



Child Care Licensing System

Reference Guide

for

Consolidated Municipal Service Managers

and

District Social Services Administration Boards

Version: February 2018

Document Update Summary

Date	Change	Page reference
February 2018	➤ The title “Manager, Licensing and Compliance” has been removed from all licenses and licensing letters and replaced with “Director under the Act.”	n/a
	➤ A link to helpful tools and references has been added to the left navigation bar.	2
	➤ The issuance of a provisional licence will no longer result in an automatic Tier 3. This change is reflected in the Compliance Profile window.	18
	➤ CMSMs/DSSABs are sent an email notification when a program in their geographical area is either posted to or rescinded from the Child Care Violations Registry.	27

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Introduction

Overview




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

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

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

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

Using this Guide

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

Getting More Information or Assistance

Accessing Tools and Resources



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

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

Home > Tools and Resources >		
CMSM English		
Category 2 - English		
CCLS Reference Guide for Consolidated Municipal Service Managers and District Social Services Administration Boards (CMSM/DSSAB) New		
.		
Document Description	Date	
This Guide documents the step-by-step instructions for CMSM/DSSABs to use CCLS.	Jan 25, 2018	Download >

Your window may look different.

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

Contacting Technical Support

Toll-Free: 1-855-457-5478

Local: 416-314-6230

Email: childcare.helpdesk@ontario.ca

Performing the Basics

Introduction

This section contains information about how to perform basic tasks in CCLS such as logging in. In addition, common tasks that can be performed in several modules are documented in this section for reference.

Logging In to CCLS

CCLS is an Internet-based application that is accessed when you enter your ONe-key login and password. You must use your ONe-key ID and password (that were created during the registration process) as well as your registration PIN to securely log into the System.




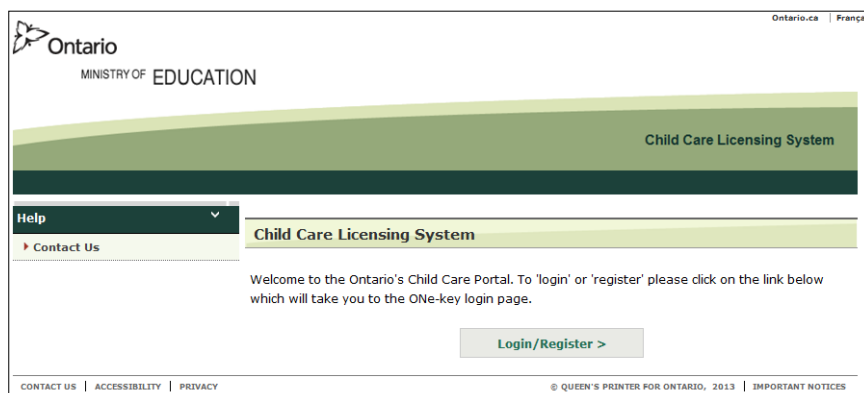
If you do not have a ONe-key ID, Password and a PIN, do not continue. See the *Registration Guide for Applicants* or the *Registration Guide for Licensed Child Care Programs* available on the Early Years Portal at:

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

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

<https://www.earlyyears.edu.gov.on.ca/ChildCareWeb/public/login.xhtml>

3. Click  or press the [Enter] key. The **Child Care Licensing System** window appears.



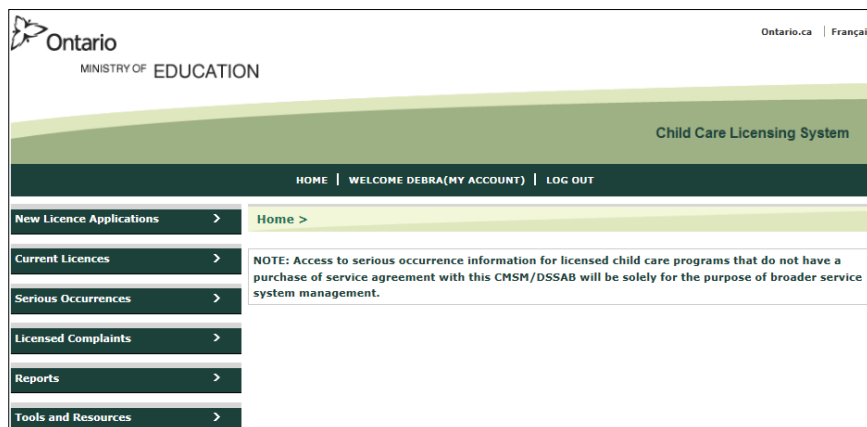
4. Click [Login/Register >](#). The ONE-key **Sign In** window appears.

5. Enter your **ONE-key ID** and **Password**.
6. Click [Sign in](#). Your **My Services** window appears.

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

8. Enter your PIN (from the email).

- Click **Submit**. Your home page appears.



What to do if you forget / lose your CCLS PIN

Ask the helpdesk to reset your PIN.

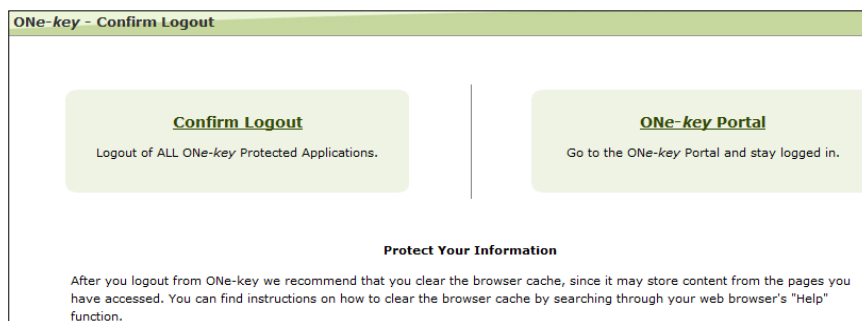
Toll-Free: 1-855-457-5478

Local: 416-314-6230

Email: childcare.helpdesk@ontario.ca

Logging Out

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



- Click **Confirm Logout**.

Managing User Access to CCLS

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

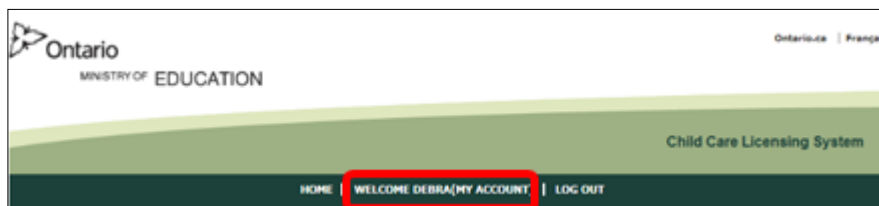
Be sure to include the following information:

- ✓ Name of the CMSM / DSSAB
- ✓ Employee first name, last name, telephone number, email address

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

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

Updating Your User Information and Notifications





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

User Information	
Title:	No Contact Title ▼
First Name: *	Debra
Last Name: *	Cmsm
Phone Number: *	(111) 111-1111 Ext:
Email:	xxx@xxxx.ca

Email Notifications Subscription	
New Critical Serious Occurrence Report	<input checked="" type="checkbox"/>
New Non-Critical Serious Occurrence Report	<input checked="" type="checkbox"/>
Serious Occurrence Closure by Ministry	<input checked="" type="checkbox"/>
Incident Deemed Not a Serious Occurrence by Ministry	<input checked="" type="checkbox"/>
Licensed Complaint Closure by Ministry	<input checked="" type="checkbox"/>
New Licence Issued	<input checked="" type="checkbox"/>
Licence Renewal Issued	<input checked="" type="checkbox"/>
Licence Revision Issued	<input checked="" type="checkbox"/>
Licence Renewal and Revision Issued	<input checked="" type="checkbox"/>
Licence Amendment Issued	<input checked="" type="checkbox"/>
Licence Suspended	<input checked="" type="checkbox"/>
Licence Reinstated	<input checked="" type="checkbox"/>
Expired Licence Reinstated	<input checked="" type="checkbox"/>
Licence Expired - Not Deemed to be Extended	<input checked="" type="checkbox"/>
Licence Terminated	<input checked="" type="checkbox"/>
Licence Closed	<input checked="" type="checkbox"/>
New Licence Application Submitted	<input checked="" type="checkbox"/>
Licence Application Withdrawn	<input checked="" type="checkbox"/>
RG02 Notify Program CSM/DSSAB Enforcement Action has been published	<input checked="" type="checkbox"/>
RG04 Notify Program CSM/DSSAB Enforcement Action has been pulled down from Registry	<input checked="" type="checkbox"/>

[Exit](#)
[Save](#)

2. Update your user information.

3. Indicate which email notifications you want to receive.
 You will receive a notification related to a licensed complaint only when the licensed complaint has been closed.
4. Click .

Searching

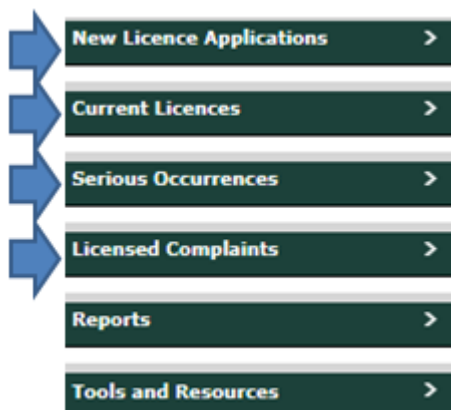
Introduction

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

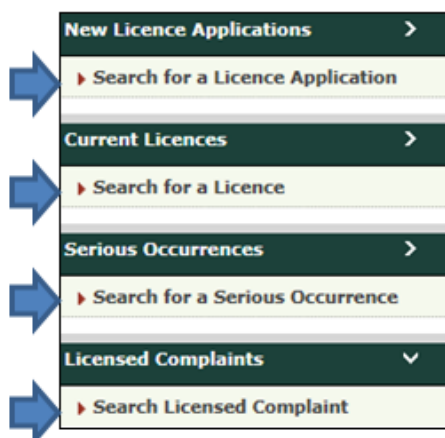
- Licence Applications;
- Current Licences;
- Serious Occurrences; and
- Licensed Complaints.

Process

1. Click the applicable heading.



2. Click the applicable search link.



A search window appears.

Search By:			
Applicant/Licensee Name:	<input type="text"/>		Search> Clear>
Applicant/Licensee Type:	<input type="text" value="Please select..."/>		
Program type:	<input type="text" value="Please select..."/>		
Name of Child Care Centre / Home Child Care Agency:	<input type="text"/>		
Status:	<input type="text" value="Please select..."/>		
Date Application Submitted:	From: <input type="text"/>	Ex: 28/04/2012	
	To: <input type="text"/>	Ex: 28/04/2012	
Site / Agency Address:	Street #:	<input type="text"/>	Street Name: <input type="text"/>
	City/Town:	<input type="text"/>	Postal Code: <input type="text"/>

Example of a search for licence application window.

3. Enter the search criteria.



Searching Tips

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

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

Search By:

Applicant/Licensee Name: Search>

Applicant/Licensee Type: Corporation

Program type: Please select...

Name of Child Care Centre / Home Child Care Agency: school

Status: Please select...

Date Application Submitted: From: Ex: 28/04/2012


To: Ex: 28/04/2012


Site / Agency Address: Street #: Street Name:

City/Town: Postal Code:


Search Results: Per Page 10

Applicant Name^	Program type	Name of Child Care Centre / Home Child Care Agency	Site / Agency Address	Status	
Bob XXX	Child Care Centre	XXX School	5 XX St. Markham	Pending Revision/Additional Information	Select>
Jim ZZZ	Child Care Centre	ZZZ School	10 ZZZ St. Markham	Pending Receipt of Deposit	Select>

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

 **Tip:** You can export the results of a serious occurrence search to Excel. See page [30](#) for details.

5. To open the record, click **Select>**. The **Licence Application Details** window appears.

Home > Search for a Licence Application > Licence Application Details >	
Child Care Centre: XXX School PA: Joe XXX	Schedule: 1 Applicant: XXX Ontario Ltd.
Expand All Collapse All  Print	
Program type ▼	
Please select the type of licence you are applying for	Child Care Centre
Please select the schedule you are applying for	Schedule 1
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 example of a **Licence Application Details** window.

Viewing New Applications

1. Search for the application. See [Searching](#) starting on page 8. The search results appear.
2. Click **Select>**. The **Licence Application Details** window appears.

Home > Search for a Licence Application > Licence Application Details >

Child Care Centre: XXX School | Schedule: 1 | Applicant: XXX Ontario Ltd. |

PA: Joe Xxxx

Expand All | Collapse All Print

Program type ▼

Please select the type of licence you are applying for	Child Care Centre
Please select the schedule you are applying for	Schedule 1

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
--	----



Tips:

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

Licensing History ▼

Licensing History ▼

Applicant Type ▼

Example of a collapsed section

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
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?	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?	No

Example an expanded section

Viewing and Understanding Current Licence Information

Introduction

This section explains information on the program such as:

- Licensing details and documents;
- Tiered licensing information;
- Summary of non-compliances; and
- Licensing history.

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

Licence Details

Sample Window

1. Search for a current licence. See [Searching](#) starting on page 8. The search results appear.
2. Click **Select>**. The **Licence Details** window appears.

The screenshot shows a web application interface. On the left is a sidebar with a dark green header and white text for navigation: 'New Licence Applications', 'Current Licences', 'Search for a Licence', 'Licence Details', 'Tiered Licensing Information', 'Summary of Non-Compliances', 'Licensing History', 'Serious Occurrences', 'Licensed Complaints', 'Reports', and 'Tools and Resources'. The 'Current Licences' section is expanded. The main content area has a light green header with the breadcrumb 'Home > Search for a Licence > Licence Details >'. Below this, it displays licence information for 'Child Care Centre: Xxx School Ontario Inc.' with fields for 'Licence #', 'Schedule', 'Licensee', 'PA', and 'Licence Expiry Date'. A 'Licence Details' section follows with 'Expand All' and 'Collapse All' links and a 'Print' button. Below are sections for 'Licence Status', 'Licence Documents', 'Licensee Type', and 'Licensee Information', each with a dropdown arrow. At the bottom are 'Child Care Centre Information' and 'Operational Information' sections, also with dropdown arrows. 'Exit' and 'Next>' buttons are at the bottom right.

Example showing collapsed headings

Licence Documents


Licence Documents ▼
Licence
Licensing 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)

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

- **Licence:** The licence issued by the Ministry of Education under the *Child Care and Early Years Act* which includes, but is not limited to, the licensee name, the program name, the licensed capacity, and Director approvals and terms and conditions (if applicable).
- **Licensing Letter:** A letter from the Director under the *Child Care and Early Years Act* that accompanies the licence and includes important information about the licence that has been issued. It also includes information on staff Director approvals that have been granted.
- **Child Care Centre Licensing Checklist:** The checklist of requirements that must be met under the *Child Care and Early Years Act*. The checklist shows whether the program was compliant or non-compliant with each requirement and may include recommendations and comments made by the program advisor.
- **Summary of Child Care Centre / HCCA Requirements and Recommendations (Stage 2):** The report summarizes the areas of non-compliance observed during a licensing or monitoring visit. It includes a description of the observed non-compliance(s) and the action(s) taken by the licensee to come into compliance.
- **Floor Plan Approval Letter:** A letter that is issued to a licensee granting Ministry approval in principle of submitted plans for the premises of the Child Care Centre. A floor plan approval letter may be issued when a licensee is applying for a licence or revising a current licence.

To view a document:

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

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

Licence Status

Following is a description of the Licence Statuses:

- **Issued:** A licence status for a licence that is active and valid, authorizing licensed child care to be provided.
- **Expired - Not Deemed to Be Extended:**
 - *Summary:* The status of a licence where the licensee has not submitted a renewal application and/or renewal fee on or before the licence expiry date. When a licence is expired and not deemed to be extended, the licensee is not authorized to provide child care under the authority of a licence and requirements for unlicensed child care must be met.
 - *More information:* Where the Ministry has not received a licence renewal application and/or a licence renewal fee on or before the expiry date of a licence, the licence is expired and not deemed to be extended as of the day after the expiry date. The child care licence and decal(s) must be returned to the Ministry of Education within 30 calendar days.

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

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

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

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

Licensed complaints can be logged for programs that have a licence that is expired and not deemed to be extended.

- **Suspended:** A licence status for a licence that has been suspended by the Ministry of Education. Where a protection order has been issued, as a result of an imminent threat to the health, safety or welfare of children receiving care, a licence will be suspended. A licensee is prohibited from operating child care or overseeing the provision of home care while the licence is suspended.
- **Terminated:** A licence status that takes effect when a licence is permanently closed by the Ministry. This may occur where a licence has been revoked or where a licensee has not requested a reinstatement within 30 calendar days after a licence has expired.
- **Closed:** A licence status for a licence that has been deactivated at the request of the licensee due to the closure of a child care program.

Additional Details

Licensee Type ▼
Licensee Information ▼
Child Care Centre Information ▼
Operational Information ▼

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

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

Tiered Licence Information

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



As of licence issued on 14/12/2017


Compliance Profile ▼							
Number of Inspections (renewal, revision, monitoring)			4				
Non-Compliance Score			4.5				
Suspended Licence / Enforcement Actions			N/A				
Licence Tier			Tier 1				
List of Non-Compliances ▼							
Legislative Reference	Observed Non-Compliance	Inspection Date▼	Inspection Type	Resolved Before Licence Issued?	Risk Weight	Time Weight	Score
ss. 68.1(2)(e)	ADDED IN FW ---- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	12/12/2017	Renewal	No	N/A		0
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical (4)	0.5	2
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical (4)	0.5	2
s.35(a)	There are no written policies and procedures regarding serious occurrences which may occur at this child care centre. Serious Occurrence Policy does not include Critical reporting.	10/12/2014	Renewal	Yes	Moderate (2)	0.5	1
s.37(2)	The operator has not permitted a child to carry asthma or emergency allergy medication in accordance with a written procedure by a medical doctor or registered nurse. The 2 of 2 Epi Pens have not accompanied the children with Anaphylaxis during am outdoor play.	10/12/2014	Renewal	Yes	High (3)	0.5	1.5
		10/12/2014	Renewal	No	N/A		0
Non-Compliance Score							4.5

Summary of Non-Compliances

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

[> 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 >						
List of Non-Compliances ▼						Per Page 10 ▼
Legislative Reference	Observed Non-Compliance	Inspection Date ▼	Inspection Type	Resolved Before Licence Issued?	Risk Weight	
ss. 68.1(2) (e)	The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	27/12/2017	Monitoring	Yes	N/A	
ss. 68.1(2) (e)	ADDED IN FW ---- The written policies and procedures regarding the management of emergencies do not set out requirements regarding communications with parents. Specifically...	12/12/2017	Renewal	No	N/A	
ss. 39(1)3.	There is not an anaphylactic policy that includes the development of an individual plan for each child with an anaphylactic allergy that includes emergency procedures in respect of the child. Specifically a copy of the individual plan for two children with anaphylaxis did not accompany the Epi Pens.	13/11/2015	Renewal	Yes	Critical	

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

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 >						

Licensing History

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

Licensing History

☒ All

☐ Date Range

☒ Complaints

☐ Since Last Licence

☒ Licensing

☒ Last 3 Years

☒ Serious Occurrences


☐ Last 10 Years

Search

Search Results

Per Page10▼

Date▼	Activity	Status	Type	Processed By	Tier
Dec 14, 2017	Renewal	Issued	Provisional	Xyz, Bob	Tier 1
Dec 14, 2017	Renewal	Issued	Provisional	Pqr, Sam	Tier 1
Dec 12, 2016	Renewal	Issued	Regular with Conditions	Zzzzzzzz, Helen	Tier 2
Dec 8, 2015	Renewal	Issued	Regular with Conditions	Sssss, Susie	N/A


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

Licensing History			
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Complaints	<input checked="" type="checkbox"/> Licensing	<input checked="" type="checkbox"/> Serious Occurrences
<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

Viewing Serious Occurrences

Introduction

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

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

Critical Flag

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

- Death of a child;
- Missing or unsupervised child – child is still missing;
- Unplanned disruption of service – lockdown;
- Any serious occurrence for which police and/or CAS are conducting an investigation; and
- Any serious occurrence that has attracted media attention.

Serious Occurrence Statuses

Following are serious occurrence statuses:

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

Viewing a Serious Occurrence

1. Search for the serious occurrence. See [Searching](#) starting on page 8. The search results appear.
2. Click **Select>**. The **Serious Occurrence Details** window appears.

Child Care Centre: S			
Naidu Licence Expi			
Serious Occurrence Details			
Expand All Collapse All			
Print			
Administration Information ▼			
Serious Occurrence ID:	6483		
Serious Occurrence Status:	Gate being installed at top of stairs.		
Serious Occurrence Submitted Date:	Nov 11, 2014		
Serious Occurrence Closed Date:	N/A		
Critical Issue Flag:	No		
Type of Serious Occurrence:	Missing Child		
Sub-Type:	Whereabouts known		
Incident Information ▼			
Incident Reported By:			
First Name:	Jim		
Last Name:	Xxx		
Role:	Licensee		
Telephone Number:	(999) 999-9999		
Date of Incident:	Nov 11, 2014		
Time of Incident:	02 hr : 08 min		
Date you became aware of the serious occurrence:	Nov 11, 2014		
Time you became aware of the serious occurrence:	02 hr : 08 min		
Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:			
What happened, Where the serious occurrence took place and the actions taken by the Licensee (Do not use names, ages or date of birth):*	Child hid.		
Child Information ▼			
Were all children in the program / age group involved in or impacted by the occurrence?:	No		
Age Category			
Infant			
Serious Occurrence Information ▼			
Who has been notified?:	Parent/Guardian/Emergency Contact		
Are police conducting an investigation?:	No		
Is the Children's Aid Society conducting an investigation?	No		
Has there been media attention?:	No		
Further action proposed by licensee:	none		
Is this expected to be the only/last report submitted for this occurrence?	Yes		
Supporting Documents ▼			
Document Type	Date Submitted	File Name	Comments:
Serious occurrence supporting document	Nov 27, 2014	policereport.pdf	Police report received today.

Program advisor
and licensee
comments

Section showing
the ministry's
follow-up actions

Report Updates ▾			
Update Submitted Date	Submitted By		
Nov 11, 2014	Stapler, Jim		
Expand All Collapse All			
Current status/Condition:	She had done this at other daycares.		
Further action proposed by licensee to minimize reoccurrence:	None.		
Ambulance was called after the child was discovered at the bottom of the stairs.			
History of PA/Licensee Comments: ▾			
Comment	Submitted Date	Submitted By	
I have updated the report as requested by Sam Xyz	09/12/2014 01:27 PM	Jim Stapler	
Please revise your report to include additional information about the incident.	09/12/2014 09:14 AM	Dana Green	
She is safe now.	11/11/2014 09:18 AM	Jim Stapler	
Ministry Follow up ▾			
Follow up Activity	Follow up Method	Date Follow up Conducted	
CMSM / DSSAB Notes ▾			
Date/Time	Note	Attachment	Submitted By
26/11/2014 10:46 AM	This is where I can enter...		Debra , Starr
			Select
Add >			
Exit >		Next	

i If you are looking at serious occurrences that were closed before March 18, 2015, your window may look different.

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

Supporting Documents ▾			
Document Type	Date Submitted	File Name	Comments:
Serious occurrence supporting document	Nov 27, 2014	police report.pdf	Police report received today.

Adding a Note to a Serious Occurrence

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

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

1. Open the serious occurrence.
2. Scroll down to the **CMSM / DSSAB Notes** section.

CMSM / DSSAB Notes			
Date/Time	Note	Attachment	Submitted By
Add >			

3. Click **Add>**. The **Note** window appears.

Add CMSM/DSSAB Note	
User Name:	CMSM, Suzie
Timestamp:	12/07/2016 08:22 AM
Note: *	<div></div>
Attachment:	<input type="button" value="Browse..."/>
<div>Cancel</div> <div>Save & Return</div>	

4. Type the note.
5. You can add an attachment if applicable:
- 5.1. Click . The **Choose File to Upload** window appears.
 - 5.2. Select the file to be attached.
 - 5.3. Click .
6. Click . The note appears in the table.

Exporting Serious Occurrence Results

The Child Care Licensing System allows CMSM / DSSAB users to generate serious occurrence data reports by exporting serious occurrence data into a Microsoft Excel spreadsheet. See page [30](#) for details.

Viewing Licensed Complaint Details

Introduction

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

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

Sample Complaint Details Window

1. Search for the complaint. See [Searching](#) starting on page 8. The search results appear.
2. Click **Select>**. The **Complaint Details** window appears.

Complaint Intake Details ▼	
Program Details ▼	
Licensee Information ▼	
Child Care Centre Information ▼	
Complaint Details ▼	
Complainant Information ▼	
Ministry Follow up ▼	
CMSM / DSSAB Notes ▼	Add >
Exit	

Sample **Complaint Details** window showing headings collapsed.

Adding a CMSM / DSSAB Note to a Complaint

- CMSMs / DSSABs can add a note to a complaint. Notes are visible to the ministry; the licensee cannot see notes entered in this section.
- The Program Advisor receives an email notification whenever the CMSM / DSSAB adds a note to a licensed complaint.

1. Open the complaint.
2. Scroll down to the **CMSM / DSSAB Notes** section.

CMSM / DSSAB Notes				
Date/Time	Note	Attachment	Submitted By	
Add >				

3. Click **Add>**. The **Note** window appears.

Add CMSM/DSSAB Note	
User Name:	CMSM, Suzie
Timestamp:	12/07/2016 08:22 AM
Note: *	<div></div>
Attachment:	<input type="button" value="Browse..."/>
<div> <input type="button" value="Cancel"/> <input type="button" value="Save & Return"/> </div>	

4. Type the note.
5. You can add an attachment if applicable:
 - 5.1. Click **Browse...**. The **Choose File to Upload** window appears.
 - 5.2. Select the file to be attached.
 - 5.3. Click **Open**.
6. Click **Save & Return**. The note appears in the table.

Violation Notifications



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

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

Following are examples of the two email notifications:

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

Name of child care centre / HCCA: xxx

Licence Number: xxx

Licensee: xxx

File Number: xxx

Issued To: [who the enforcement action was issued to]

Enforcement Action: [type of enforcement action]

about the enforcement action can be found on the [Child Care Violations Registry](#).

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

Name of child care centre / HCCA: xxx

Licence Number: xxx

Licensee: xxx

File Number: xxx

Issued To: [Who the enforcement action was issued to]


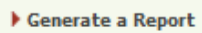
Enforcement Action: [Type of enforcement action]

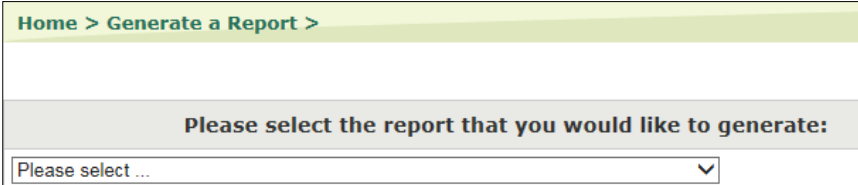
More information about the enforcement action can be found on the [Child Care Violations Registry](#).

Generating Reports

Generating a Report

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


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




3. Select the report from the dropdown menu.

Report descriptions:


- **New Licence Applications:** This report lists the program type, applicant/licensee name, if they have an existing licence, the CCC/HCCA name, address, phone, primary use of the building, application status, submitted date, if the floor/site plan was submitted / approved, if a supervisor DA request has been submitted / approved and the FDK flag.
- **Serious Occurrences Submitted:** This report provides information about serious occurrences that were submitted to the Ministry for programs located in the CMSM / DSSAB geographic area. This report can be filtered by the report submission date, the type of serious occurrence and licence number.
- **Licensed Complaints Received:** This report lists the program type, licensee name, the CCC/HCCA name, licence number, licensed complaint ID, areas of complaint, licensed complaint status, date the licence complaint was received, date of first follow-up, date signoff recommended, closure date, follow-up activities, related licensed complaint IDs/serious occurrence IDs and the site visit dates.
- **Full Details Report – Child Care Centre:** This report provides information about all licensed child care centres located in the CMSM / DSSAB geographic area, including contact information, licensed capacity and staff. This report can be filtered by city, postal code and the date that the first (original) licence was issued.

 The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.


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

 The numbers of staff in the report only reflect the staff that the licensee has entered in CCLS.

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


 This report only includes licences that have been closed / terminated since the launch of CCLS in December 2013.

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

 This report only includes licences that have been closed/ terminated since the launch of CCLS in December 2013.


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

- **Summary of Licensed Complaints:** This report shows the number of licensed complaints received in the following categories, within your geographic area: Closed Licensed Complaints, Health and Safety, Building and Accommodation, Equipment and/or furnishings, Records, Staff / Age Groupings, Nutrition, Program, Abuse and/or Neglect, and Other complaints. The report can be filtered by date, licence number and licensee.

 After you generate the report, you may see that the “# of Closed Licensed Complaints” is less than the sum of the **Areas of Complaint** columns. This can result because one licensed complaint may have multiple **Areas of Complaint**; one licensed complaint can be counted in more than one complaint area.

- The window expands.

Please select the report that you would like to generate:	
Full Details Report - Child Care Centre	
Filter Parameters (optional)	Values
City (civic address)	<input type="text"/>
Postal Code	<input type="text"/>
Original Issue Date	From: <input type="text"/> To: <input type="text"/>
Report Format	<input type="radio"/> PDF <input checked="" type="radio"/> EXCEL
<div>Exit ></div> <div>Generate ></div>	

 The parameters vary depending on the report selected.

- Enter additional filter parameters if required.
- Select the report format.
 - **PDF** – The file opens in Adobe Reader. No changes can be made.
 - **Excel** – The file opens in Excel. It is formatted and can be edited.
- Click **Generate >**. The **File Download** window appears.
- Click **Open**. You can also to save the file then open it later in Adobe / Excel. The report appears in Adobe Reader / Excel.

Exporting Serious Occurrence Results


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

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

- **Administration information:** Serious Occurrence ID, status, date submitted, date closed, critical issue flag, and Serious Occurrence Type.
- **Incident Information:** Name of the person reporting the Serious Occurrence, date and time of incident and incident awareness, details regarding late reporting (more than 24 hours after the incident), description of the incident.
- **Child Information:** Age group(s) of the child(ren) involved in the incident.

- **Serious Occurrence Information:** Details about what other agencies may be notified or aware of the incident, and further action proposed by the licensee.
- **Supporting Documents:** Any documentation relevant to the incident.
- **SO Updates:** Serious Occurrence Updates provided by the licensee regarding the Serious Occurrence.

1. Perform the serious occurrence search. See [Searching](#) starting on page 8. The search results appear.

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

Search Results:

Per Page 10

Serious Occurrence ID	Submission Date	Name of Child Care Centre / Home Child Care Agency	Serious Occurrence Type	Serious Occurrence Status	Program Advisor	
13956	Nov 20, 2015	Xxx Agency	Serious injury	Not a Serious Occurrence	Diane, Butler	Select>
11814	Aug 14, 2015	YYY Day Care	Serious injury	Serious Occurrence Closed	Diane, Butler	Select>
869	Jan 9, 2014	ZZZ Child Care	Serious injury	Serious Occurrence Closed	Lorraine, Ross	Select>

Export To Excel

2. Click **Export To Excel** (at the bottom of the search results). The **File Download** window appears.
3. Click **Open**. Microsoft Excel opens displaying the search results in a spreadsheet.

	A	B	C	D	E	F	G	H	I	J	K
1	Child Information										
2	Serious Occurrence ID	Program Type	Site Name	License Number	Age group						
3	13956	Home Child Care Agent	Xxx Day Care	0000000	Toddler						
4	11814	Home Child Care Agent	Xxx Day Care	1111111	Toddler						
5	869	Home Child Care Agent	Xxx Day Care	2222222	School Age						
6											
7	Administration Information / Incident Information / Child Information / Serious Occurrence Information / Supporting Documents / SO Updates										



Serious occurrence data report tips:

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

Appendix – Terms and Acronyms

Active home

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

Agency designate (home visitor)

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

Applicant

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

CCLS

Child Care Licensing System. The Child Care Licensing System (CCLS) is the name of the system used by the Ministry of Education for child care licensing in Ontario.

CMSM

Consolidated Municipal Service Manager

CCEYA

Child Care and Early Years Act, 2014

DSSAB

District Social Services Administration Board

EDU

Ministry of Education

HCCA

Home Child Care Agency

Home visitor

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

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

Licensee

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

A licensee can renew licences, report serious occurrences, request staff Director approval, request licence revisions, apply for a new licence, and more.

Licensed Complaint (LC)

Any form of communication with the ministry, from any source, about something the complainant considers unacceptable or unsatisfactory at a specific licensed child care centre, home child care agency or home location contracted with a home child agency that relates to a licensing requirement.

Ministry

Ministry of Education

ONe-key

ONe-Key is a system used by the Government of Ontario to provide external users secure access to government websites.

PDF

A format for a computer document file that enables a document to be processed and printed on any computer using any printer or word-processing program.

Program Advisor (PA)

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

RECE

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

Serious Occurrence

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

A serious occurrence includes:

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

Signing authority

Legal power to act as agents of the corporation for general or specific purposes such as payments and signing contracts.

Site designate (supervisor)

A Site Designate (Supervisor) is able to report serious occurrences, as well as manage staffing information for the licensed Child Care Centre.

Staff director approval

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

Following are the types of Director approval:

Director approval – Supervisor: A supervisor shall be a person who,

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

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

Director approval – Program Staff: For each group of children, the licensee has employed at least one program staff who:

- Is listed on the College of Early Childhood Educators' Public Register as a member in good standing ("current member"); or
- Has been otherwise approved by a Director

Director approval – Home Visitor: A home child care visitor shall be a person who,

- Is a member in good standing of the College of Early Childhood Educators, has at least two years of experience working with children under 13 years of age and is approved by a director, or
- Is in the opinion of the director capable of providing support and supervision at a home child care premises.

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

Upload

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