (text input); Credit Card Type: VISA (dropdown menu); Credit Card Number: (text input); Expiration Date: 01 / 2016 (dropdown menus); Credit Card CVD: (text input) with a "What's this?" link. At the bottom are "Cancel Payment" and "Submit Payment" buttons.

6. Enter the payment information.

7. Click **Submit Payment**.

8. If warning messages appear, click Yes. A receipt appears.



The screen displays a "Thank you for your payment." message, followed by instructions to click the "Complete Payment Process" button and to print a copy of the page. Below this is a "Payment Receipt" section with a green header. Under "Transaction Details", it lists: Payment To: Childcare Licensing; Total: \$25.00 (CAD); Time: 12-Jul-2016 3:23:54 PM. Under "Payment Method: Visa", it lists: Card Number: *****1234; Cardholder Name: Joe Tester. It also shows Session ID: 762302 and Authorization Number: TEST. A "Note" section contains two bullet points about referring to the Authorization Number and Session ID for inquiries. At the bottom is a red "Complete Payment Process" button.

9. Click **Complete Payment Process**. A confirmation message appears.

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

Paying By Cheque or Money Order

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

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 **\$25 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 Revision Request'.

Revision Deposit Payment Form

Cheque/Money Order Payment Date: Ex: 28/04/2012

Remitter: (Payable From)

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$25

Confirm Payment and Submit Revision Request

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

Cheque/Money Order Payment Date: Ex: 28/04/2012

Remitter: (Payable From)

Cheque/Money Order Number:
(Do not include leading zero's)

Amount: \$25

Confirm Payment and Submit Revision Request

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.

<i>Maximum number of Children</i>	<i>Revision Fee \$</i>
0-24	50
25-49	65
50-74	75
75-99	90
100-124	100
125 or more	115

7. Enter the remaining information on the screen.

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

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

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

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

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

Fee Payment

This screen will only display information if a fee balance is required to process your revision request.

You will be notified by email if a fee balance is required.

<Previous Exit Next>

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.

- Open the revision.
- Click **> Supporting Documents**. The **Initial Documents to Submit** window appears.

Initial Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
List of play materials, equipment and furnishings		Not Applicable	Jan 9, 2018	Select >
Updated Parent Handbook		Not Applicable	Jan 9, 2018	Select >
Program Statement		Not Applicable	Jan 9, 2018	Select >
Floor plan		Not Applicable	Jan 9, 2018	Select >
Site plan		Not Applicable	Jan 9, 2018	Select >
Combined floor and site plan		Not Applicable	Jan 9, 2018	Select >
Zoning approval		Not Applicable	Jan 9, 2018	Select >
Playground plans		Not Applicable	Jan 9, 2018	Select >
Sample menu		Not Applicable	Jan 9, 2018	Select >
Waiting list policy		Not Applicable	Jan 9, 2018	Select >
Sleep Supervision Policy		Not Applicable	Jan 9, 2018	Select >
Process for Monitoring Compliance and Contraventions		Not Applicable	Jan 9, 2018	Select >
Playground safety policy		Not Applicable	Jan 9, 2018	Select >
Program Statement Implementation Policy		Not Applicable	Jan 9, 2018	Select >
Emergency Management Policy		Not Applicable	Jan 9, 2018	Select >
Parent Issues and Concerns Policy		Not Applicable	Jan 9, 2018	Select >
Add Additional Document >				
Additional Documents to Submit				
Document Type	Date Submitted	Status	Status Date	
Health approval		Not Applicable	Jan 9, 2018	Select >
Fire Code Approval		Not Applicable	Jan 9, 2018	Select >
Building approval				Upload Document >
Add Additional Document >				

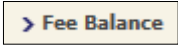
- Submit the supporting documents indicated. If you have questions about whether certain documents are required, contact your program advisor. For details on how to upload a document see page [9](#).
- Click **Exit**.
 - Your revision request is sent to the ministry.
 - Your program advisor will review 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.

<i>Maximum number of Children</i>	<i>Revision Fee \$</i>
0-24	50
25-49	65
50-74	75
75-99	90
100-124	100
125 or more	115

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

1. Open the licence revision.
2. Click . The **Fee Payment** window appears.
3. Make the payment.
 - To pay by E-transfer or credit card follow the steps beginning on page [56](#).
 - To pay by cheque or money order, follow the steps beginning on page [59](#).

Opening an Active Licence Revision Request

1. Go to your dashboard.
2. From the **In Process Items** section, expand the **Licence Revisions** link.

Licence Revisions						Total: 1
ID	Name of Child Care Centre / Home Child Care Agency	Licence Expiry Date	Program Type	Site Address	Proposed date of change	
57466	ABCD Child Care Centre	06/02/2018	Child Care Centre	2 Zzz Square , Markh...	01/02/2018	Select >

3. To open the revision request click **Select>**.

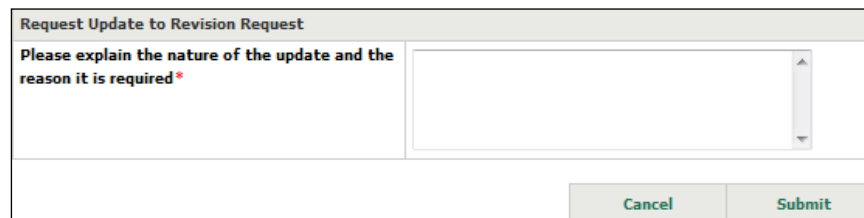
Updating a Revision Request

Once the licence revision application has been submitted to the Ministry, it cannot be edited unless your program advisor has specifically requested you to make changes through CCLS. However, if you need to make a change to your licence revision request, you can follow these steps to request that the application be sent back to you for editing and re-submission.

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

2. Scroll to the bottom of the window and click **Request Update to Revision Request**. The **Request Update** window appears.

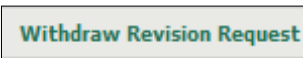
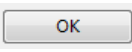
Request Update to Revision Request



3. Enter the nature and reason for the update(s).
 4. Click **Submit**. A confirmation appears.
 5. Click **Exit**.
- Your program advisor is notified that you have requested an update to your licence revision request.
 - Your program advisor will send the revision request back to you so that you can make the changes and re-submit.



Withdrawing a Submitted Revision Request

1. Open the revision request (see page [150](#)).
2. Scroll to the bottom of the window.

3. Click . A confirmation message appears.
4. Click .

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

List of Active Revised Licences					Per Page 10
Licence Number	Name of Child Care Centre	Address	Licence Expiry Date	Status	
56744	ABCD Child Care Centre	2 Xyz, Markham, ON, CA	Feb 27, 2017	Draft	Select > Withdraw Request >

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 [181](#) for enrolling users).

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

Reporting a Serious Occurrence

1. Click **Serious Occurrences**.
2. Click **Report a Serious Occurrence**. A list of licensed child care centres / home child care agencies appear.

Licence Number▼	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
57466	Child Care Centre	ABCD Child Care Centre	2 Zzz Markham ON	Feb 6, 2018	Select>

3. Select the appropriate Child Care Centre / Home Child Care Agency. (Click **Select>**.) The **Serious Occurrence Details** window appears.

Incident Information	
Incident Reported By:	
First Name:	John
Last Name:	Xxxx
Role:	Licensee
Telephone Number:	(111) 111-1111
Alternate Telephone Number:	<input type="text"/>
Date of Incident: *	<input type="text"/> Ex: 28/04/2012
Time of Incident: *	<input type="text"/> Please select ... <input type="text"/> Please select ...
Date you became aware of the serious occurrence: *	Same as date of incident: <input type="radio"/> Yes <input type="radio"/> No
Time you became aware of the serious occurrence: *	Same as time of incident: <input type="radio"/> Yes <input type="radio"/> No
Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>

(Partial window only)

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.

Child Information	
Were all children in the program / age group involved in or impacted by the occurrence?: *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Please Identify the Child(ren) Involved/Impacted	
Age Group: *	<input type="text"/>
<input type="text"/> Please select ...	<input type="button" value="Remove"/>
<input type="button" value="Add Children >"/>	

- 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	
Type of Serious Occurrence: *	Please select ...
Please describe what happened, where the serious occurrence took place, and the actions taken by the Licensee (do not use names, ages or dates of birth): *	
Who has been notified?	<input type="checkbox"/> Parent/Guardian/Emergency Contact <input type="checkbox"/> Emergency Services <input type="checkbox"/> College of Early Childhood Educators <input type="checkbox"/> CMSM / DSSAB <input type="checkbox"/> Children's Aid Society <input type="checkbox"/> Other
Are police conducting an investigation? *	<input type="radio"/> Yes <input type="radio"/> No
Is the Children's Aid Society conducting an investigation? *	<input type="radio"/> Yes <input type="radio"/> No
Has there been media attention? *	<input type="radio"/> Yes <input type="radio"/> No
Further action proposed by licensee: *	
Is this expected to be the only/last report submitted for this occurrence?	<input type="radio"/> Yes <input type="radio"/> No
<div> <div><Previous</div> <div>Exit</div> <div>Save</div> <div>Save & Next></div> </div>	



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.


Document Type	Date Submitted	File Name	Comments:	
Serious occurrence supporting document				Upload Document > Add Additional Document >
<div> <div><Previous</div> <div>Exit</div> <div>Next></div> </div>				

9. Upload any supporting documents as applicable (e.g. a photo, a public health report, a water test, etc.). For details on how to upload a supporting document see page [9](#).


10. Click **Next**. The **Review and Submit** window appears.

11. Review the information.


12. If changes are required:

12.1. Click **Revise>**. The **Serious Occurrence** section opens at the first page. Click  to go to the next page.

12.2. Make the changes.

12.3. Click .

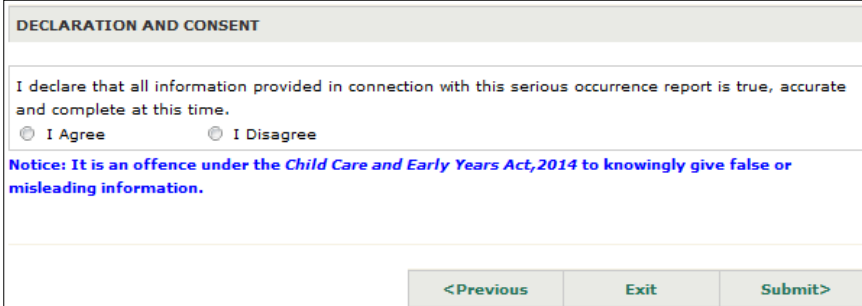
13. To print the Serious Occurrence:

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

13.2. Select the print settings.

13.3. Click .

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



DECLARATION AND CONSENT

I declare that all information provided in connection with this serious occurrence report is true, accurate and complete at this time.

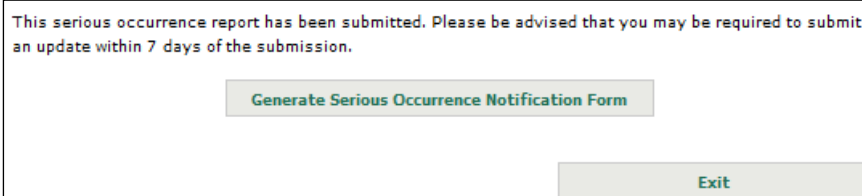
☒ I Agree ☐ I Disagree

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

<Previous Exit Submit>

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

16. Click . A message appears.

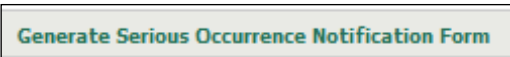


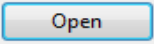
This serious occurrence report has been submitted. Please be advised that you may be required to submit an update within 7 days of the submission.



[Generate Serious Occurrence Notification Form](#)

Exit

17. Open the *Serious Occurrence Notification* form.

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

17.2. Click . The **Serious Occurrence Notification Form** opens in MS Word.

		Serious Occurrence Notification Form Formulaire de notification d'incident grave	
Program name/Nom du programme : EFGH Garde d'enfants			
Date : 2017/02/14 (yyyy/mm/dd)(aaaa/mm/jj)		Date of occurrence: (yyyy/mm/dd) 2017/02/14 Date de l'incident : (aaaa/mm/jj)	
Type of serious occurrence/ Type d'incident grave : Death of a child / Décès d'un enfant			
Description:			
Action taken by Licensee/Outcome: (add update if applicable)/Mesure prise par le titulaire de permis/Résultat : (ajouter une mise à jour le cas échéant) :			
Name: Nom :			
Date : (yyyy/mm/dd)(aaaa/mm/jj)		signature	


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.



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 .
- 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

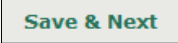

You will be notified by email if your report requires a revision or change. You will also see the serious occurrence status change on the dashboard to “Pending Revision”.

1. Access your dashboard.

Serious Occurrences						Total: 1
Serious Occurrence ID	Name of Child Care Centre / Home Child Care Agency	Site Address	Type of Serious Occurrences	Status	Report Submitted Date	
18931	ABCD Child Care Centre	2 Xyz Road , Markham	Death of a child	Pending Revision	14/02/2017	Select >

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.

History of PA/Licensee Comments: ▼				
Comment	Submitted Date	Submitted By	Status	Action
Please provide more details of the incident.	13/02/2017 01:46 PM	Debra Starr	Submitted	

4. Go to the area requiring changes.
5. Click **Revise>**. The section opens for editing.
6. Make the changes.
7. Click .
8. Add a supporting document if required, otherwise click .
9. Add comments to the ministry (if required).

Comments to Ministry

Add >

- 9.1. Type the comment in the **Comments to Ministry** area.
- 9.2. Click **Add>**. The comment appears in the comment table.

10. Click **Submit>**.
11. Agree to the Declaration then click **Submit>**.
12. Print and post the 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 **Serious Occurrences**.
2. Click **Update a Serious Occurrence Report**. The **Update a Serious Occurrence Report** window appears.

Active Serious Occurrence Reports							
Please select the serious occurrence that you would like to update							
Serious Occurrence ID	Name of Child Care Centre / Home Child Care Agency	Type	Sub-Type	Date of Incident	Submission Date	Status	
24686	ABCD Child Care Centre	Missing or unsupervised child(ren)	Child was found	30/01/2018	31/01/2018	Under Review	Update>

- Click **Update>**. The **Serious Occurrence Update** window appears.

Initial Serious Occurrence Report			
Submitted Date	Incident Reported By	Status	
31/01/2018	Xxxx, John	Under Review	Expand Collapse

Updated Reports	
No updated reports	

Update an Existing Serious Occurrence	
Current status: *	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
Further action proposed by licensee to minimize reoccurrence: *	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>

<Previous	Exit	Save	Save & Next>	Delete Draft Update Report>
------------------------------	----------------------	----------------------	-------------------------------------	--

(Your window may look different)

- To view the details of your initial report, click **Expand**.
Note: The information on your initial report is read-only and cannot be changed.
- Scroll down to the **Update an Existing Serious Occurrence** section on the screen.

Updated Reports	
No updated reports	
Update an Existing Serious Occurrence	
Current status: *	
Further action proposed by licensee to minimize reoccurrence: *	
<div> <div><Previous</div> <div>Exit</div> <div>Save</div> <div>Save & Next></div> <div>Delete Draft Update Report></div> </div>	

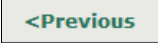
- Enter the information.
- Click **Save & Next**. The **Supporting Documents** window appears showing all supporting documents to date.

Document Type	Date Submitted	File Name	Comments:	
Serious occurrence supporting document				Upload Document >
Add Additional Document >				
<div> <div><Previous</div> <div>Exit</div> <div>Next></div> </div>				

- Upload additional documents as applicable. (See page 9 for details.)
- Click **Next**. The **Serious Occurrence Update** window appears.
- Review the information.
- Click **Submit**. The **Declaration and Consent** window appears.

DECLARATION AND CONSENT
<p>I declare that all information provided in connection with this serious occurrence report is true, accurate and complete at this time.</p> <p> <input checked="" type="radio"/> I Agree <input type="radio"/> I Disagree </p> <p>It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.</p>
<div> <div><Previous</div> <div>Exit</div> <div>Submit></div> </div>

- If you decide to not send the report:


12.1. Click  until you reach the **Serious Occurrence Update** window.

12.2. Click . A message appears.

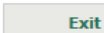
12.3. Click .


13. If you agree with the declaration and consent:

13.1. Select the **I Agree** radio button.

13.2. Click . A message appears.

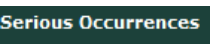
Your Serious Occurrence update has been submitted successfully.








14. Click . Your dashboard 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.

Search By		
Serious Occurrence Date From:	<input type="text"/>  Ex: 28/04/2012	 
Serious Occurrence Date To:	<input type="text"/>  Ex: 28/04/2012	
Serious Occurrence Status:	<input type="text" value="Please select ..."/>	
Serious Occurrence Type:	<input type="text" value="Please select ..."/>	
Age Category:	<input type="text" value="Please select ..."/>	
Program Type:	<input type="checkbox"/> Child Care Centre <input type="checkbox"/> Home Child Care Agency	
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>	
Serious Occurrence ID:	<input type="text"/>	

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.

Serious Occurrences

Search Results:					Per Page 10 ▾
Serious Occurrence ID ▾	Report Submission Date	Name of Child Care Centre / Home Child Care Agency	Serious Occurrence Type	Serious Occurrence Status	
24686	Jan 31, 2018	ABCD Child Care Centre	Missing or unsupervised child(ren)	Under Review	Select>

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

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.

Manage Staff Information						
Please select the Child Care Centre or Home Child Care Agency that you would like to view			Please select ...			
Staff Information						
						Per Page 10
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

(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: *		Eg: 28/04/2012			
Is the staff member a Registered Early Childhood Educator: *		<input type="radio"/> Yes <input type="radio"/> No			
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?	
Select Position and Location>					
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>					
				Exit >	Save & Return

4. Enter the **Staff Information**.
5. Add the **Location/Position**:

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

- 5.1. Click **Select Position and Location>**. The following window appears.

Child Care Centre or Home	Please select ...
Child Care Agency Name: *	
Primary Position: *	Please select ...
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>	
<div>Cancel</div> <div>Save & Return</div>	

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.

<p>Please Note: You need to submit director approval request(s) for the following:</p>	
<p>Child Care Centre or Home Child Care Agency Name: ABCD Child Care Centre</p>	
<p>Primary Position: Registered Early Childhood Educator (RECE) Supervisor</p>	
<p>Staff Name: Bxxxx, Bob</p>	
<div>Cancel</div> <div>Request Director Approval</div>	

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: *	Bxxxx, 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):	<input checked="" type="radio"/> Yes <input type="radio"/> No

(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**.

i In order to request staff Director approval for an individual, you must first add them to your list of staff members in Manage Staffing Information. See the previous section (page [164](#)).


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

Is approval requested for	
<input type="radio"/> Registered Early Childhood Educator (RECE) Supervisor	
<input type="radio"/> Non-RECE Supervisor (otherwise approved)	
<input type="radio"/> Program Staff to take the place of a qualified staff (otherwise approval)	
<input type="radio"/> Resource Teacher	
	<div>ExitNext</div>

Child Care Centre options

Is approval requested for	
<input type="radio"/> Registered Early Childhood Educator (RECE) Home Child Care Visitor	
<input type="radio"/> Home Child Care visitor with other qualifications (otherwise approved)	
<input type="radio"/> Resource Teacher	
	<div>ExitNext</div>

Home Child Care options

3. Select the type of approval required.
4. Click . The **Applicant Details** window appears.

Notice of collection of Personal Information		Collapse
<p>Please note: The proposed staff is required to complete and sign the Notice of Collection of Personal Information form (see below), which provides notice that personal information is collected under the authority of the <i>Child Care and Early Years Act, 2014 (CCEYA)</i> and its regulations.</p> <p>Please print the form for the applicant and have them sign it. The original copy is to be retained on file.</p>		
Notice of collection of Personal Information Form		
Applicant Details		
Applicant Name: *	Please select ...	
Child Care Centre or Home Child Care Agency Name:	ABCD Child Care Centre	
College of Early Childhood Educators (CECE) Registration Number:		
Have you verified the individual's College of ECE Registration Number with the College's public register? (for RECE Supervisor):	<input type="radio"/> Yes <input type="radio"/> No	

(Partial window only)

5. Print the notice of collection of Personal Information form.
 - 5.1. Click [Notice of collection of Personal Information Form](#).
 - 5.2. Print the form.
 - 5.3. Have the individual sign the form (unless one is already on file at the child care centre / home child care agency for this person).
 - 5.4. Retain the form in the staff's file.
6. Enter the applicant details. The applicant name drop-down list will only include staff members that were added in the Manage Staffing Module.
7. Add the child care experience:
 - 7.1. Click [Add Experience](#). The **Child Care Experience** window appears.

Child Care Experience				
Program Name: *	<input type="text"/>			
Position: *	<input type="text"/>			
Start Date: *	<input type="text"/> Eg: 28/04/2012			
Does the individual still work/volunteer in this position?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Type of Experience: *	<input type="radio"/> Volunteer <input type="radio"/> Paid Employment			
Description of Responsibilities and Age Group: *	<input type="text"/>			

Program Address				
Country: *	<input type="text" value="CANADA"/>			
Address:	Street #: *	Street Name: *	Street Type: *	Street Dir: *
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/>	No.:	<input type="text"/>	
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province/State: *	<input type="text" value="Ontario"/>			
Postal Code/ZIP Code:	<input type="text"/>			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/>	No.:	<input type="text"/>	
				<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>

7.2. Enter the information.

7.3. Click .

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.

Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

Click .

9. The **Supporting Documents** window appears.

Document Type	Date Submitted	File Name	Comments:	
Copy of diploma/degree				Upload Document >
Add Additional Document >				
		<Previous	Exit	Next

Does the individual plan to acquire additional training or credentials to meet the requirements set out in CCEYA and its regulations?	<input type="radio"/> Yes <input checked="" type="radio"/> 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:

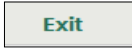
- 12.1. Click [Revise](#).
- 12.2. Make the changes.
- 12.3. Click [Save & Next](#).

13. Click [Submit>](#). The **Declaration and Consent** window appears.

DECLARATION AND CONSENT
<p>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.</p> <p> <input type="radio"/> I Agree <input type="radio"/> I Disagree </p> <p style="color: blue; font-size: small;"> Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information. </p>
<div style="display: flex; justify-content: space-between;"> <Previous Exit Submit </div>

14. If you agree with the declaration select ☒ **I Agree**.
15. Click [Submit](#). The **Confirmation** window appears.

<p style="color: blue;">Your Staff Director Approval Request has been submitted.</p>
Exit

16. Click . 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.

Ministry Actions						
New Licence Applications				Total: 2		
Staff Director Approvals				Total: 2		
Name of Child Care Centre/Home Child Care Agency	Applicant Name	Position Type	Site Address	Status	Date	
ABCD Child Care Centre	Xyz Jack	Registered Early Childhood Educator (RECE) Supervisor	2 Zzz Square , Markh...	Approved	31/01/2018	Select >

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

Review and Submit				
Show Instructions				
View Director Approval Letters				
Approval Submitted Date	Approval Status			
26/01/2018	Approved	View Letter >		
Expand All Collapse All				
				Print
Applicant Details ▼		Revise >		
Child Care Experience				
Program name	Program address	Position	Employed from	Employed to
Xyz Daycare	99 Xyz Markham ON CA	Supervisor	01/01/2018	Present
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>				
		<Previous	Exit	Submit

2. Click the **View Letter>** link found near the top of the window.
3. Print the letter and retain it in the staff member's file.

Searching for a Staff Director Approval

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

Search By	
Applicant Last Name	<input type="text"/>
Applicant First Name	<input type="text"/>
Approval Status:	<input type="text" value="Please select ..."/>
Position Type:	<input type="checkbox"/> Registered Early Childhood Educator (RECE) Supervisor <input type="checkbox"/> Non-RECE Supervisor (otherwise approved) <input type="checkbox"/> Program Staff to take the place of an RECE (otherwise approved) <input type="checkbox"/> Resource Teacher <input type="checkbox"/> Registered Early Childhood Educator (RECE) Home Child Care Visitor <input type="checkbox"/> Home Child Care visitor with Child and Family Studies credentials <input type="checkbox"/> Home Child Care visitor with other qualifications (otherwise approved) <input type="checkbox"/> Resource Teacher
Child Care Centre or Home	<input type="text"/>
Child Care Agency Name:	<input type="text"/>
Licence Number:	<input type="text"/>
Search > Clear >	

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

- Click **Search>**. The search results appears below the search criteria.

Per Page 10 ▼						
Approval Status	Applicant Last Name	Applicant First Name	Child Care Centre or Home Child Care Agency Name	Position Type	Submitted Date	
Approved	Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	26/01/2018	Select > Amend >

- Click **Select>** to open a specific request / approval.

Amending an Existing Staff Director Approval

- Click **Staff Director Approval >**.
- Click **Search Staff Director Approvals**. The **Search By** window appears.
- Search for the Staff Director Approval to be amended.

Per Page 10 ▼						
Approval Status	Applicant Last Name	Applicant First Name	Child Care Centre or Home Child Care Agency Name	Position Type	Submitted Date	
Approved	Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	26/01/2018	Select > Amend >

- Click **Amend>**. The **Applicant Details** window appears.
- Make the changes required. ⓘ Not all information can be amended.
- Click **Save & Return**.
- Click **Submit**. The **Declaration and Consent** window appears.
- Click the "I accept" radio button.
- Click **Submit**.
- 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 DEB(MY ACCOUNT)**. The **My Account** window appears.

My Account	
Title:	<input type="text" value="No Contact Title"/>
First Name: *	<input type="text" value="Deb"/>
Last Name: *	<input type="text" value="Xxxx"/>
Email: *	<input type="text" value="deb.xxx@zzz.ca"/>
Primary Phone Number:	<input type="text" value="(111) 111-1111"/> Ext: <input type="text"/>
Alternative Phone Number:	<input type="text"/> Ext: <input type="text"/>
<div> <input type="button" value="Exit >"/> <input type="button" value="Save >"/> </div>	

2. Make the changes.
3. Click . A confirmation message appears.
4. Click .

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.

Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

(Your window may be empty if no staff has been added yet)

- Click **Add Staff>**. The **Staff Information** window appears.

Staff Information					
Staff First Name: *		<input type="text"/>			
Staff Last Name: *		<input type="text"/>			
Date of Hire: *		<input type="text"/> Eg: 28/04/2012			
Is the staff member a Registered Early Childhood Educator: *		<input type="radio"/> Yes <input type="radio"/> No			
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?	
Select Position and Location>					
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>					
				Exit >	Save & Return

- Enter the **Staff Information**.
- Add the **Location/Position**:
 - Click **Select Position and Location>**. The following window appears.

Child Care Centre or Home Child Care Agency Name: *	Please select ... ▾
Primary Position: *	Please select ... ▾
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>	
<input type="button" value="Cancel"/> <input type="button" value="Save & Return"/>	

- 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 **Save & Return**.

5.5. Click **Save & Return** or **Save & Next**. The following window appears if director approval is required.

Please Note: You need to submit director approval request(s) for the following:

Child Care Centre or Home Child Care Agency Name: ABCD Child Care Centre
Primary Position: Registered Early Childhood Educator (RECE) Supervisor
Staff Name: Stook, Jean

Cancel Request Director Approval

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

7. If a staff director approval is required click **Request Director Approval**. You are redirected to the **Director Approval** menu area. (Continue with the instructions beginning on page [164](#) "Requesting a Staff Director Approval".)

Viewing the Existing Staff List

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

Staff Information						
						Per Page 10
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

Viewing a Staff Member Record

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

Staff Information						
						Per Page 10 ▾
Last Name	First Name	Child Care Centre or Home Child Care Agency Name	Primary Position	Date of Hire	Status	
Bxxxx	Bob	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	24/01/2018	Active	Select >
Xyz	Jack	ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	03/01/2018	Active	Select >

- Click **Select>** to open a specific staff member record. The **Staff Information** window appears.

Staff Information Revise >					
Staff First Name: *	Jack				
Staff Last Name: *	Xyz				
Date of Hire: *	03/01/2018 <small>Eg: 28/04/2012</small>				
Is the staff member a Registered Early Childhood Educator: *	<input checked="" type="radio"/> Yes <input type="radio"/> No				
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?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No				
Status:	Active				
Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works in school age group with children < 9 years?	
ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	100%	View>	N/A	Edit> Deactivate >
Select Position and Location>					
Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.					
Temporary Leave		Deactivate Staff		Exit > Save & Return	

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.


- Open the staff member record. (See page [176](#) if required.)
- Click **Edit>**. The following window appears.


Child Care Centre or Home	57466 - ABCD Child Care Centre
Child Care Agency Name: *	
Primary Position: *	Registered Early Childhood Educator (RECE) Supervisor
Percentage in Program: *	100%
Please Note: You need to submit a request for director approval for this Staff Position.	
Notice: It is an offence under the Child Care and Early Years Act, 2014 to knowingly give false or misleading information.	
<div>Cancel</div> <div>Save & Return</div>	

Your window may look different

- Make the changes.

- Click .

 **Note:** Depending on the change, you may be required to submit a staff Director approval. If so, the **Request Director Approval** button automatically appears.

- Click . You are redirected to the **Director Approval** menu area. (Continue with the instructions beginning on page [164](#) "Requesting a Staff Director Approval".)

Deactivating a Staff Member from a Certain Site

You should deactivate a staff member when he/she is no longer at a certain site. Taking this action will deactivate the individual's staff Director approvals.

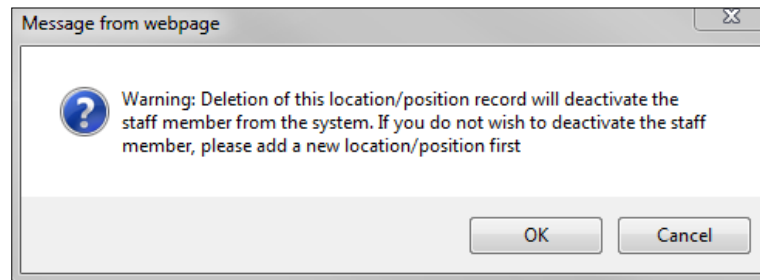


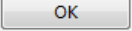
Warning: This process cannot be undone. If you want to move a staff member to another licence/location add them to the other site before deactivating them from the current site.

- Open the staff member record. (See page [176](#).)

Location/Position Information					
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works in school age group with children < 9 years?	
ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	100%	View >	N/A	<div>Edit ></div> <div>Deactivate ></div>
Select Position and Location >					

- Click **Deactivate >**. A following warning appears.



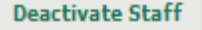
3. Click  to continue.

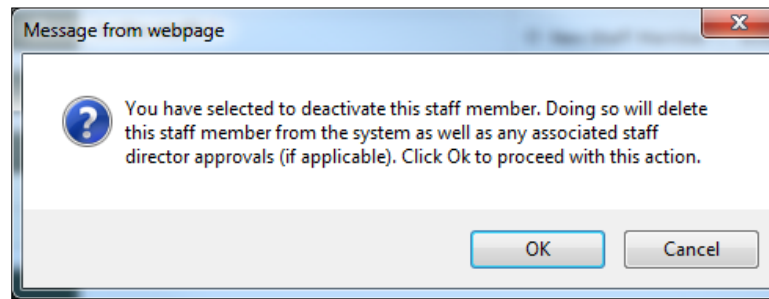
Deactivating a Staff Member from All Sites

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 [176](#) if required.)

Staff Information						Revise >
Staff First Name: *	<input type="text" value="Jack"/>					
Staff Last Name: *	<input type="text" value="Xyz"/>					
Date of Hire: *	<input type="text" value="03/01/2018"/> <small>Eg: 28/04/2012</small>					
Is the staff member a Registered Early Childhood Educator: *	<input checked="" type="radio"/> Yes <input type="radio"/> No					
College of Early Childhood Educators (CECE) Registration Number: *	<input type="text" value="1111"/>					
Have you verified the individual's College of ECE Registration Number with the College's public register?: *	<input checked="" type="radio"/> Yes <input type="radio"/> No					
Status:	Active					
Location/Position Information						
Child Care Centre or Home Child Care Agency Name	Primary Position	Percentage in Program	Director Approval	Works in school age group with children < 9 years?		
ABCD Child Care Centre	Registered Early Childhood Educator (RECE) Supervisor	100%	View >	N/A	Edit >	Deactivate >
Select Position and Location >						
<p>Notice: It is an offence under the <i>Child Care and Early Years Act, 2014</i> to knowingly give false or misleading information.</p>						
Temporary Leave		Deactivate Staff		Exit >		Save & Return


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

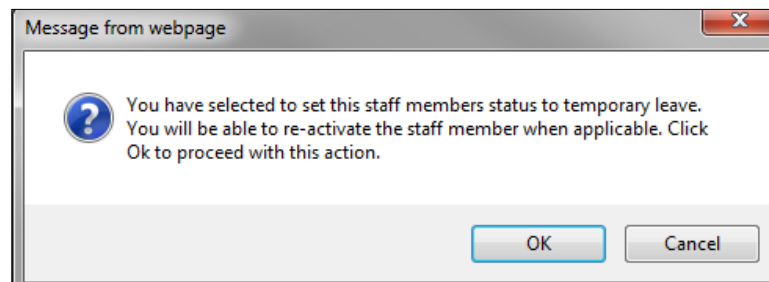


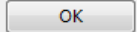
3. Click .

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.

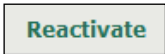
1. Open the staff member record. (See page [176](#) if required.)
2. Click . A confirmation message appears.

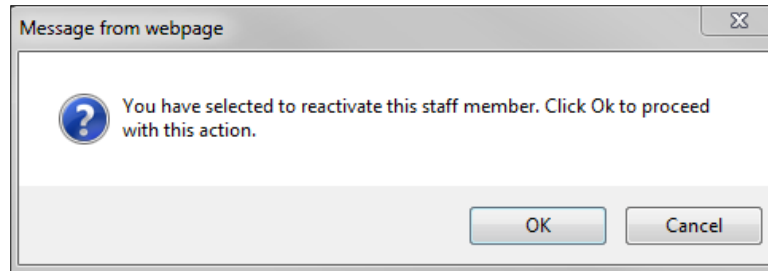


3. Click . The staff member **status** changes to “Temporary Leave”.

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 [176](#) if required.)
2. Click . A confirmation message appears.



- Click . The staff member **status** changes to “Active”.

Managing Users

Introduction

Licensees can add delegates (either supervisors or home visitors) and other licensees to their account.


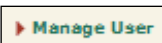
Once added, supervisors will be able to:

- 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

- Click .
- Click . The list of users appears.

Home > Manage User >					
Show Instructions					
Add>>					
Last Name	First Name	Email	Roles	Status	
Xxxx	John	debra.starr@ontario.ca	Licensee, Applicant, Registered User	Active	

- Click **Add>>**. The **User Details** window appears.

User Details	
User Type	<input checked="" type="radio"/> Licensee <input type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
Title:	No Contact Title ▾
First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Email: *	<input type="text"/>
<div>Exit > Save ></div>	

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.

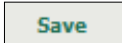
Licence No. - Child Care Centre: *	57466 - ABCD Child Care Centre		
		Add>>	
		<<Remove	


 **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 .

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

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

User Details	
User Type	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
Title:	No Contact Title ▾
First Name: *	Janet
Last Name: *	Xyx
Email: *	debra.starr@ontario.ca
Licence No. - Child Care Centre: *	<div> <div></div> <div>57466 - ABCD Child Care Centre</div> <div>Add>></div> <div><<Remove</div> </div>
<div> <div>Enrol ></div> <div>UnEnrol ></div> <div>Reset PIN ></div> <div>Deactivate ></div> <div>Exit ></div> <div>Save ></div> </div>	

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.

User Details	
User Type	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
Title:	No Contact Title ▼
First Name: *	Janet
Last Name: *	Xyx
Email: *	debra.starr@ontario.ca
Licence No. - Child Care Centre: *	<div> <div></div> <div> Add>> <<Remove </div> </div> <div>57466 - ABCD Child Care Centre</div>
<div> Enrol > UnEnrol > Reset PIN > Deactivate > Exit > Save > </div>	

- Click . A confirmation message appears.



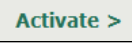
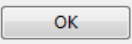
Deactivating a User

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

- Click .
- Click . The list of users appears.
- Click **Select>** for the user to be deactivated.
- Click . A confirmation message appears.
- Click .


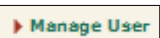
Reactivating a User

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

1. Click .
2. Click . The list of users appears.
3. Click **Select>** for the user to be reactivated.
4. Click . A confirmation message appears.
5. Click . 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 .
2. Click . The list of users appears.
3. Click **Select>** for the user to be removed.

User Details	
User Type	<input type="radio"/> Licensee <input checked="" type="radio"/> Site Designate - Supervisor <input type="radio"/> Agency Designate - Home Visitor
Title:	No Contact Title ▾
First Name: *	Janet
Last Name: *	Xyx
Email: *	debra.starr@ontario.ca
Licence No. - Child Care Centre: *	<div> <div></div> <div>Add>></div> <div><<Remove</div> </div> <div>57466 - ABCD Child Care Centre</div>
<div> <div>Enrol ></div> <div>UnEnrol ></div> <div>Reset PIN ></div> <div>Deactivate ></div> <div>Exit ></div> <div>Save ></div> </div>	

- If the user is a site designate or agency designate: Select the Child Care Centre / Home Child Care Agency then click **<<Remove**.
- Click **Save**.

Managing Home Child Care Premises

Viewing Home Child Care Premises Details

- Click **Administration**.
- Click **Manage Home Child Care Premises**. The **List of Home Child Care Premises** window appears.

List of Home Child Care Premises						Per Page
Home Child Care Agency Name	Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status	
ABCD Agency	Xyx	Janet		55 Xyzz Markham Ontario	Active	Select>
						Add Home>

(Your window may not look exactly like this)

- Click **Select>**. The **Manage Home Child Care Premises - Provider Information** window appears.

Provider Information				
Title:	No Contact Title ▼			
First Name: *	Janet			
Last Name: *	Xyx			
Email:				
Phone Number:		Ext:		
Home Child Care Location Address				
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	55	Xyzz	▼	▼
Unit Designator:	▼	No.:		
Extra Address Information:				
City: *	Markham			
Province: *	Ontario ▼			
Postal Code: *	L3R 3M4			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
		▼		
Rural Route:	▼	No.:		
Home Child Care Agency Name *	ABCD Agency ▼			
Is this an active home? *	<input checked="" type="radio"/> Yes <input type="radio"/> No			
Deactivate Home		Cancel Save & Return		

Adding a Home

1. Click **Administration** ▼.
2. Click **Manage Home Child Care Premises**. The **List of Home Child Care Premises** window appears.

List of Home Child Care Premises						Per Page
						10 ▼
Home Child Care Agency Name	Provider Last Name	Provider First Name	Provider Phone Number	Home Child Care Location Address	Status	
						Add Home>



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

Provider Information				
Title:	No Contact Title ▾			
First Name: *	<input type="text"/>			
Last Name: *	<input type="text"/>			
Email:	<input type="text"/>			
Phone Number:	<input type="text"/>	Ext:	<input type="text"/>	
Home Child Care Location Address				
Address:	Street #: *	Street Name: *	Street Type:	Street Dir:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit Designator:	<input type="text"/>	No.:	<input type="text"/>	
Extra Address Information:	<input type="text"/>			
City: *	<input type="text"/>			
Province: *	Please select... ▾			
Postal Code: *	<input type="text"/>			
P.O. Box:	No.:	Type:	Qualifier:	Area Name:
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rural Route:	<input type="text"/>	No.:	<input type="text"/>	
Home Child Care Agency Name *	Please select ... ▾			
Is this an active home? *	<input type="radio"/> Yes <input type="radio"/> No			
			Cancel	Save & Return



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 . The **Manage Home Child Care Premises** window appears.
6. Click .

Changing the Home Provider Information


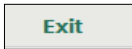
1. View the home details. (See page [187](#) for details.)
2. Update the provider information.
3. Click . The **List of Home Child Care Premises** appears.
4. Click .

Making a Home Temporarily Inactive / Re-activating

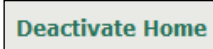
A home can be made temporarily inactive.

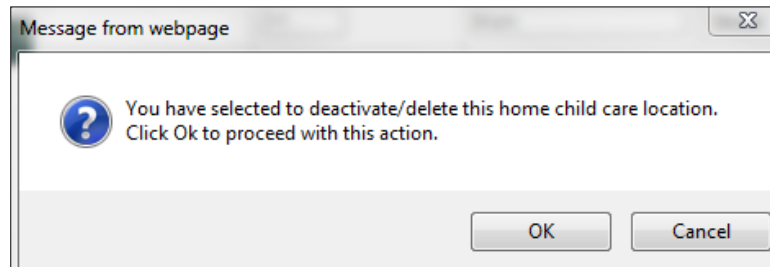
1. View the home details. (See page [187](#) if required.)
2. Change the status as required.


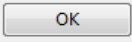

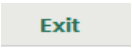


3. Click . The **List of Home Child Care Premises** appears.
4. Click .

Permanently Deactivating a Home

1. View the home details. (See page [187](#) if required.)
2. Click  (near bottom of window). A warning appears.



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

Taking the CCEYA Licensing Standards Test

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.

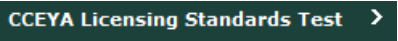
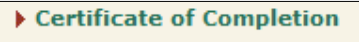
1. Click **CCEYA Licensing Standards Test >**. A menu appears with different test topics.

▶ Complete Self-Test
> Ratios of Employees to Children and Group Size
> Building Equipment and Playground
> Health and Medical Supervision
> Nutrition
> Program for Children
> Staff Qualifications
> Staff Screening Measures and Criminal Reference Checks
> Emergency Preparedness
> Administrative Matters and Miscellaneous

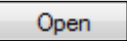
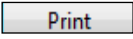
2. Select the section you want to complete.
3. A question appears.
4. Select your answer.
5. Click **Verify** to check your answer.
6. Click **Next>** to go to the next question.

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. **✓ Nutrition**
8. Complete all the topics.

Generating Your Certificate

1. Click .
2. Click . The following screen appears showing your name.

CCEYA Licensing Standards Test		
First name:	profile	
Last name:	test3	
Self-Test Certificates		
Date of Completion	Schedule Type	
Jul 31, 2017	Schedule 1 and 4	Generate

3. Click [Generate](#). The **File Download** window appears.
4. Click . Your certificate appears.
5. Print the certificate:
 - 5.1. From the menu select **File** and then select **Print**.
 - 5.2. Click .
6. File the certificate in your employee file.



Completing the Licensed Child Care Survey

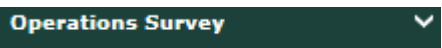

Introduction

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.

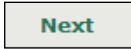
The survey should be completed by all child care centres and home child care agencies. The purpose of the survey is to collect information about the operations of licensed child care centres and home child care agencies, including information about hours, enrolment, fees, and staffing. Some sections 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 .

1. Click .
2. Click . The **List of Licence(s)** appears.
3. Click **Select>** for the Child Care Centre / Home Child Care Agency you want to complete the survey for. The **Licensee Information** window appears.

Licensee Information	
Applicant/Licensee Type	<input type="radio"/> Individual <input checked="" type="radio"/> Corporation <input type="radio"/> First Nation
Corporation Number:	11
Corporation Name:	ABCD Corp
Licensee Survey	
Survey Status	
Not Started	Select>

4. If this is the correct Child Care Centre/ Home Child Care Agency, click **Select>**. The **Notice of Collection** window appears.
5. Read the **Notice of Collection** then click . The first question appears.
6. 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.

Completing the Licensed Child Care Survey

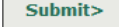
- Do not leave a question/section blank. If the answer is zero, enter 0.

7. Check the checkbox.

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

8. Click . The next question appears.

9. Repeat steps 6 to 8 for all questions.

10. When all questions are complete, click . The ***Declaration and Consent*** window appears.

11. Click the “I Agree” radio button.

12. Click .

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 is 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.

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.