

Children's Residential Licensing Orientation Transcript

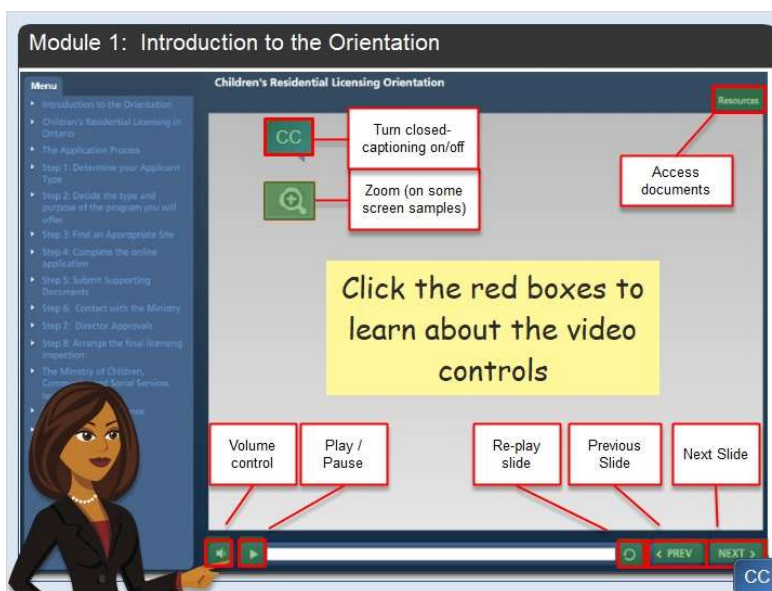
Introduction to the Orientation

Welcome



Hello. Welcome to the Children's Residential Licensing Orientation program. My name is Lisa and I'll be your guide.

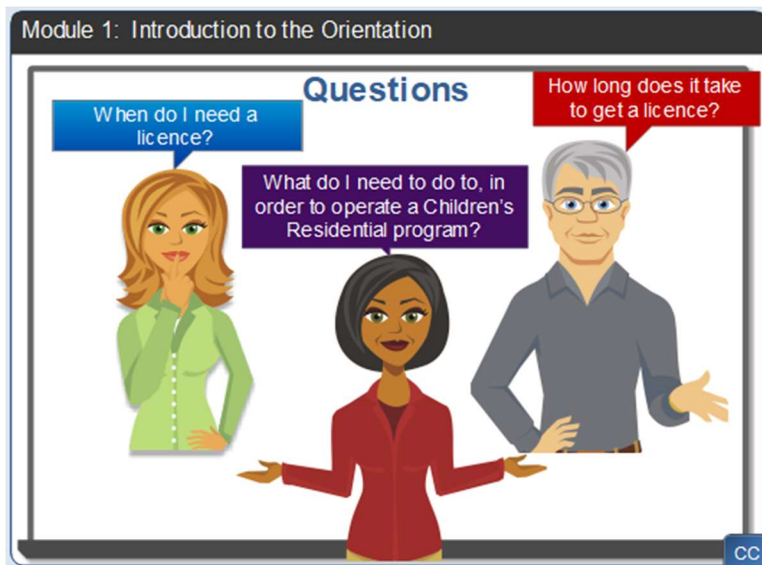
Using the Video Player



Before we get started, take a minute and learn how to use the module player's features. Just click the red boxes to learn about the feature. When you're done click next and we'll look at

the orientation objectives.

Questions



As someone considering applying for a licence to operate a Children's Residential program you probably have questions.

Voice 1: When do I need a licence?

Voice 2: How long does it take to get a licence?

Voice 3: What do I need to do to, in order to operate a Children's Residential program?

Orientation Objectives



The purpose of this orientation is to answer your questions and provide useful information and advice to anyone interested in applying for a licence.

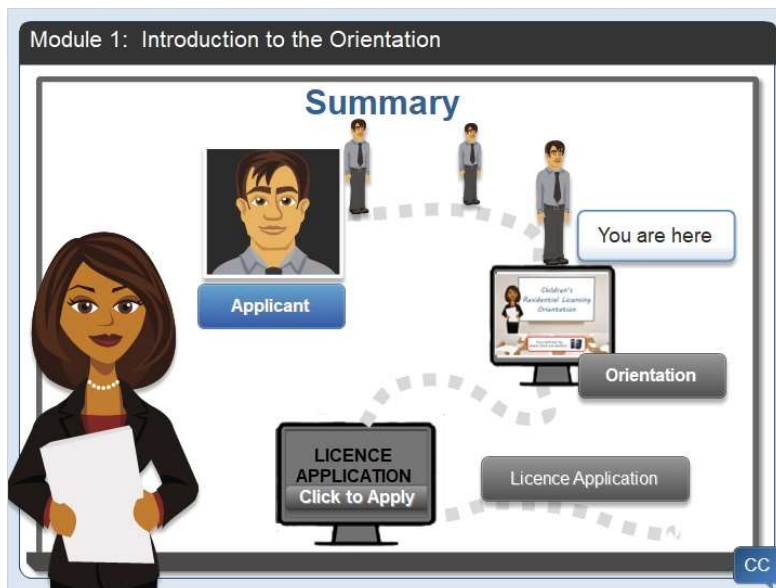
The Orientation however does not provide legal advice. Please contact your own lawyer if you have questions about the interpretation of licensing requirements under the law.

At the end of this orientation, you'll have a better understanding of legislative requirements that apply to licensed Children's Residential programs. You will know the important things to consider about planning and undertaking the business of running a Children's Residential program, the roles and responsibilities of the various stakeholders, the licensing process, and more.

An attempt has been made to ensure the accuracy of the information provided in this video, however if there are any differences between what is stated in this Orientation versus the legislation or regulations, it is important to note that the legislation and regulations will prevail.

It's important for you to know that a licence is not issued at the end of this orientation. You'll have to follow the application process that you'll learn about later.

Summary



There is a lot of information that you'll learn today. We've tried to keep the content light and give you a chance to participate as well. Don't worry if you can't review the Orientation all at once. You can leave the Orientation at any time and restart where you left off.

It is strongly recommended that you complete the Orientation before you apply for a licence.

2. Children's Residential Licensing in Ontario

Introduction



In this session we will explore the two types of operators.

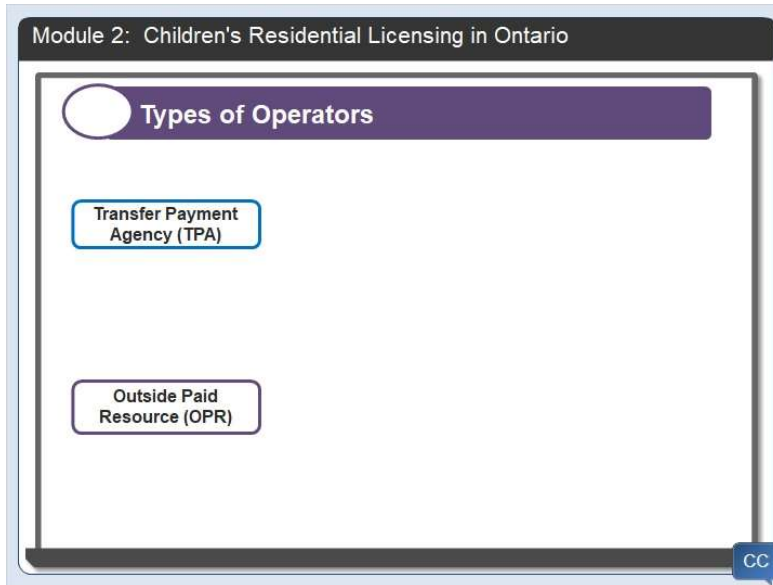
You'll learn the role of the Ministry of Children, Community and Social Services.

We'll spend some time covering the applicable policies, regulations and legislation.

I'll also answer some common questions such as "When is a licence required?", "What are the roles and responsibilities of a licensee?" and "How long does it take to get a licence?"

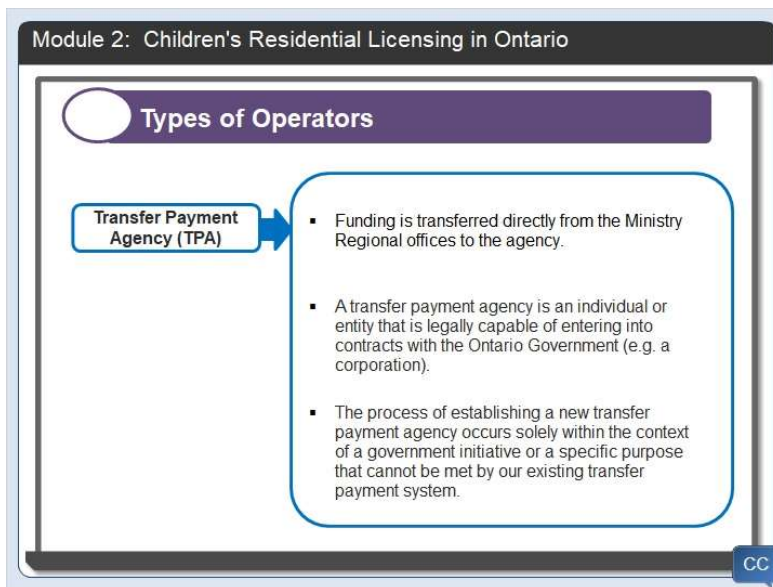
Let's get started...

Types of Operators



Licensed Children's Residential Programs are operated by either a transfer payment agency (TPA) or as an Outside Paid Resource (OPR). Click on each type to learn more.

TPA



Funding for transfer payment agency residential programs is transferred directly from Ministry Regional offices to the agency.

A transfer payment agency is an individual or entity that is legally capable of entering into contracts with the Ontario Government (e.g. a corporation).

The process of establishing a new transfer payment agency occurs solely within the context of a

government initiative, or a specific purpose that cannot be met by our existing transfer payment system.

OPR

Module 2: Children's Residential Licensing in Ontario

Types of Operators

- Do not receive direct funding from the ministry for start-up, capital or operational costs.
- Start-up and capital costs are the responsibility of the operator.
- Operational funding is derived from placing agencies paying for the services provided to each child residing in the residence on a per diem basis.

Outside Paid Resources (OPR)

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OPR's do not receive direct funding from the ministry for the start up, capital or operational costs.

Start up and capital costs are the responsibility of the operator.

Operational funding is derived from placing agencies paying for the services provided to each child residing in the residence on a per diem basis.

Types of Licences

Module 2: Children's Residential Licensing in Ontario

Types of Children's Residential Programs Licences

Children's Residence (Group Home)	A Children's Residence means any of the following where children live and receive residential care: <ul style="list-style-type: none">▪ A parent model residence having five or more children not of common parentage; or▪ A staff model residence having three or more children not of common parentage, including a place of temporary detention, of secure custody or of open custody.
Parent Model Foster Care	When residential care is provided, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model foster care is provided.
Staff Model Homes	Residential care is being provided to three or more children across multiple residential settings using a staff model, with no particular one setting meeting the definitions of a Children's Residence.

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There are three types of residential programs that are licensed in Ontario by the Ministry of Children, Community and Social Services.

A Children's Residence means any of the following where children live and receive residential care:

- A parent model residence having 5 or more children not of common parentage; or
- A staff model residence having 3 or more children not of common parentage, including a place of temporary detention, of secure custody or of open custody.

The most commonly issued residential licence is for a staff model Children's Residence, also referred to as Group Home. As such, this orientation module will focus on the requirements to be licensed as a Children's Residence.

A Foster Care Agency will require a Parent Model Foster Care licence when providing residential care, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model foster care is provided.

A Staff Model Homes licence is required when an agency or person providing residential care is being provided to three or more children across multiple residential settings using a staff model, with no particular one setting meeting the definitions of a Children's Residence.

If you are interested in learning more about operating a Parent Model Foster Care Agency, Staff Model Homes or a YJ Children's Residence, please contact the Ministry of Children, Community and Social Services Regional office for the location you are considering operating in. Contact information will be provided later in the video.

Ministry of Children, Community and Social Services – Role



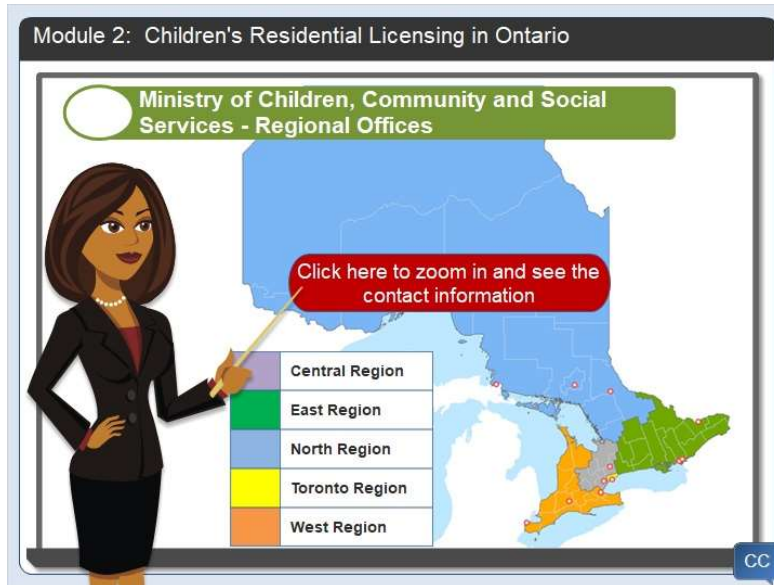
Did you know that licensing of all Children's Residential programs is the responsibility of the Licensing and Compliance Unit of the Ministry of Children, Community and Social Services? The Ministry has 5 regions, with each region having its own Licensing and Compliance Unit.

Each regional office has a Regional Licensing and Compliance manager with the delegated authority of a Director under the *Child, Youth and Family Services Act, 2017* and Licensors who work with and support applicants to meet licensing requirements. More information will be provided later on.

The Ministry supports licensees in achieving and maintaining compliance, monitoring licensees who are having difficulties meeting licensing requirements, investigating complaints, taking enforcement action where necessary, and providing information to the public about residential licensing.

The ministry's focus is on the best interests, protection and well-being of children and youth.

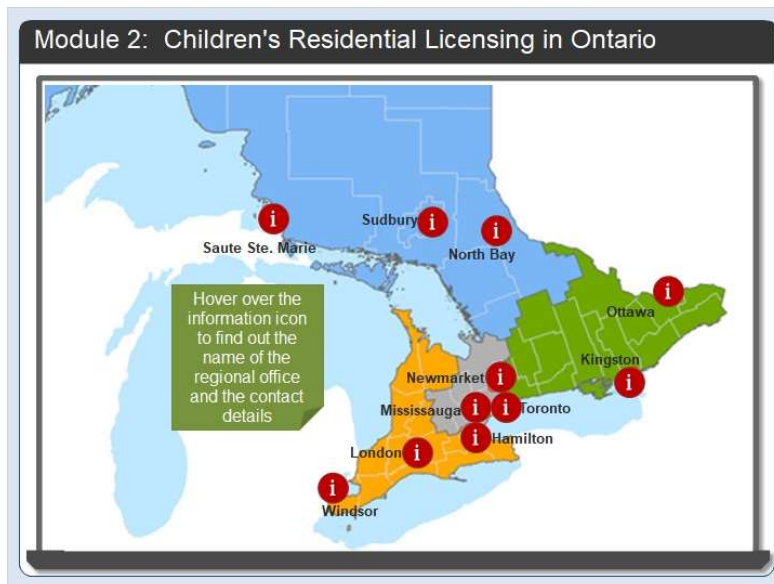
MCCSS - Regional Offices



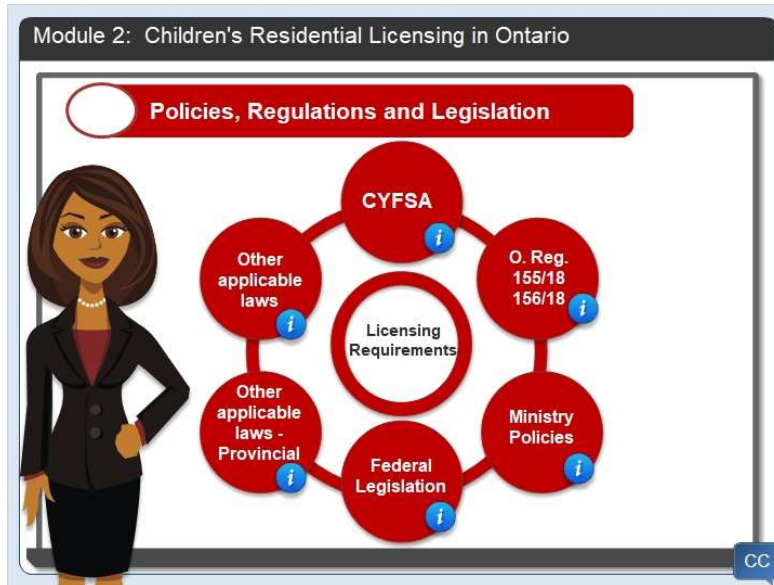
There are five regions across the province responsible for Children's Residential Licensing and Compliance within their geographic area.

Any of the MCCSS Regional offices can answer your initial inquiries about licensing and provide information about regulations, policies and legislation. Click the button to view the contact information for each regional office.

Regional Offices



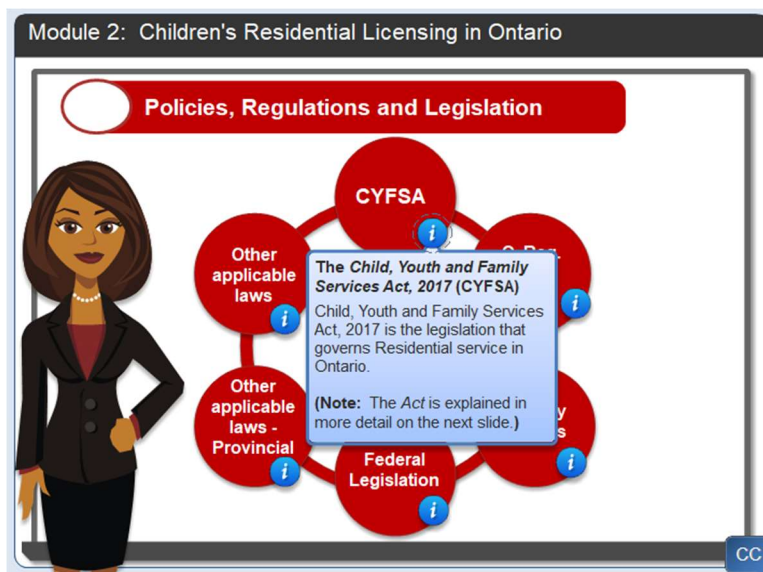
Policies, Regulations and Legislation



Applicants must meet a variety of licensing requirements in order to be issued a licence to operate a Children's Residence.

These licensing requirements are set out in the *Child, Youth and Family Services Act, 2017* (CYFSA), Ontario regulations 156/18 and 155/18, Ministry policies, and any conditions placed on a licence. Licensing requirements also include compliance with the requirements of any other applicable law.

Take some time now to explore the licensing requirements on your own. Just hover your mouse over the information icon. When you are done, don't forget to click **Next**.

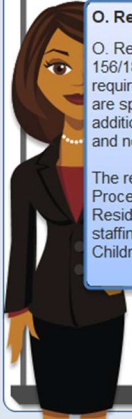


Policies, Regulations and Legislation

O. Reg. 155/18 and 156/18

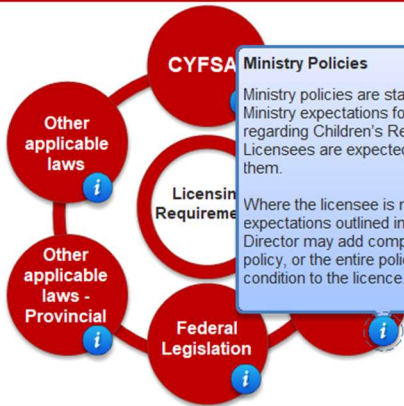
O. Reg 155/18 (Lieutenant Governor In Council , L.G.I.C.) and 156/18 (The Minister's Regulation) set out licensing requirements under the CYFSA. As in the CYFSA, though there are specific sections identified for Residential Licensing, additional requirements are found throughout the regulations and not limited to just these sections.

The regulations include sections on required Policies and Procedures, Assessment of Child, Admission Procedures, Resident Case Records, Resident Plan of Care, minimum staffing requirements, nutrition, health care and medication, Children's rights and responsibilities, fire safety, building.



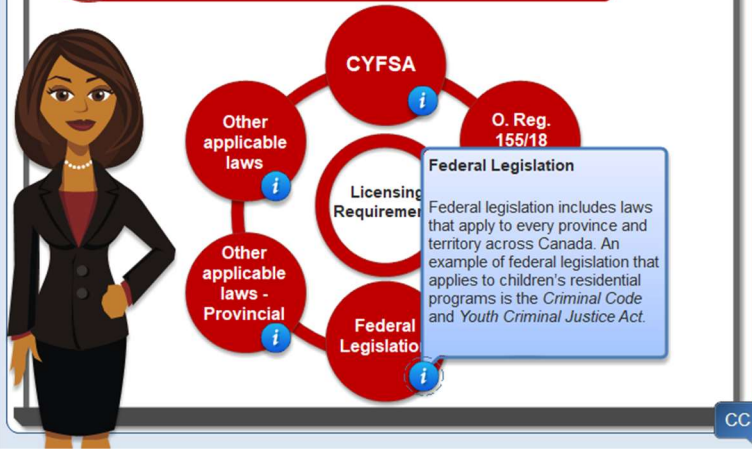
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Policies, Regulations and Legislation

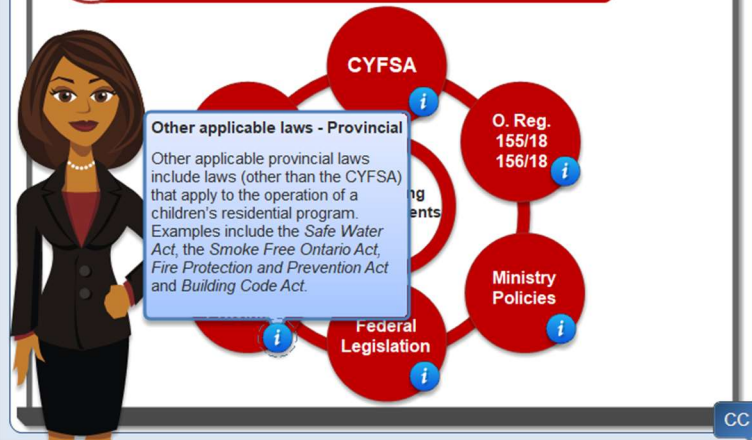


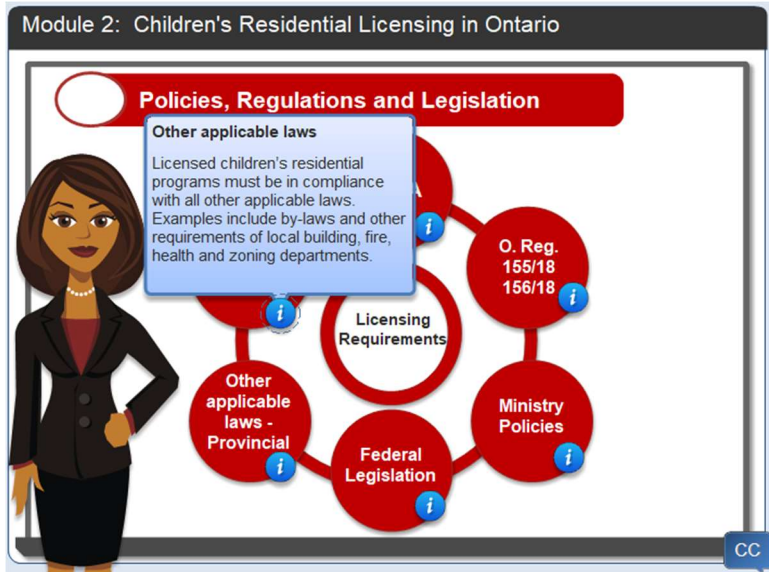
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Policies, Regulations and Legislation

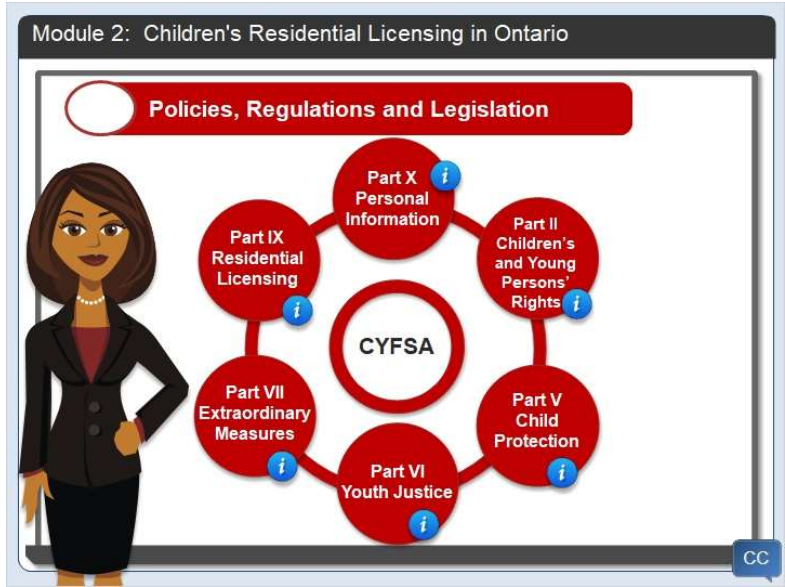


Policies, Regulations and Legislation





Policies, Regulations and Legislation



This diagram shows the components of CYFSA. The *Child, Youth and Family Services Act, 2017* is the legislation that governs Residential service in Ontario. A licensee is required to be in compliance with the entire *Act*, however there are sections of the *Act*, that are more relevant to persons providing residential care.

Hover your mouse over each information icon to learn more.

Policies, Regulations and Legislation

Part II – Children's and Young Persons' Rights s. 3 - 16
Sets out requirements regarding the Rights of Children and Young Persons Receiving Services and the Service Providers' Duties in respect of Children's and Young Persons' Rights.

Part X Personal Information
Part IX Residential Licensing
Part VII Extraordinary Measures
Part VI Youth Justice
Part V Child Protection

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Policies, Regulations and Legislation

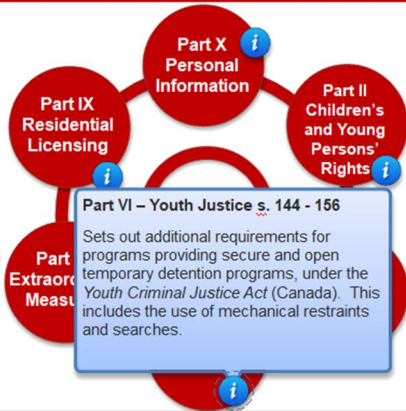
Part V - Child Protection s. 125 - 128
Sets out requirements regarding Duty to Report where there are reasonable grounds to suspect a child is or may be in need of protection.

Part X Personal Information
Part II Children's and Young Persons' Rights
Part V Child Protection
Part VI Youth Justice
Part VII Extraordinary Measures
Part IX Residential Licensing

CYFSA

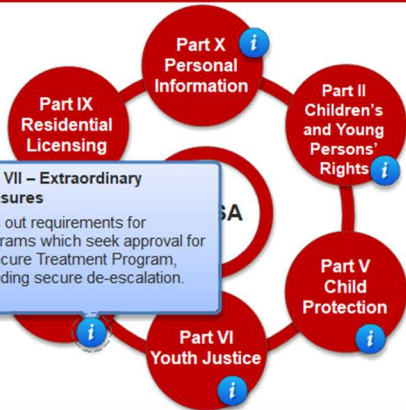
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Policies, Regulations and Legislation



Part VI – Youth Justice s. 144 - 156
Sets out additional requirements for programs providing secure and open temporary detention programs, under the *Youth Criminal Justice Act* (Canada). This includes the use of mechanical restraints and searches.

Policies, Regulations and Legislation



Part VII – Extraordinary Measures
Sets out requirements for programs which seek approval for a Secure Treatment Program, including secure de-escalation.

Policies, Regulations and Legislation

Part IX – Residential Licensing
This part governs the delivery of licensed residential care and sets out definitions and the requirements for a licence.

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Policies, Regulations and Legislation

Part X - Personal Information
Part X is a new legislative privacy framework governing the handling and sharing of clients' personal information in the child and youth services sector.
Part X includes provisions that set out how personal information can be collected, used and shared.
Part X applies to service providers under the CYFSA that are not currently covered by other privacy legislation.

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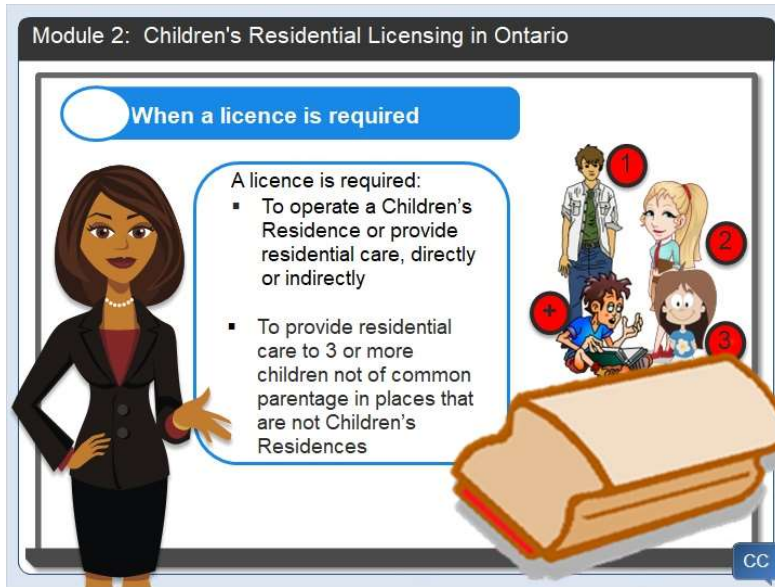
When is a licence required?

Module 2: Children's Residential Licensing in Ontario

When a licence is required

A licence is required:

- To operate a Children's Residence or provide residential care, directly or indirectly
- To provide residential care to 3 or more children not of common parentage in places that are not Children's Residences



Next, I'll explain when a licence is required.

A licence is required:

- To operate a Children's Residence or provide residential care, directly or indirectly
- To provide residential care to 3 or more children not of common parentage in places that are not Children's Residences

Quiz #1: When is a licence required?

Module 2: Children's Residential Licensing in Ontario

Quiz #1: When is a licence required?



ABC residential services provides residential care to adults with special needs. They currently have two 16-year-olds in one of their residences.


They have just received a request for admission of a 17-year-old and have a vacancy.

ABC residential services does not hold a licence to operate a children's residence. Can they accept the 17-year-old?

YES

NO

Click the Submit button to check your answer



Ok, let's do a quick quiz. Read the question then click Submit to check your answer.

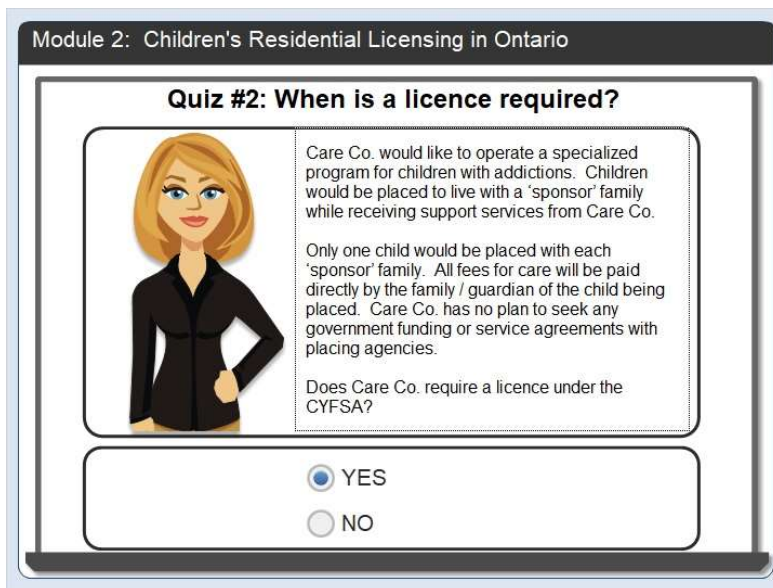
Correct choice: No

Feedback when correct: That's right! ABC will not be able to accept the third youth into care, since they do not hold a Children's Residential licence. A Children's Residence licence is required to provide residential care to 3 or more children not of common parentage.

Feedback when incorrect:


ABC will not be able to accept the third youth into care since they do not hold a Children's Residential licence. A Children's Residence licence is required to provide residential care to 3 or more children not of common parentage.

Quiz #2: When is a licence required?



Module 2: Children's Residential Licensing in Ontario

Quiz #2: When is a licence required?



Care Co. would like to operate a specialized program for children with addictions. Children would be placed to live with a 'sponsor' family while receiving support services from Care Co.

Only one child would be placed with each 'sponsor' family. All fees for care will be paid directly by the family / guardian of the child being placed. Care Co. has no plan to seek any government funding or service agreements with placing agencies.

Does Care Co. require a licence under the CYFSA?

YES

NO

Correct choice: Yes

Feedback when correct: That's right! Care Co. will require a licence to operate a Parent Model Foster Care program. Funding and who/how children/youth are placed does not affect whether a licence is required or not. For more information on the requirements for operating a parent model foster care program, contact the regional office located in the region you are considering.

Feedback when incorrect: Care Co. will be operating a Parent Model Foster Care program. Funding and who/how children/youth are placed does not affect whether a licence is required or not. For more information on the requirements for operating a parent model foster care program, contact the regional office located in the region you are considering.

When is a licence required?



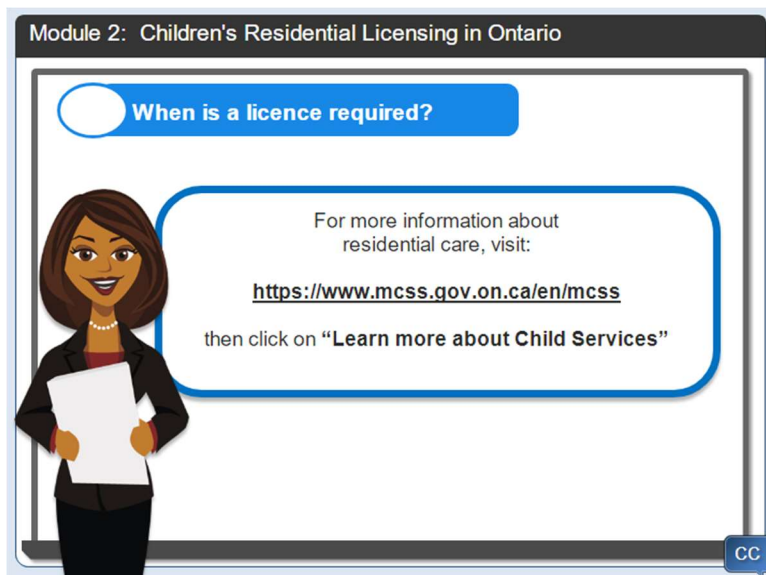
Bill: Hi Lisa. My name is Bill. What can happen if I don't have a licence but provide residential care to three or more children under 18 years of age?

Lisa: The ministry follows up any time there may be an individual providing residential care to three or more children under 18 years of age without a licence, where a licence is required.

Under the CYFSA, an individual convicted of providing residential care without a licence, is liable to fines of up to \$1,000 for each day on which the offence continues, or imprisonment for a term of not more than one year or both.

Bill: That's good to know, thanks.

When is a licence required?



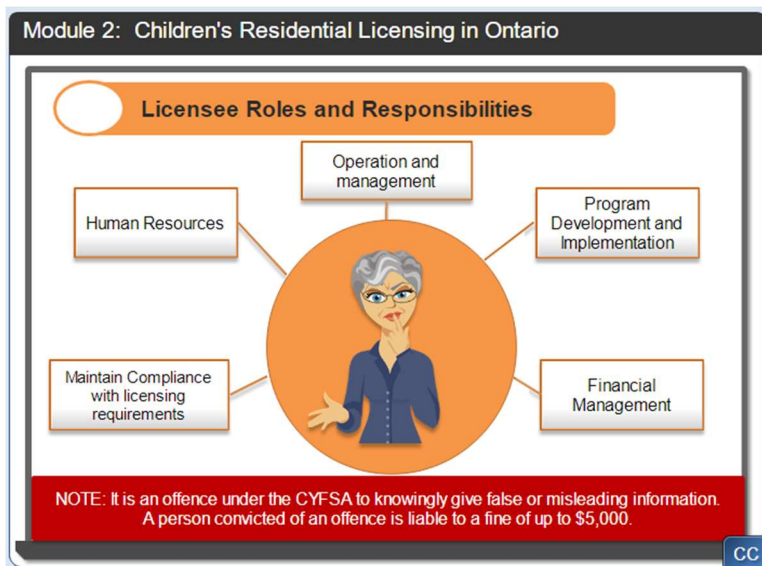
There is information available online about Children’s Residential licensing. The link to the website can be found on your screen.

Now that you know when a licence is required, let’s focus on the role of a Children’s Residential licensee.

Licensee Roles and Responsibilities



The individual or the corporation applying for a licence, will be the licensee of the residential program if the licence is issued.



Licensees have several important responsibilities. Click on each responsibility box to learn more.

Operation and management

Module 2: Children's Residential Licensing in Ontario

Licensee Roles and Responsibilities

Operation and management

Responsible for the daily operation and management of the residence and the program

A woman with dark hair, wearing a black business suit and a pearl necklace, stands to the left of a whiteboard. She is pointing with a yellow pointer towards a callout box on the whiteboard. The whiteboard has a black header with the text 'Module 2: Children's Residential Licensing in Ontario' and a title 'Licensee Roles and Responsibilities'. The callout box is orange and contains the text 'Operation and management'. Below the callout box, a larger white box with a black border contains the text 'Responsible for the daily operation and management of the residence and the program'.

Program Development & Implementation

Module 2: Children's Residential Licensing in Ontario

Licensee Roles and Responsibilities

Program development and implementation

As a licensee you are responsible for establishing and implementing the program to be provided, including the types of residents to be serviced and the services to be provided. This is critical information for agencies looking for appropriate placements for children in care.

A woman with dark hair, wearing a black business suit and a pearl necklace, stands to the left of a whiteboard. She is pointing with a yellow pointer towards a callout box on the whiteboard. The whiteboard has a black header with the text 'Module 2: Children's Residential Licensing in Ontario' and a title 'Licensee Roles and Responsibilities'. The callout box is orange and contains the text 'Program development and implementation'. Below the callout box, a larger white box with a black border contains the text 'As a licensee you are responsible for establishing and implementing the program to be provided, including the types of residents to be serviced and the services to be provided. This is critical information for agencies looking for appropriate placements for children in care.'

Financial Management

Module 2: Children's Residential Licensing in Ontario

Licensee Roles and Responsibilities

Financial management

- Managing finances on an ongoing basis and ensuring the viability of the program
- You will be required to prepare and provide financial reports to the Director



Compliance

Module 2: Children's Residential Licensing in Ontario

Licensee Roles and Responsibilities

Maintain compliance with licensing requirements

Maintaining compliance at all times with the licensing requirements of the CYFSA, O. Reg 155/18, O. Reg 156/18, licence conditions and Ministry policies



Human resources

Module 2: Children's Residential Licensing in Ontario

Licensee Roles and Responsibilities

Human resources

You will be responsible for managing staffing and human resources, which includes the hiring of staff and ensuring they receive the required orientation and training, as well as ongoing professional development and training.

Experienced and skilled staff will assist you with meeting the needs of the children and youth you will be working with.



Application Timelines

Module 2: Children's Residential Licensing in Ontario

Application Timelines

1 month 6 months 1 year Greater than 1 year



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A question I get asked a lot is: "How long will it take to get a licence?"

Click on how long you think it will take then click **Next** for the answer.

Application Timelines

Module 2: Children's Residential Licensing in Ontario

Application Timelines

The time required to obtain a licence will depend on your ability to meet all licensing requirements, including:

- The submission of complete documents such as detailed floor and site plans
- The receipt of documentation showing compliance with any applicable zoning, Fire Code and Building Code requirements.
- The receipt of all municipal or First Nation approvals
- The ability to hire a qualified supervisor and staff
- The purchasing of equipment and furnishings

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That was a tricky question.

On average it may take a new applicant up to 12 months to be issued a licence. It may take longer depending on a variety of factors such as:

- The development and submission of documents, such as detailed floor and site plans.
- The receipt of documentation showing compliance with any applicable zoning, Fire Code and Building Code requirements.
- The receipt of required municipal or First Nation approvals.
- The ability to hire and train staff.
- The purchasing of equipment and furnishings.

Application Timelines

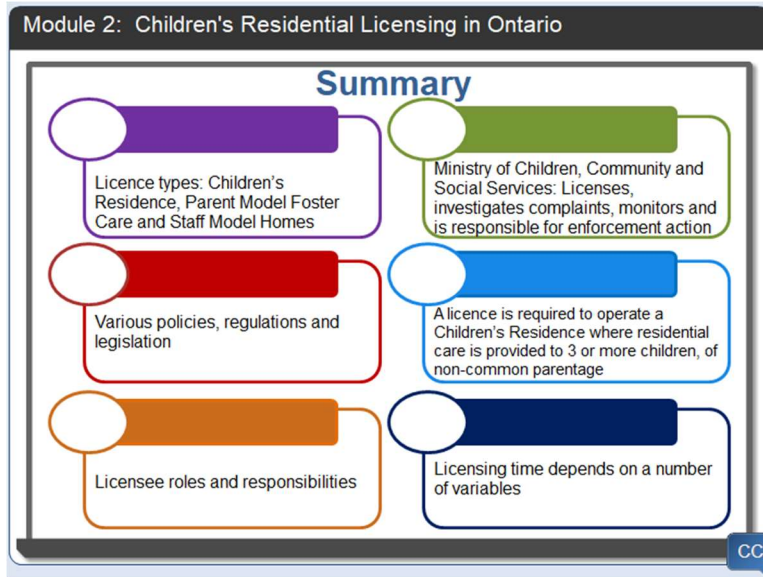


In addition, the following factors may impact how long it will take you to meet the licensing requirements:

- The size and type of program you plan to offer; and
- The extent of any construction or renovations required.
- Additional time may also be required to correct any issues identified during the site inspection.

It is the applicant's responsibility to determine whether the selected location will meet municipal zoning, building, fire and health requirements. Written verification must be submitted through the Serious Occurrence Reporting and Residential Licensing system (SOR-RL), confirming that these requirements have been met prior to a licence being issued.

Summary



In this session you learned that there are three types of children's residential licences: Children's Residence (more commonly known as a Group Home); Parent Model Foster Care and Staff Model Homes.

You learned that the Ministry of Children, Community and Social Services is responsible for the licensing of children's residential programs and that there are five regional offices located throughout Ontario, and that a region may have more than one office location.

You had an overview of the various policies, regulations and legislation that govern children's residential licensing.

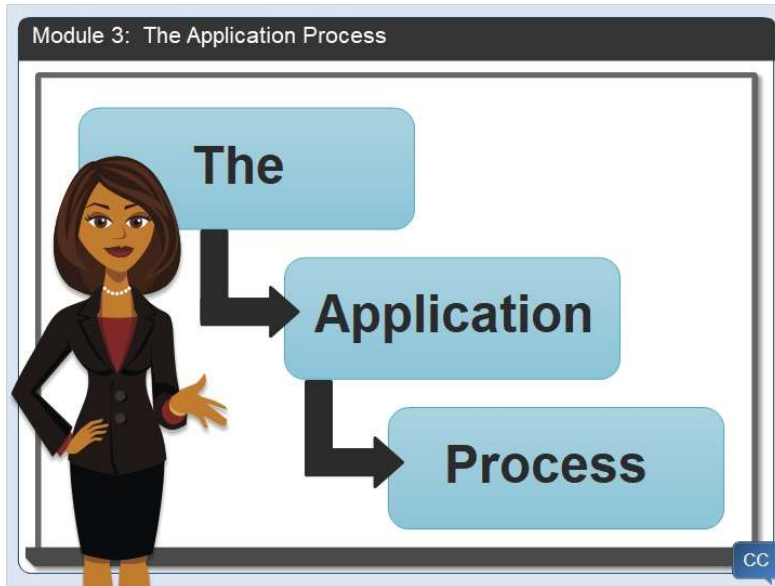
You learned that a licence to operate a Children's Residence is required where care is provided to 3 or more children, not of common parentage in a residential setting.

You also learned what the roles and responsibilities are of a licensee.

And you saw that the time it takes to get a licence depends on a number of variables.

The Application Process

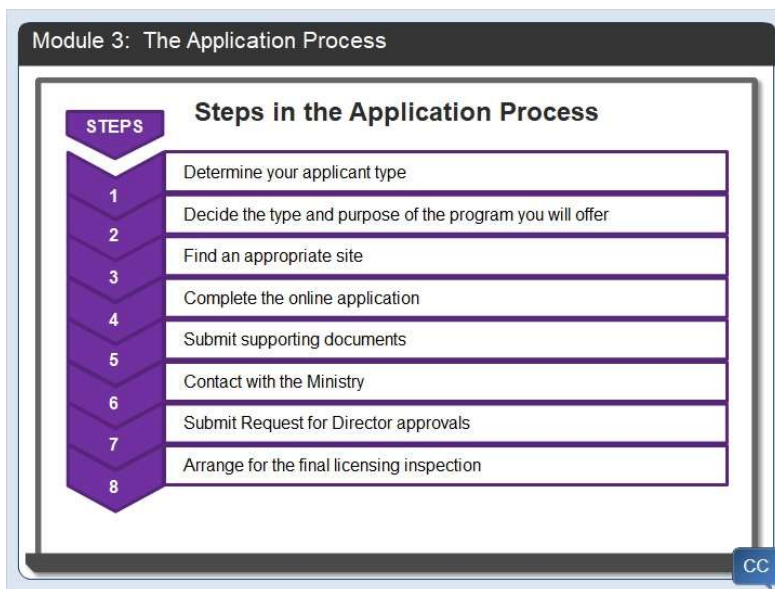
Introduction



In the previous session you learned that the application process may take up to 12 months to complete and may take longer depending on various factors.

In this session we're going to look at the application process in detail.

Steps in the Application Process



The process involves several steps which may occur in this or another sequence of steps, and may include multiple licensing inspections.

Step 1: Determine your Applicant Type

Step 2: Decide the type and purpose of program you will offer. This will include the type of licence you are applying for Children's Residence, Parent Model Foster Care or, Staff Model Homes.

Step 3: Find an Appropriate Site. Find a site that is appropriate for your program and that will meet the licensing requirements.

Step 4: Complete the online application. Complete your application on this website. If you are applying to operate as an OPR you may also want to initiate the Rate Set process at this time. The rate set is a process that is separate from the Licence Application, both can be done simultaneously. For information on rate setting please contact your regional office.

Step 5: Submit Supporting Documents. Prepare and submit, on-line, the various required supporting documents. This includes policies and procedures, floor plans and municipal approvals, including evidence of compliance with the Fire and Building Codes.

Step 6: Contact with the Ministry. Your application is assigned to a Ministry of Children, Community and Social Services licensor who will contact you to discuss licensing requirements and arrange your initial site visit.

Step 7: Director Approvals. Process for requesting Director Approvals.

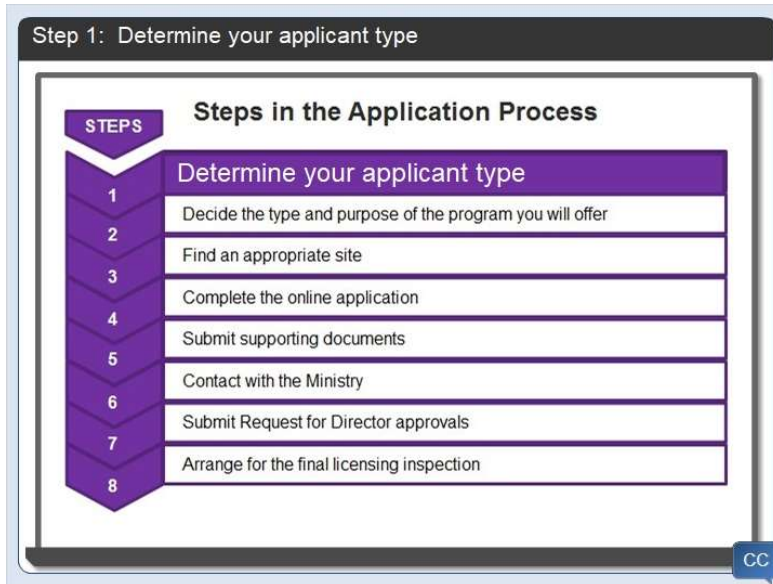
Step 8: Arrange for final licensing inspection.

If all the licensing requirements have been met the ministry Director may issue a licence to operate a Children's Residence, Parent Model Foster Care Agency or Staff Model Homes.

Now I'll walk you through each step to give you a better understanding of the licensing process.

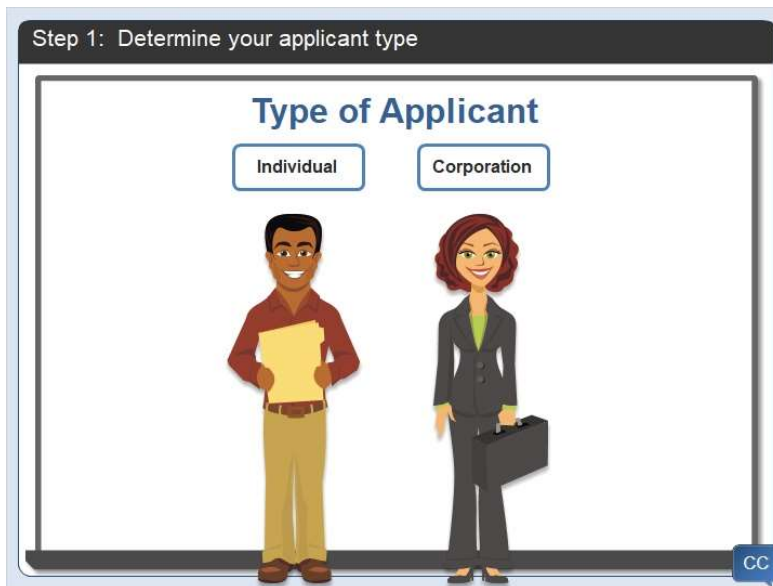
Step 1: Determine your Applicant Type

Introduction



Let's start with step 1 where you determine your applicant type.

Type of Applicant



There are two applicant types. Individual and Corporation. Please note: There are many different types of corporations.


A licence can be issued to one of these applicant types but not to a partnership or an association of persons.

I'll give you a minute to learn more about each type. Just click on the character.

Individual

Step 1: Determine your applicant type

Type of Applicant: Individual




An individual or sole licensee, holds the licence personally under their own name.

He/she is personally responsible for the operation and management of the Children's Residence.

Corporation

Step 1: Determine your applicant type

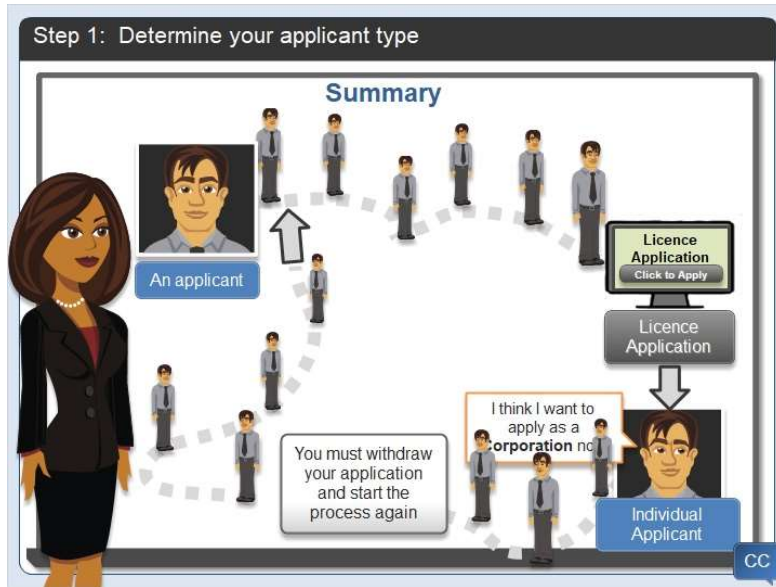
Type of Applicant: Corporation



A corporation is a business type that:

- Is incorporated either provincially or federally
- May be for-profit or non-profit
- The corporation would hold the licence
- A copy of the incorporation papers must be submitted as part of the licence application.

Summary

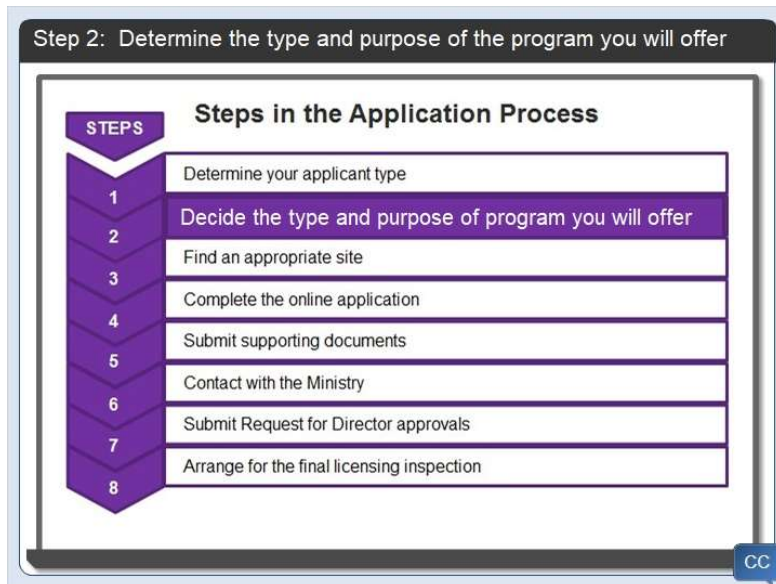


Now that you know about the types of applicants, take some time to carefully think about the type of applicant you will be. If you submit an application as one type of applicant and later decide to apply as a different type, you will have to withdraw your application and start the process again.

Let's go on to the next step.

Step 2: Decide the type and purpose of the program you will offer

Introduction

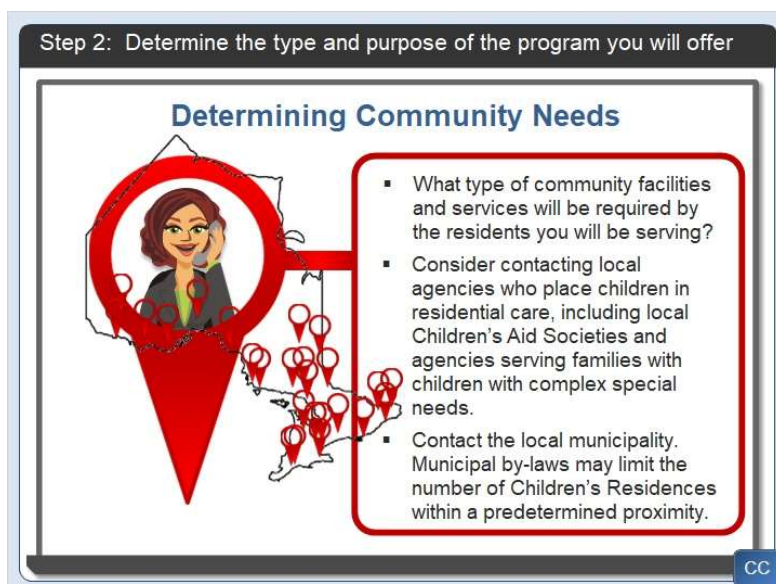


In step 2 you will determine the type of licence you are applying for including Children's Residence (group home), Parent Model Foster Care or Staff Model Homes.

The type of licence you apply for, may be determined by the type of program you want to offer and children and youth to be served.

There are several factors you should consider when making these decisions. Let's start with the needs of the community.

Determining Community Needs



Before applying for a licence to operate a Children's Residence, you will want to learn about the needs and available services of the community in which you plan to operate, in order to determine if there is a need for the type of program you plan to offer.

Here are some tips and questions you should consider when determining the community needs:

What type of community facilities and services will be required by the residents you will be serving?

Consider contacting local agencies who place children in residential care, including local Children's Aid Societies and agencies serving families with children with complex special needs.

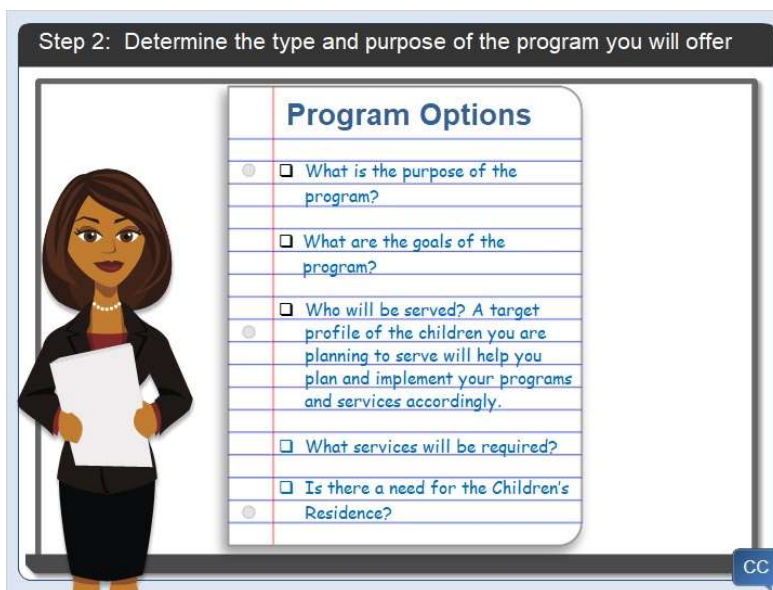
Contact the local municipality. Municipal by-laws may limit the number of Children's Residences within a predetermined proximity.

As part of the application process you will be asked for a description of the community in which you propose to establish the Children's Residence and of the ways in which the community will be suitable for the residence. This will include a plan for securing neighbourhood acceptance of the Children's Residence.

You will also need to provide documentation that supports the need for the Children's Residence and the community facilities and services that will be available to the residents.

The financial viability of your program could depend on it.

Program Options



Step 2: Determine the type and purpose of the program you will offer

Program Options

- What is the purpose of the program?
- What are the goals of the program?
- Who will be served? A target profile of the children you are planning to serve will help you plan and implement your programs and services accordingly.
- What services will be required?
- Is there a need for the Children's Residence?

CC


As part of the application process for a licence to operate a Children's Residence, you must develop a written proposal that outlines the type of program and the goals of the program you will provide. This includes the types of residents to be served and the services to be provided in the residence, this is necessary information in the development of a program description.

I've included a few questions that should be answered in the development of your program description.

Take a minute and read the list.

Program Options

Step 2: Determine the type and purpose of the program you will offer



Program Options	
Staffing	
<input type="radio"/>	▪ Sufficient number of program staff persons in the residence
	▪ For a Children's Residence, there is a minimum ratio of one program staff person to every eight residents in the residence, averaged over a 24-hour period
<input type="radio"/>	▪ When there are more than one program staff person on duty per shift, one program staff person must be designated to be in charge of the shift
	▪ There must always be a reasonable provision for the supervision, care and safety of a child or young person who is on the premises of the residence.
<input type="radio"/>	

CC

Another important element to plan is staffing. Every Children's Residence must ensure that there are a sufficient number of program staff persons in the residence so that there is a minimum ratio of one program staff person to every eight residents in the residence, averaged over a 24-hour period.

When there is more than one program staff person on duty per shift, one program staff person must be designated to be in charge of the shift.

There must always be a reasonable provision for the supervision, care and safety of a child or young person who is on the premises of the residence.

Step 2: Determine the type and purpose of the program you will offer

Program Options

Community Services

- What community facilities and services will be needed for the residents to be served by the program and how they will be accessed by them
- Provide documentation of this as well as evidence of consultation with these community facilities and services

CC

When planning your program, you will need to determine what community facilities and services will be needed for the residents to be served by the program and how they will be accessed by them.

As part of the application process you will need to provide documentation of this as well as evidence of consultation with these community facilities and services.

Program requirements

Step 2: Determine the type and purpose of the program you will offer

Program Requirements

Need of the child / youth in care

Rights and responsibilities

Cultural and identity needs

CC

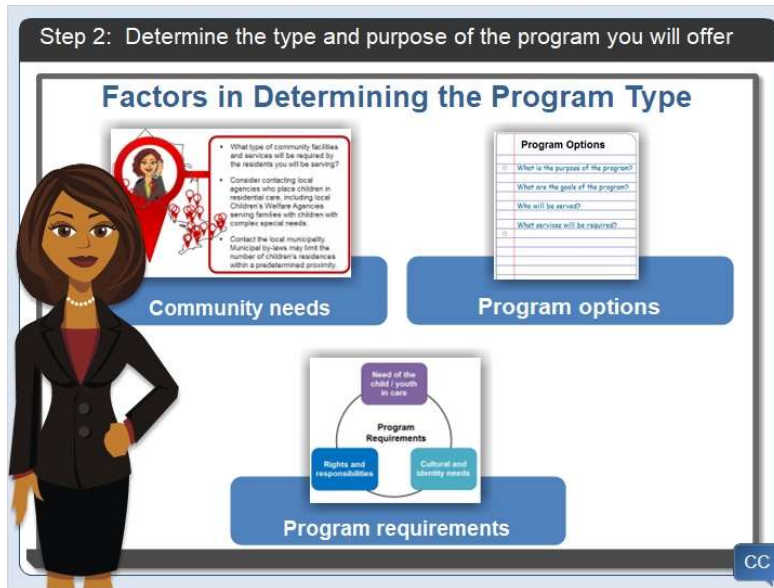
The legislation and regulations set out required elements important to the development of a child/youth in care, that must be planned for and met by every licensed residential program. Each program must also be developed to meet the needs of the children who are to be placed.

Service Needs of the Child/Youth in care - this includes plans to meet the educational, recreational, medical and nutritional needs of the residents

Cultural and identity needs of each resident.

Ensuring the residents are aware of their rights and responsibilities

Summary



Let's take a minute and summarize the several components you saw in Step 2:

You will determine the type of licence you are applying for: Children's Residence (group home), Parent Model Foster Care or Staff Model Homes Licence.

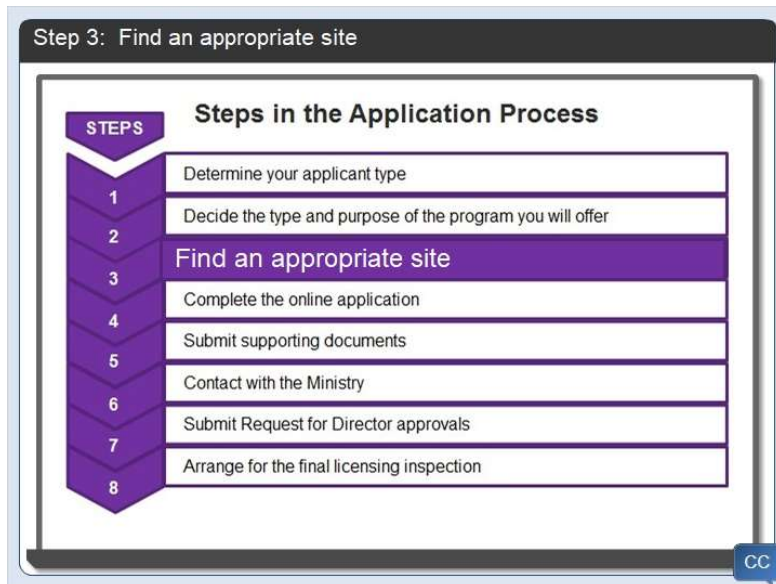
In doing so you will want to learn about the needs and available services of the community in which you plan to operate, in order to determine if there is a need for the type of program you plan to offer.

You must develop a written proposal that outlines the type of program and the goals of the program you plan to provide.

You should also be familiar with the various requirements in order to meet the needs of your planned program and the children/youth in care.

Step 3: Find an Appropriate Site

Introduction



In step 3 you find an appropriate site. In this module you'll learn what to research when determining the best location.

CYFSA Physical Space Requirements

Step 3: Find an appropriate site

Indoor Spaces Outdoor play space Floor & Site Plans Other Applicable Laws

CYFSA Physical Space Requirements

O. Reg 156/18 s. 97 sets out requirements for the premises.

This includes: **Residence interior, outdoor play space, floor space, and drinking water requirements.**

Tip: Click on each tab at the top of the screen to learn more

CC

Let's begin by reviewing what is required under the CYFSA and the accompanying regulations.

Ontario regulation 156/18 section 97 sets out requirements for the premises of the Children's Residence. This includes the residence interior and outdoor play space.

Click each tab at the top of the screen to learn more.

Residence interior



The image shows a presentation slide with a navigation bar at the top containing four tabs: 'Residence interior' (selected), 'Outdoor play space', 'Floor & Site Plans', and 'Other Applicable Laws'. On the left, a blue arrow-shaped box contains the text 'Residence Interior'. The main content area features a list of requirements under the heading 'O. Reg 156/18 s. 97 (1-13), provides the requirements for what is needed for the interior of the residence. This includes requirements for:'. The list includes: 'Sleeping accommodations', 'Toilet and bathroom', 'Minimum temperature for the residence', 'Drinking water', and 'Lock up of harmful substances'. A cartoon woman in a business suit stands on the right, pointing at the text. A 'CC' logo is in the bottom right corner.

O. Reg 156/18 s. 97 (1 - 13) sets out physical space requirements for a Children's Residence. This includes requirements for sleeping accommodations, including floor measurements for a bedroom, based on the age of the residents; bed and bedding requirements; the occupancy and sharing of bedrooms; toilet and bathroom requirements.

The Regulation also provides requirements as to the minimum temperature a residence must be maintained; the availability of sanitary and adequate drinking water; and states that all harmful substances and objects must be essential to the operation of the residence, and must be locked up.

Outdoor play space

The screenshot shows a presentation interface with four tabs: "Residence interior", "Outdoor play space", "Floor & Site Plans", and "Other Applicable Laws". The "Outdoor play space" tab is selected. On the left, a purple arrow points to the text "Outdoor Play Space". The main text reads: "Outdoor play space with a minimum of nine square metres area per maximum capacity of residents to be identified on the licence is required for the residence". Below the text is an illustration of an outdoor play area with a wooden structure, a blue bench, and a sandbox. A woman in a black suit is pointing at the text with a wooden stick. A "CC" logo is in the bottom right corner.

A Children's Residence must also have an outdoor play space that has a minimum area of at least 9 square metres multiplied by the maximum number of residents permitted by the licence.

Bill: Lisa, what happens if I don't have enough outdoor space.

Lisa: Well Bill, in situations where this is not possible a written request for an alternative arrangement can be made for approval by a Ministry Director.

Floor and Site Plans

The screenshot shows a presentation interface with four tabs: "Residence interior", "Outdoor play space", "Floor & Site Plans", and "Other Applicable Laws". The "Floor & Site Plans" tab is selected. On the left, a green arrow points to the text "Floor plan". Below it, a yellow box contains the text: "Click the zoom buttons to see the floor and site plans in more detail." Below that, another green arrow points to the text "Site Plan". The main content area shows two images: a detailed floor plan of a building and a site plan showing the building's location on a property with a swimming pool and landscaping. A woman in a black suit is pointing at the floor plan with a wooden stick. A "CC" logo is in the bottom right corner.

You will need to submit detailed floor and site plans for your proposed Children's Residence.

Floor plans must show:

- The name of the program and address.
- Plans must be to scale and set out the floor plan of the residence, showing windows, doors, exits and stairways, as well as the proposed uses of each room in the residence.
- Measurements of all rooms identified to be used a bedroom

The site plan shows the location of the building and outdoor play space.

Click the zoom buttons to see the floor and site plans in more detail.

Other applicable laws



All Children's Residences are required to comply with all applicable laws, prior to the first licence being issued. For example, there may be municipal by-laws which may limit the number of Children's Residences within a predetermined proximity.

You will need to submit evidence that the municipalities and school boards in the area where the Children's Residence is to be located have been notified in writing of the intent to establish a residence.

Click the requirement then read the brief description to learn more.

Zoning

The screenshot shows a software interface with a top navigation bar containing four tabs: "Residence interior" (blue), "Outdoor play space" (purple), "Floor & Site Plans" (green), and "Other Applicable Laws" (orange). On the left side, there are two main categories: "Municipal Requirements" and "Provincial Requirements". Under "Municipal Requirements", there are five orange buttons: "Zoning" (highlighted with a white background), "Building", "Fire", and "Health". Under "Provincial Requirements", there is one orange button: "Safe Drinking Water Act". The main content area on the right features a 3D architectural rendering of a residential building complex with a paperclip icon overlaid on it. Below the image is a text box containing the following text:

You will be required to provide the Director with evidence that the proposed Children's Residence complies with any applicable zoning by-laws.

A small blue "CC" icon is located in the bottom right corner of the interface.

Building

The screenshot shows the same software interface as above, but with the "Building" button under "Municipal Requirements" highlighted with a white background. The main content area on the right features a photograph of a building under construction with a paperclip icon overlaid on it. Below the image is a text box containing the following text:

Where there is construction or renovations requiring a building permit, once the work is completed the applicant must submit to the ministry written confirmation from the municipal building department that the building permit(s) is closed, or that construction has been completed in accordance with the issued building permit.

The proposed Children's Residence must meet any requirements under the *Building Code Act, 1992*. You will be required to submit evidence of compliance to the Director where renovations to the residence have occurred.

A small blue "CC" icon is located in the bottom right corner of the interface.

Fire

The screenshot shows a software interface with a top navigation bar containing four tabs: "Residence interior" (blue), "Outdoor play space" (purple), "Floor & Site Plans" (green), and "Other Applicable Laws" (orange). On the left side, there are two main sections: "Municipal Requirements" and "Provincial Requirements". Under "Municipal Requirements", there are five orange arrow-shaped buttons: "Zoning", "Building", "Fire" (which is highlighted with a white background), "Health", and another unlabeled one. Under "Provincial Requirements", there are two orange arrow-shaped buttons: "Safe Drinking Water Act" and another unlabeled one. The main content area on the right features a red document icon titled "THE FIRE CODE" with a paperclip graphic. Below the icon, there are two text boxes. The first text box contains the text: "The municipal fire department will need to inspect the residence and ensure that Fire Code requirements are met. Evidence of compliance to the Fire Code must be provided to the Director." The second text box contains the text: "The applicant must also make sure that smoke alarms that meet fire code requirements are installed on each storey of the residence and additional smoke alarms that meet requirement are also located in each bedroom and sleeping area in the residence." A small blue "CC" icon is located in the bottom right corner of the interface.

Health

The screenshot shows a software interface similar to the one above. The top navigation bar has the same four tabs: "Residence interior" (blue), "Outdoor play space" (purple), "Floor & Site Plans" (green), and "Other Applicable Laws" (orange). On the left side, the "Municipal Requirements" section has five orange arrow-shaped buttons: "Zoning", "Building", "Fire", "Health" (which is highlighted with a white background), and another unlabeled one. The "Provincial Requirements" section has two orange arrow-shaped buttons: "Safe Drinking Water Act" and another unlabeled one. The main content area on the right features a colorful illustration of a kitchen with a sink, stove, and cabinets, with a paperclip graphic. Below the illustration, there is a text box containing the text: "The applicant must also ensure that the rules, directions or orders of the local board of health, and any direction or order of the local medical officer of health is followed and met and provide evidence of compliance to the Director." A small blue "CC" icon is located in the bottom right corner of the interface.

Safe Drinking Water Act

Residence interior **Outdoor play space** **Floor & Site Plans** **Other Applicable Laws**

Municipal Requirements

Zoning

Building

Fire

Health

Provincial Requirements

Safe Drinking Water Act, 2002

The Safe Drinking Water Act, 2002 (SDWA) is intended to protect human health and prevent drinking water health hazards through the control and regulation of drinking water systems and drinking water testing.

Drinking water systems, where the source of the water is not from a municipal water service connection are required to comply with O.Reg. 170/03 under the *Safe Drinking Water Act, 2002*.

The drinking water system must be registered with Ministry of Environment and a Drinking Water Information System (DWIS) registration number must be obtained.

CC

Summary

Step 3: Find an appropriate site

Summary

Residence Interior

Outdoor Play Space

Floor & Site Plans

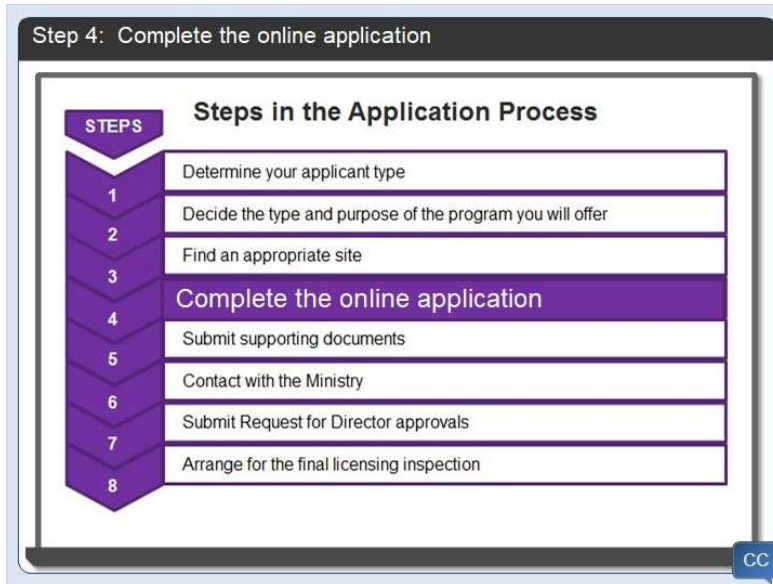
Other Applicable Laws

CC

That's the end of step 3! In Step 3 you learned that there is a lot to consider when choosing a site including the residence interior, outdoor play space, floor and site plans and, compliance with all other applicable laws.

Step 4: Complete the online application

Introduction



In this session I'm going to do a brief overview of the on-line application process.

Application tools

Step 4: Complete the online application

Application Tools

- Video entitled: *SOR-RL Children's Residential Licensing Training Video for Service Providers*
- The *SOR-RL Residential Licensing User Guide for Applicants and Licensees* includes tips, a step-by-step process, screen samples and diagrams

CC

The reason why I'm not going into a lot of detail today is because there is a step by step video that takes you through the application process in detail.

In addition, there is a user guide that also explains what you'll see in the video plus a lot more.

Register

Step 4: Complete the online application

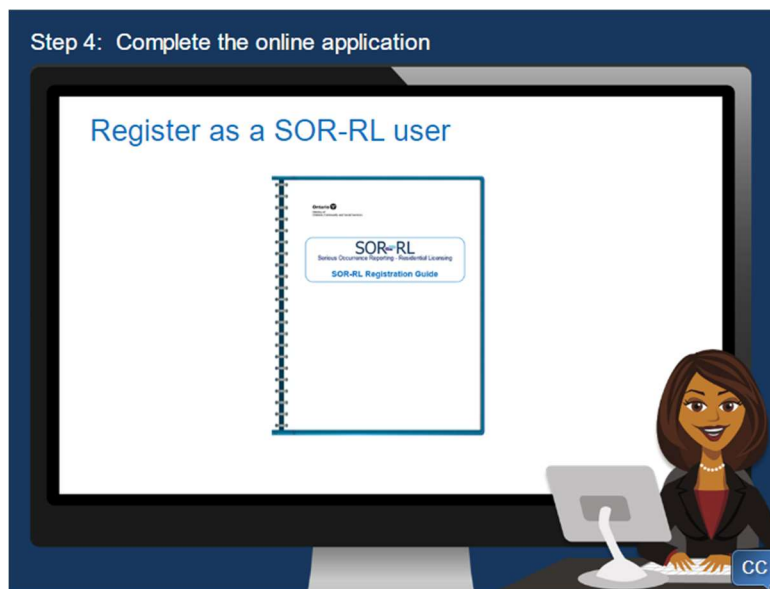


The first thing you should do is watch the Orientation video in order to get acquainted with the terminology, legislation and other requirements. You're doing that now, so I'll go on to step 2.

Step 4: Complete the online application



You will complete your application online using a tool called SOR-RL. That stands for the Serious Occurrence Reporting and residential licensing system.



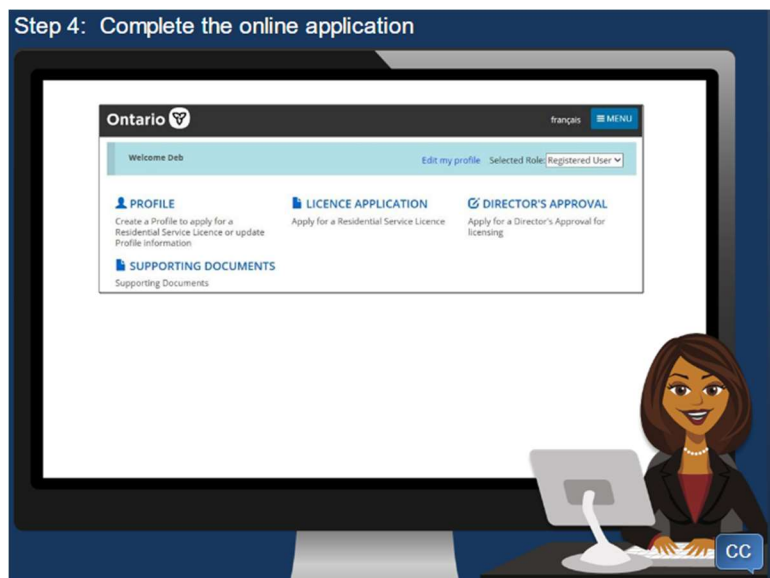
Before you start using SOR-RL, you'll have to get registered as a user. That takes about 5 minutes online.

Bill: Is there a guide for that?

Lisa: Yes Bill. Everything is clearly documented for you in the *Registration Guide*. You can find a link to the guide in the resources link.

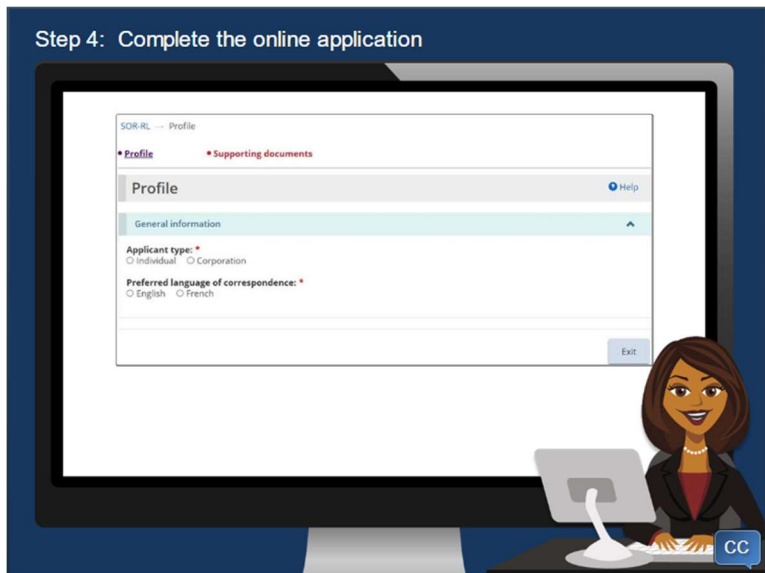
Profile

Once you are a registered user, you will log in to SOR-RL. I just happen to have the home page open to show you.

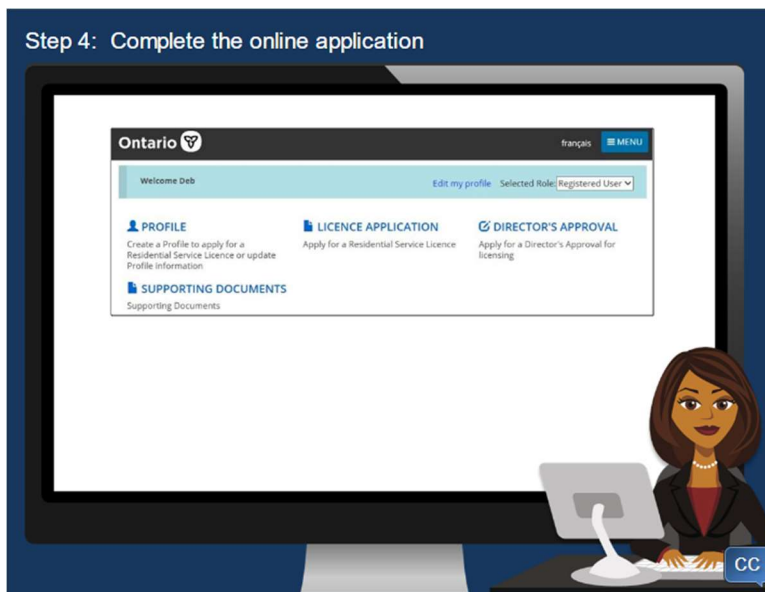


We need to know a bit about the individual or corporation that is submitting an application, so we ask you to create your profile next. I'll click the profile menu button to show you an example

of the profile screen. Once you indicate if you are applying as an individual or corporation, the screen will expand asking you to provide details about you or your corporation.

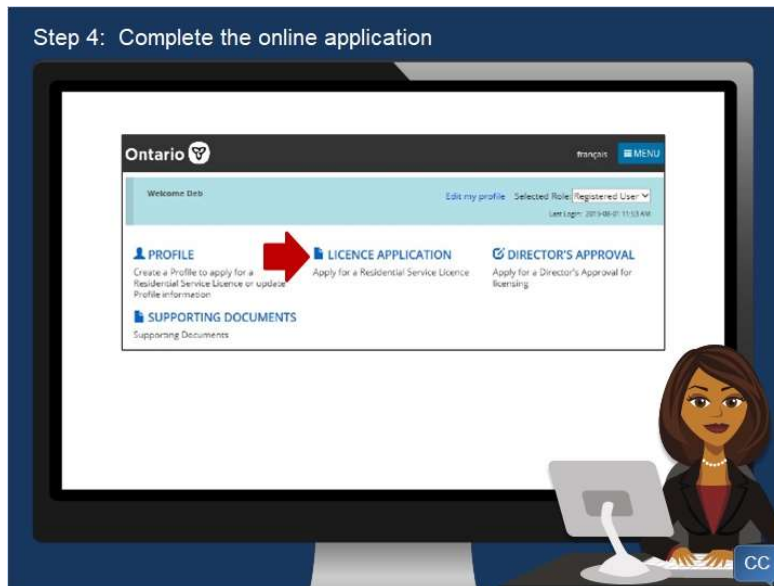


You will also be requested to upload a document or two like your incorporation documents or, if you are an individual, a resume.



After your profile is done, you can go back to the home page and start an application.

Application



From the home page you select licence application and complete the information. It's pretty straightforward. Just enter the information on one page then go on to the next.

A very important part of the application process is the submission of an attestation, confirming that the applicant is not prohibited from operating a Children's Residence or from providing residential care under the authority of a licence if they have been convicted of a prescribed offence.

You may also be requested to provide any information or documentation during the application process that is specified by the Director.

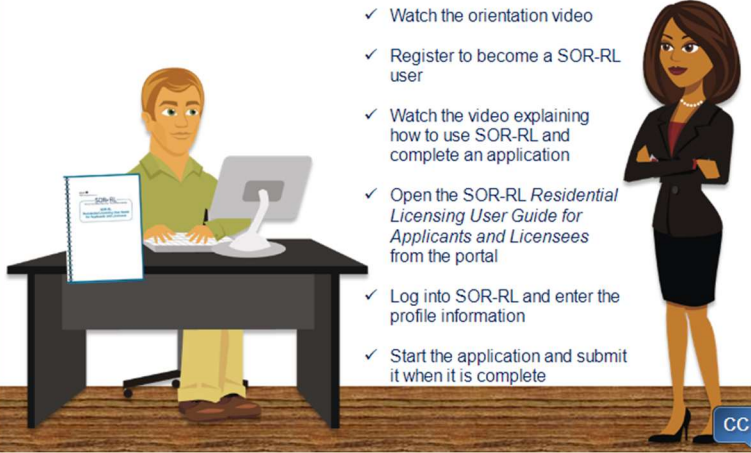
When you are done, you'll click the **submit** button. The system will check that all the mandatory information has been included. The system will show you the current status of your application so all you have to do is go online and verify. You will be contacted by a ministry representative once your initial application is reviewed.

Summary

Step 4: Complete the online application

Summary

- ✓ Watch the orientation video
- ✓ Register to become a SOR-RL user
- ✓ Watch the video explaining how to use SOR-RL and complete an application
- ✓ Open the SOR-RL *Residential Licensing User Guide for Applicants and Licensees* from the portal
- ✓ Log into SOR-RL and enter the profile information
- ✓ Start the application and submit it when it is complete



Bill: Hey Lisa, let me do the summary. I want to see if I understand the process.

Lisa: Sure Bill.

Bill: The first thing I should do is watch this video.

Then I register to become a SOR-RL user and for that I'll use the Registration Guide.

And I'll definitely watch the video that explains how to use SOR-RL.

Next, I'll open the SOR-RL user guide that explains everything in detail.

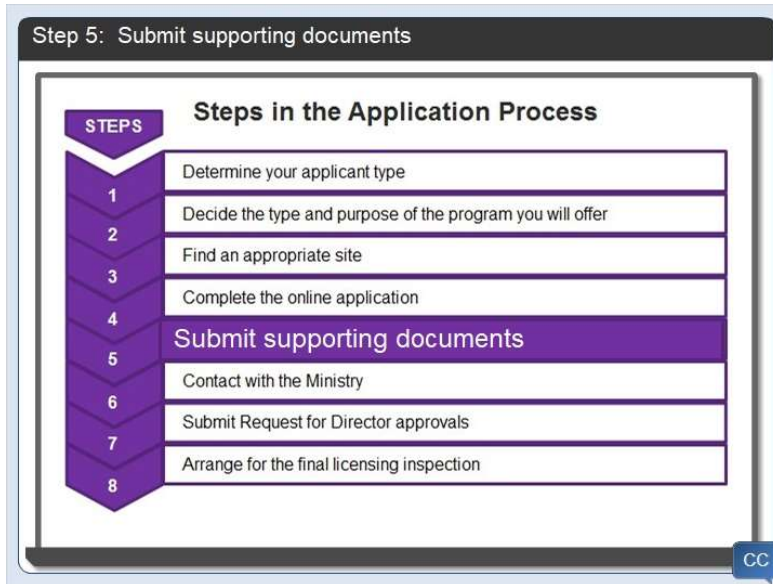
I'll be anxious to start using the system, so I'll log into SOR-RL and complete my profile.

When I'm ready I'll start my application and upload the required documents.

Lisa: That was perfect Bill. Let's go on to step 5.

Step 5: Submit Supporting Documents

Introduction

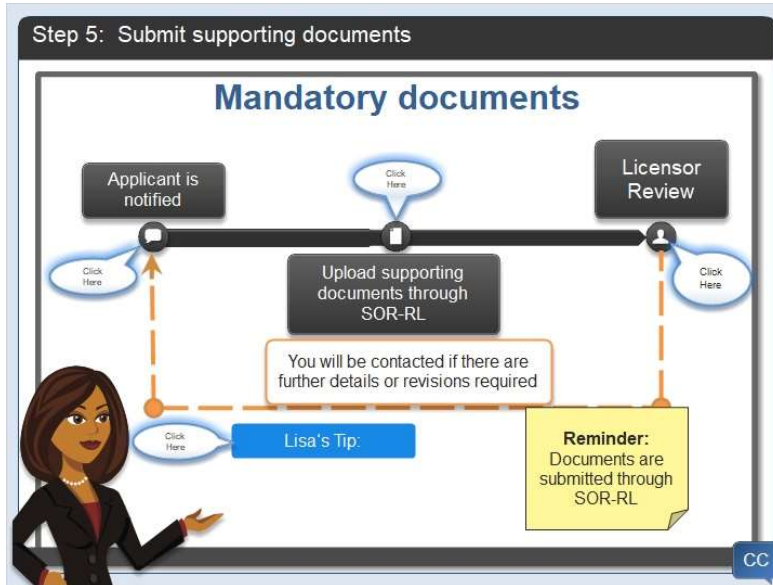


Once the ministry processes your application, you will receive an email that your application has been assigned to a licenser.

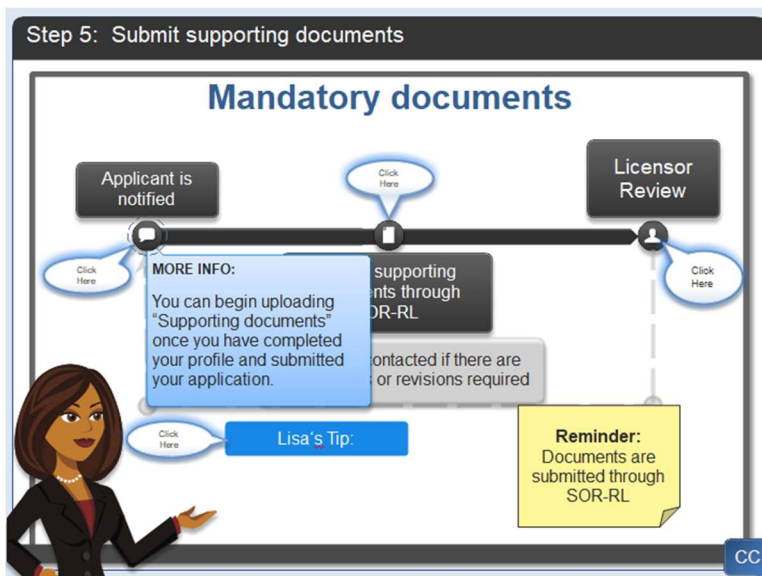
At this point you can begin uploading the supporting documents that are required for your application. These documents are in addition to the ones you uploaded for your profile however the upload process is the same.

Let's walk through how documents are approved, and I'll also show you what documents are required.

Mandatory documents



I'll give you a minute to walk through each step on your own. Just click on the button to learn more.



Step 5: Submit supporting documents

Mandatory documents

MORE INFO:
 The first documents you upload are:
 • Incorporation papers (if you are applying as a corporation)
 • Business name registration (if applicable)
 • Zoning approval

Applicant is notified

Upload supporting documents through SOR-RL

You will be contacted if there are further details or revisions required

Lisa's Tip:

Reminder:
 Documents are submitted through SOR-RL

Licensors Review

Click Here

Click Here

Click Here

CC

Step 5: Submit supporting documents

Mandatory documents

Applicant is notified

Upload supporting documents through SOR-RL

You will be contacted if there are further details or revisions required

Lisa's Tip:

MORE INFO:
 Your Licensor will review each document to confirm that the necessary information is included. You will be contacted if there is additional information or revisions required to any document.

submitted through SOR-RL

Licensors Review

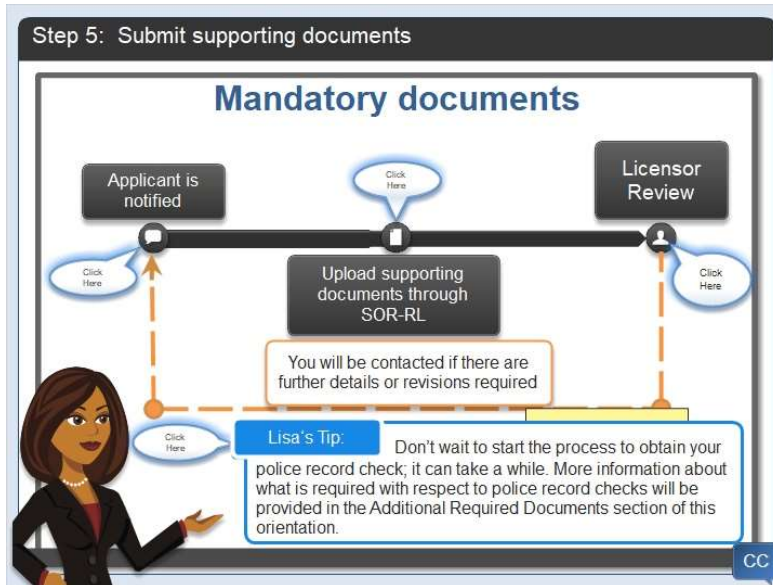
Click Here

Click Here

Click Here

CC

Lisa's tip



In addition to these mandatory documents, you will need to submit a police record check. Don't wait to start the process to obtain your police record check; it can take a while. More information about what is required with respect to police record checks will be provided in the Additional Required Documents section of this orientation.

Additional Required Documents



Once you have submitted your initial documents, it's time to develop and submit the additional required documents. This includes Policies and Procedures, such as:

Admission Policy - respecting the admission and discharge of residents to and from the residence

Resident Related Policies such as Planning for Care, Health Program, Community Activities, Care Record Maintenance.

Rights and Responsibilities of Residents

Complaint Policies

Staff Policies. This includes staff orientation, conduct and contravention policies.

Duty to Report

Discipline and Interventions Policy

Physical Restraint Policy

Serious Occurrence Reporting Policy

Food and Nutrition Policy

Medication Policy

Cultural Competency Policy

Identity Policy

Criminal Reference Check Policy, that includes a requirement for Police Vulnerable Sector Check,

Please allow enough time for policy and procedure development and review, to ensure that the requirements of the regulation are met.

A complete list of required Policies and Procedures will be available as part of the application process.

Additional Required Documents



Next, let's see what documents are required for Other Approvals.

Health approval. Public Health Inspectors assess food storage, preparation and service, as well as the sanitary practices of the residence, to ensure that environments are clean and safe. Depending on the size and capacity of your program Public Health may choose not to conduct an inspection, you will need to contact your municipality's Public Health unit for more information.

Fire approval. Fire inspections are conducted to ensure that the premises meet the requirements outlined in the Ontario Fire Code, and to develop a fire safety plan. They also inspect any appliance as mentioned in the fire code.

Building code approval. If a building permit has been issued for the construction, or renovation of the proposed residence, building code approval will be required, once the construction is completed. Building code approval is also required to establish the occupancy of the premises.

Zoning approval that confirms that the program complies with any building by-law passed to regulate the construction, repair or use of the building (where applicable).

The applicant is responsible for arranging inspections with the local authorities and paying all related fees to obtain these approvals. The applicant must upload the written approvals to SOR-RL.

Some Other Documents may be required.

A police record check for the applicant. Applicants who are individuals need to provide a valid police record check for themselves. Applicants that are corporations need to provide a valid police record check for every director and officer who is involved in the delivery and oversight of the residence.

A valid police record check is one that has been issued within six months of the date the document was provided to the Ministry. A vulnerable sector check must be provided for people

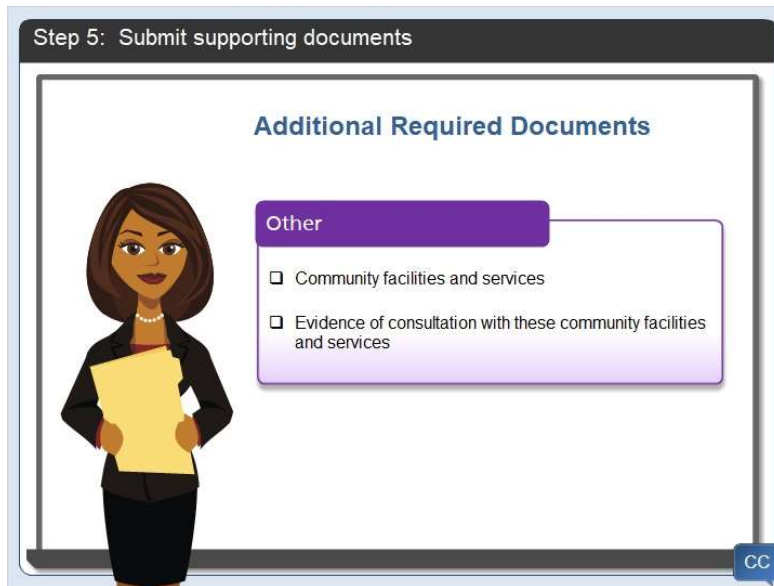
who will be interacting with children receiving care.

Proof of general liability insurance.

Vehicle Insurance. Proof of vehicle insurance is also required, for all vehicles owned by the applicant, and used for the transportation of children if applicable.

Proof of inspection of fire alarm systems and fire extinguishing equipment.

Additional Required Documents

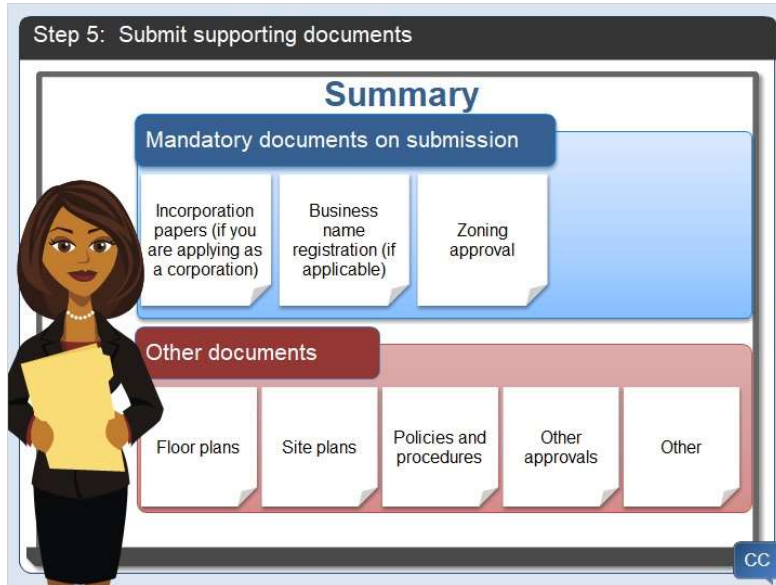


There is other information you will be requested to provide.

Documentation of community facilities and services that will be available to the residents to be served and a description of how they will be accessed and how they are appropriate for them.

As well as evidence of consultation with these community facilities and services.

Summary



In this session you learned that there are several documents that you will have to provide. Let's do a short review.

You start by submitting the mandatory documents with your application. After that you can work on assembling the other documents and information required.

Remember, you don't have to wait until you get all the documents completed before sending them to us. You can submit them as they are received or developed. Your licensor is there to assist you and answer questions you may have along the way.

Submitted documents will be individually reviewed by your licensor. You will be contacted if any additional information or revision is required. Your licensor will also let you know if certain documents are not required, based on your program type. All required documents must be compliant with licensing requirements before a licence can be issued.

Step 6: Contact with the Ministry

Introduction



In step 6 of the application process you will be contacted by the Ministry.

Initial contact with the Ministry



Once the application is received by the Ministry, it will be reviewed and assigned to a Ministry of Children, Community and Social Services Licensor. At this time, you will also receive information on how and where to submit your application fee.

Click on the character for additional information on the Licensor, and the Regional Licensing and Compliance Manager or Director.

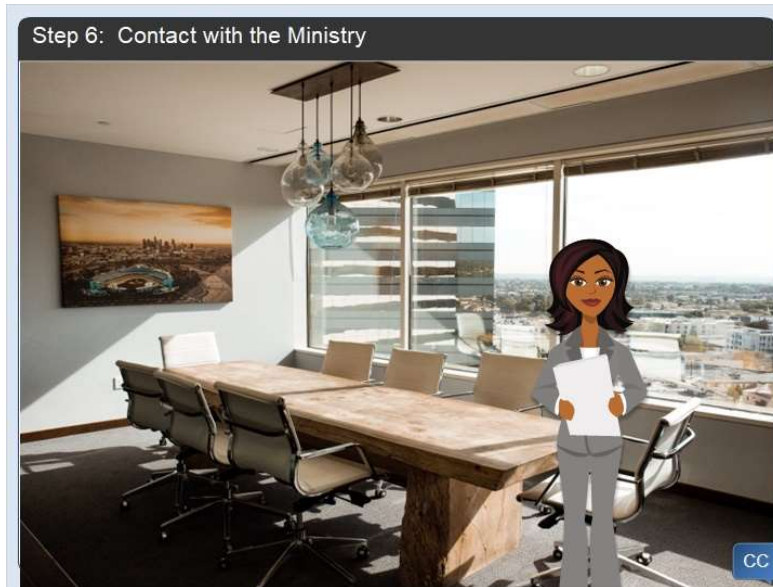
Licensor



Hello. I'm a licensor employed by the Ministry of Children, Community and Social Services. I work with and support applicants to meet licensing requirements and to become licensed. I also assess compliance with licensing requirements during licensing inspections. I conduct inspections for licensed Children's Residences, Foster Care Agencies and Staff Model Homes for on-going compliance, unannounced monitoring and in response to complaints. I'm the person you call if you have questions about your licence or licensing requirements. I can help you find the answer or direct you to the appropriate resource.

As part of the application process I will be contacting you to arrange a site inspection.

Manager



Hi. I'm a Regional Licensing and Compliance Manager with the delegated authority of a Director under the *Child, Youth and Family Services Act, 2017*, to issue a licence to operate a Children's Residence, Parent Model Foster Care Agency or Staff Model Homes, as well as make decisions about enforcement actions. I'll review your licence application, including required supporting documents, in order to determine if a licence will be issued.

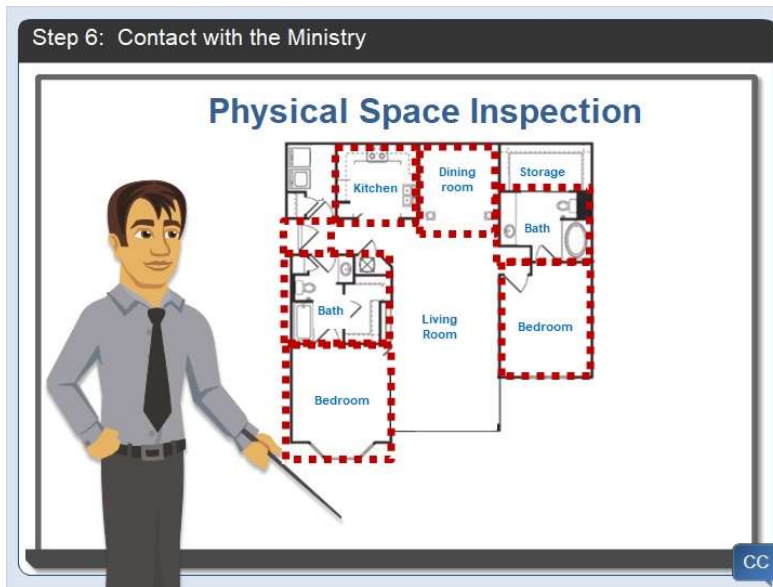
Site Visit with your Licensor



Lisa: Your licensor will contact you to arrange a mutually convenient time for the visit. The timing depends on the readiness or availability of the premises.

Nick: Hi I'm Nick, your licensor. I'm here to take measurements and assess appropriateness of space.

Physical space inspection



I'm going to verify that the physical space meets the licensing requirements and reflects the submitted floor and site plans.

I will confirm all required exits.

I will check that fire alarms meet the requirements of the fire code, and are located in each bedroom or sleeping area and on each storey.

I'll assess that the Children's Residence shall have, at a minimum:

- one sink with hot and cold water,
- one flush toilet for every five residents or fewer, and
- one bath or shower with hot and cold water for every eight residents or fewer.
-

I will check to see that the maximum temperature of water in a washroom or bathroom in a Children's Residence shall not exceed 49 degrees Celsius.

If there is more than one toilet in any room, each toilet shall be located in a separate stall.

I will ensure that every room being used as a bedroom has a window and that no part of a basement shall be used for sleeping accommodation.

I will also check that spaces where medical supplies, cleaning materials and equipment, and other poisonous or hazardous substances will be located, and the items in those spaces, will be locked and inaccessible to children and youth in care.

I will ask to see where the locked container (where all records are to be kept) is located and make sure it is accessible only to authorized persons.

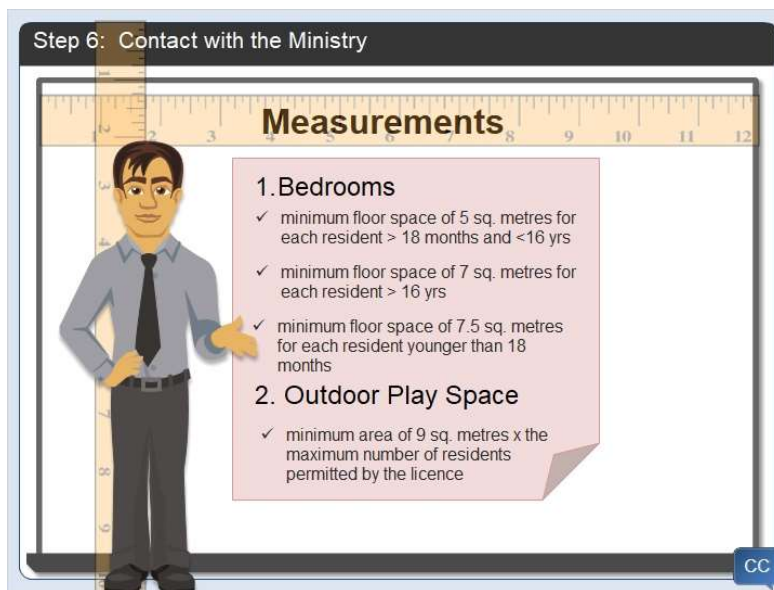
I will inspect the space being used for the storage and preparation of food.

I will also ensure that the residence has a fire extinguisher rated at least 2 A 10 BC and listed by an organization accredited by the Standards Council of Canada for the kitchen and is maintained in accordance with the manufacturer's instructions.

I will ensure that there is an eating or dining area identified for meal times where social interaction can take place.

During my visit I'll make recommendations to prevent or eliminate potential health and safety issues if required.

Measurements



Nick: During the site visit, I will measure the rooms identified to be used as bedrooms and the outdoor play space. Let me tell you in more detail what I'll be measuring.

Measurements of all bedrooms and outdoor play space are taken and recorded. The measurements recorded will be compared to floor plans submitted in order to support the requested capacity and age of children care can be provided to.

Bedrooms

When measuring a bedroom, a licenser will need to confirm that each bedroom has a minimum floor space of five square metres for each resident older than 18 months and younger than 16 who occupies the bedroom.

Each bedroom has a minimum floor space of seven square metres for each resident who is 16 or older who occupies the bedroom.

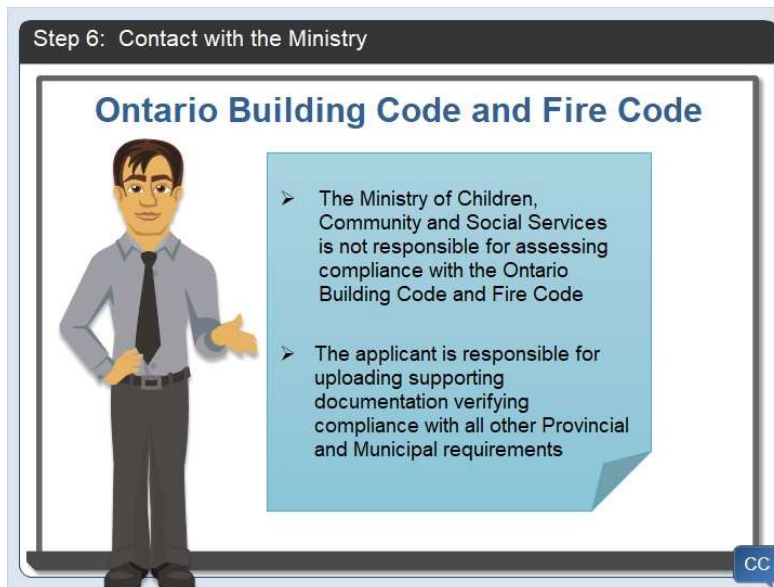
A residence that accommodates residents under the age of eighteen months has a minimum area of 3.25 square metres of floor space for each resident and at least 7.5 square metres of floor space in every bedroom where residents under the age of eighteen months are accommodated.

Outdoor Play Space

The outdoor play space is calculated based on the Children's Residence having a minimum area of at least 9 square metres multiplied by the maximum number of residents permitted by the licence.

In situations where there is insufficient outdoor play space for the requested capacity of the residence, you will be able to submit a written plan for an alternate arrangement to be approved by the Ministry Director.

Ontario Building Code and Fire Code



Nick: I'd like to share some important information about compliance with the Ontario Building code and the Children's Residence.

The Ministry of Children, Community and Social Services, is not responsible for assessing compliance with the Ontario Building Code. It is the applicant's responsibility to consult their local municipality, where building permits are required, or an architect or engineer, to confirm that the building meets the requirements of the Ontario Building Code, with respect to a Children's Residence.

Please be reminded that the applicant is responsible for uploading verification of compliance with municipal requirements to SOR-RL. Failure to do so will result in delays in the licensing process.

A final inspection to confirm floor measurements and assess compliance must be requested by the applicant when all requirements are met, and the premises is ready to receive children.

Summary



Nick: In summary, once the application is received by the Ministry, it will be reviewed and assigned to a Licensor. The Licensor will make arrangements for a site visit.

During the site visit, the licensor will verify that the physical space meets the licensing requirements.

During the visit the Licensor may discuss your site and make recommendations regarding your furnishings, staffing, outdoor play space, programming and more.

This may not be the only site visit. The Licensor may decide to return for another licensing inspection in order to confirm required equipment and the site is ready to receive children.

Step 7: Submit Request for Director Approvals

Introduction



In this module we will cover requesting Director approval.

Requesting Director Approval



The CYFSA sets requirements for the licensing and operation of a Children's Residence. However, there are circumstances which may allow for the discretion of the Ministry Director to approve an exemption of a specific requirement based on a written request and review.

Director Approval may be requested for circumstances identified within the legislation and regulations.

Take a minute and read the list outlining when a Children's Residence may request Director approval.

Director approval process

Step 7: Submit Request for Director Approvals

Director Approval Process

- 1 All requests for a Director Approval must be made through the Director Approval module of your SOR-RL Dashboard.
- 2 Once you request a new Director's Approval from the Director's Approval dashboard you will be directed to select an in-progress New Licence application, so that the Director Approval request will get associated with the new application.
- 3 Once you select a New Licence application you will be presented with all possible types of Director's Approvals that can be requested for that Licence.
- 4 Once a type of Director's Approval is selected, you are asked to provide different information based on the type of approval being requested. This may include uploading additional supporting documents.
- 5 Once completed the application can be submitted as part of the application, for review. The Ministry may request additional information and will do so through SOR-RL.
- 6 A written letter from the Ministry Director will be sent to advise you if the request has been approved or denied.

CC

Requests for Director Approval can be made through the Residential Licensing component of SOR-RL. This slide presents a general overview of the process - which you may require as part of the initial application process, or after a licence has been issued.

1. All requests for a Director Approval must be made through the Director Approval module of your SOR-RL Dashboard.
2. Once you request a new Director's Approval from the Director's Approval dashboard, you will be directed to select an in-progress New Licence application, so that the Director Approval request will get associated with the new application.
3. Once you select a New Licence application you will be presented with all possible types of Director's Approvals that can be requested for that Licence.
4. Once a type of Director's Approval is selected, you are asked to provide different information based on the type of approval being requested. This may include uploading additional supporting documents.
5. Once completed, the application can be submitted as part of the application for review. The Ministry may request additional information and will do so through SOR-RL.
6. And lastly, a written letter from the Ministry Director will be sent to advise you if the request has been approved or denied.

Summary

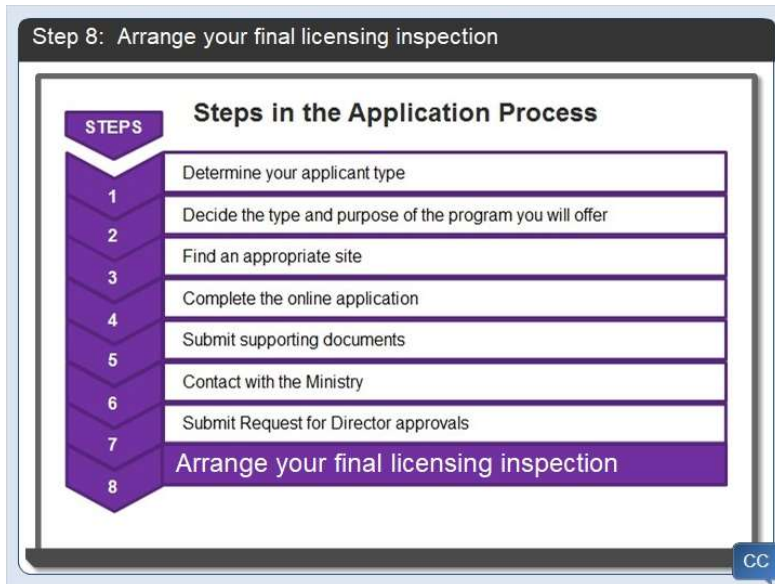


In this module you learned what Director's approval is and when it can be requested for a Children's Residence.

I also showed you the general process for obtaining a Director's approval.

Step 8: Arrange the final licensing inspection

Introduction



Once the licensor has received all required documentation, and has found it to be satisfactory, they will arrange another licensing inspection of your program with you.

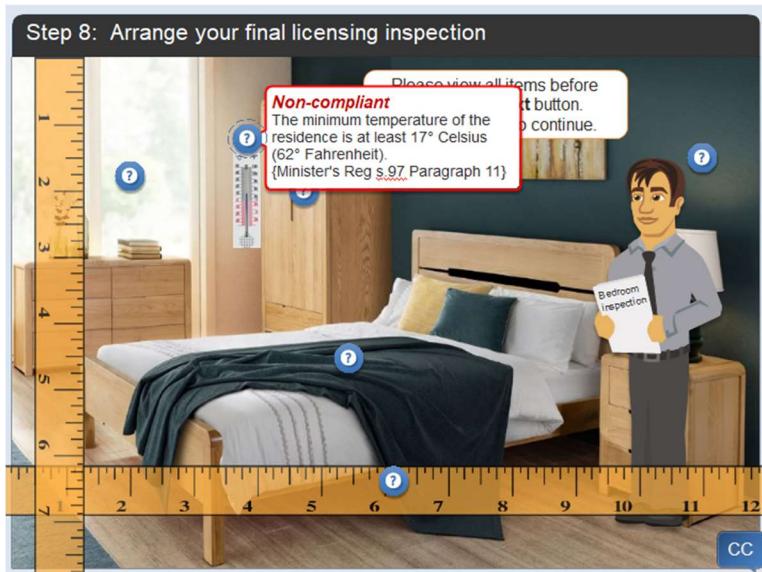
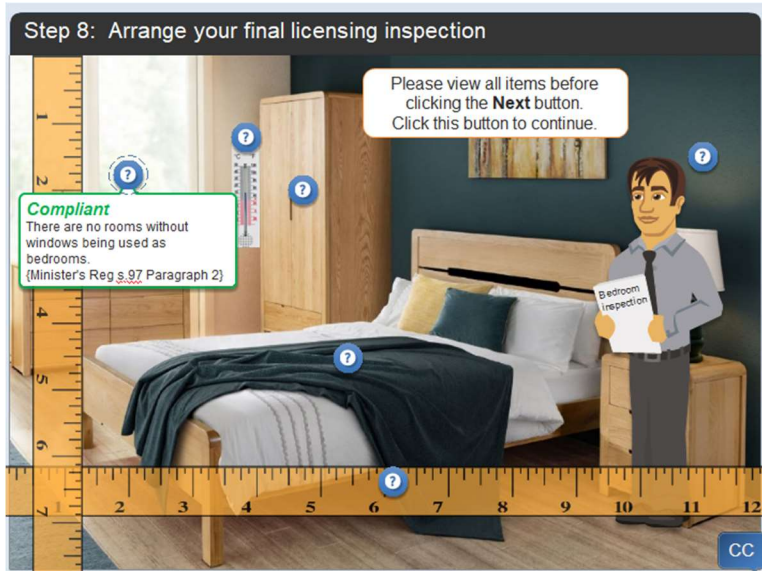
In this session we'll walk through some things the licensor will look for and assess.

Final Licensing Inspection



When the licensor arrives, he or she will complete an assessment of your program's compliance with the CYFSA, 2017 and applicable requirements using the licensing checklist relevant to the type of licence you have applied for.

Take a minute and view some of the compliances and non-compliances Nick has found.



Step 8: Arrange your final licensing inspection

Compliant
The residence has a place to store the child's own personal possessions that the children have access to. (CYFSA Part II s.12(a))

Please view all items before clicking the **Next** button. Click this button to continue.

Bedroom inspection

CC

This screenshot shows a virtual bedroom with a bed, dresser, and wardrobe. A character holding a clipboard labeled 'Bedroom inspection' stands in the room. A green callout box highlights a 'Compliant' status for storage. A ruler is visible on the left and bottom edges of the interface.

Step 8: Arrange your final licensing inspection

Non-compliant
Every licensee shall ensure that each residence operated by the licensee has one or more smoke alarms that meet the requirements of the fire code, located in each bedroom/sleeping area and on each storey. (Minister's Reg s.112(3)(b))

Please view all items before clicking the **Next** button. Click this button to continue.

Bedroom inspection

CC

This screenshot shows the same virtual bedroom. A red callout box highlights a 'Non-compliant' status for smoke alarms. The character and ruler are also present.

Step 8: Arrange your final licensing inspection

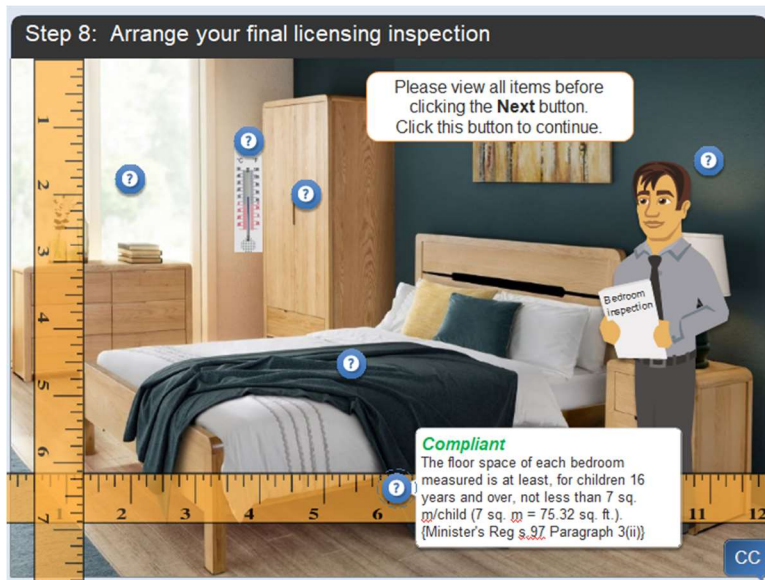
Compliant
Residents shall be provided with a clean mattress and bedding suitable for the resident based on their age and size and appropriate for the weather and climate. (Minister's Reg s.97, Paragraph 5)

Please view all items before clicking the **Next** button. Click this button to continue.

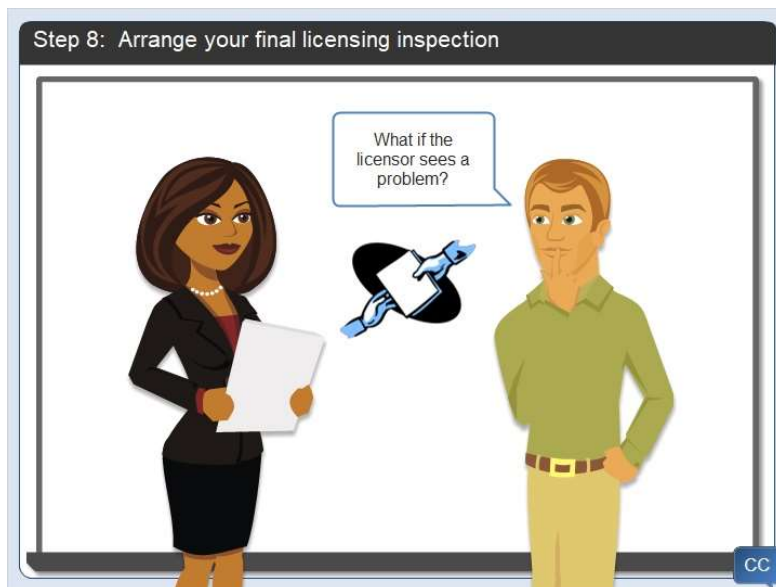
Bedroom inspection

CC

This screenshot shows the same virtual bedroom. A green callout box highlights a 'Compliant' status for mattress and bedding. The character and ruler are also present.



Final Licensing Inspection



Bill: What if the licensor sees a problem?

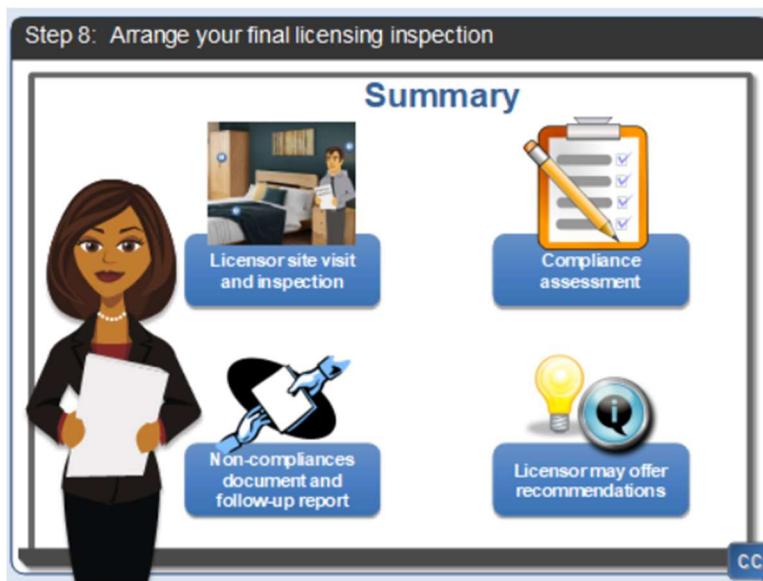
Lisa: The observed non-compliance will be documented in the licensing checklist. You will be required to comply with that requirement by a specific date unless you can resolve the issue immediately.

Remember that the licensor is also there to help you and may make recommendations about best practices to improve the quality of your program.

After the inspection, the licensor will review his or her findings with you or the person in charge. A written summary of any non-compliances will be available to you through SOR-RL once completed by the licensor. The report can be used as a reference to follow-up and meet the

requirements, otherwise it can simply be filed.

Summary



In summary, a licensor will visit your location to conduct a licensing inspection.

He or she will assess your program's compliance with the *Child, Youth and Family Services Act, 2017* and applicable requirements. While the licensor is there, he or she will note non-compliances and a written summary will be made available for you to follow up.

The licensor may also offer some recommendations to improve the quality of your program.

The Ministry of Children, Community and Social Services Issues your Licence

The Ministry Issues your Licence



Once the licenser has confirmed that all licensing requirements have been met, they will submit their recommendation to the Ministry Director for a licence from the Ministry of Children, Community and Social Services to be subsequently issued to you to operate a Children's Residence, a Parent Model Foster Care Agency or Staff Model Homes.

The licence issued is accompanied by a licensing letter which provides important information about your licence and any conditions or approvals of the licence.

Your licence is available from SOR-RL and must be printed and a copy kept on the premises of the residence and is available for public inspection.

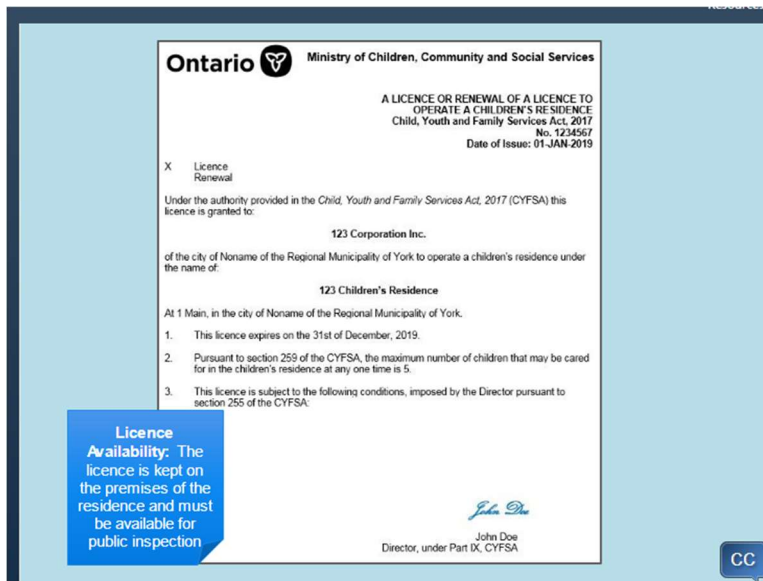
All licences differ from one another because they're specific to the licensee and the site. Licences can vary in type and duration.

Let's look at what a licence looks like and what kind of information it includes.

Reading a Licence



A licence provides important information to placing agencies, parents and the public about the operation of the Children's Residence.



The licence number is a unique identifier assigned to each site licensed by the Ministry of Children, Community and Social Services.

The date the licence was issued appears on the licence. If the licence is amended during the licensed period, the date of the amended licence would replace the issue date.

The name of the licensee appears on the licence to show who the licence has been issued to. It also informs which individual, corporation, or First Nation is responsible for the operation of the residential program.

The name of the Children's Residence appears here, this may or may not be the same as the

licensee name.

The site address of the residence appears here. Every licence is site-specific. This means that the issued licence can only be used to operate a program at the specific address that appears on the licence. If a licensed program is going to move to a new address, a licensee will need to apply for a new licence. For a foster care agency, the head office address would be listed.

The expiry date of the licence appears here.

A licence can only be issued for a period of up to one year. A first licence is usually issued for up to 6 months, so that the ministry has the opportunity to complete a full inspection once the program is operating.

The licensed capacity appears here. This part of the licence confirms the maximum number of children that can be accepted to reside in the home. The licensee is not permitted to exceed the total licensed capacity of the licence at any time, without written approval from a Ministry Director.

A licence may also be issued with specific conditions that the licensee must ensure are met. The licensee must demonstrate compliance at all times with the conditions. Conditions may be added, changed, or removed at any time during a licensed period.

All Children's Residential licences are issued by a Director appointed under the Child, Youth and Family Services Act, 2017. At the bottom of the licence, you will see the name and signature of the Director who has reviewed, approved and issued your licence.

Summary

Module 12: The Ministry issues your licence

Summary

The Ministry of Children, Community and Social Services issues your Licence

- Issuing requirements to the licensee
- Issuing requirements to the licensee
- Issuing requirements to the licensee
- Issuing requirements to the licensee
- Issuing requirements to the licensee

Receive and print the Licence

How to read the Licence

CC

In this session you learned that once you receive your licence, a copy of the licence must be kept on the premises of the residence and available for public inspection.

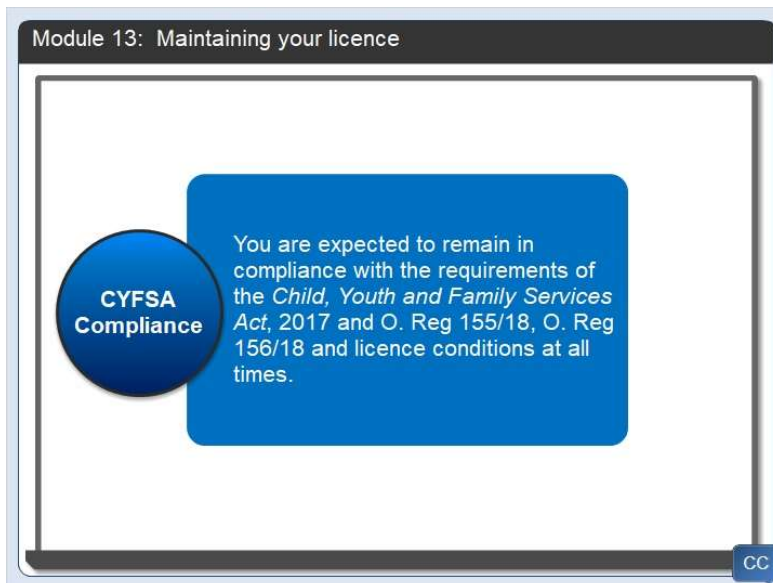
Maintaining your licence

Maintaining your Licence



Now that you've seen what a licence looks like, take a few minutes and learn how a licence is maintained. Just click on each circle.


CYFSA Compliance



Once you have successfully obtained your licence and are operating your program, your responsibility as the licensee is to ensure that compliance with licensing requirements is maintained at all times.

Renewals

Module 13: Maintaining your licence



- The licensee is responsible to ensure the Ministry of Children, Community and Social Services receives the renewal application and fee, on or before the licence expiry date.
- You will need to complete the online licence renewal application.
- You will be notified 120, 90, 60, 30, and 7 days before your licence expires as well as on the expiry date. You will be notified if a licence renewal fee is due.
- An inspection will be performed once the renewal application is received and before the licence expires.
- Submitting your renewal application and fee, when applicable, ensures that the licence remains valid until the renewal process is completed.
- If a license renewal application and renewal fee are not received and processed on or before the licence expiry date, the licence will expire the next day, and you will no longer be legally authorized to provide residential services at the premises for 3 or more children or youth.

CC

It is the licensee's responsibility to ensure the Ministry receives your renewal application and fee (if required) on or before the licence expiry date.

You will be sent an email reminder to submit a renewal application 120 days, 90 days, 60 days, 30 days, and 7 days before as well as on the licence expiry date.

Once your renewal application has been received and usually before your licence expires, a licensor will conduct an inspection of the Children's Residence.

If the renewal application, and fee, if applicable, have been sent to the Ministry before the expiry date, the licence is deemed to continue until an inspection has been completed and the next licence is issued.

If a license renewal application and renewal fee are not received and processed on or before the licence expiry date, the licence will expire the next day. When the licence is expired, the licensee is no longer legally authorized to provide residential service at the premises for 3 or more children or youth.

The licensee must immediately reduce to 2 or less children or youth, and submit an application for a new licence if they choose to continue to provide residential care.

Serious Occurrences

Module 13: Maintaining your licence

Serious Occurrences

The Ministry requires all licensed Children's Residences to comply with the Serious Occurrence Reporting regulatory requirements (s.84 of Ontario Regulation 156/18) and the 2019 MCCSS Serious Occurrence Reporting Guidelines ("the Guidelines").

The Guidelines are intended to supplement the requirements specified in the regulation for children's residential licensees.

More information on the Guidelines and the Serious Occurrence Reporting is available on the SOR portal.

CC

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The Guidelines are intended to supplement the requirements specified in the regulation for children's residential licensees.

More information on the Guidelines and the Serious Occurrence Reporting is available on the SOR portal.

Monitoring

Module 13: Maintaining your licence

Monitoring

Unannounced monitoring visits may be periodically conducted by a licensor at any time during the licensed period.

Monitoring visits allow the licensor to assess compliance with licensing requirements at any time. Some serious occurrences or complaints made by parents or by the public might also give a licensor reason to visit your site and conduct a monitoring visit.

CC

Unannounced monitoring visits may be periodically conducted by a licensor at any time during

the licensed period.

Monitoring visits allow the licensor to assess compliance with licensing requirements at any time. Some serious occurrences or complaints made by parents or by the public might also give a licensor reason to visit your site and conduct a monitoring visit.

Summary

Module 13: Maintaining your licence

Summary

The diagram illustrates the four components of maintaining a licence: CYFSA Compliance, Renewals, Serious Occurrences, and Monitoring. These components are arranged in a circle around the central text 'Maintaining your Licence'. Below the diagram is a blue box with the text 'CYFSA Compliance, Renewals, Serious Occurrences and Monitoring'. A cartoon woman in a business suit stands to the left of the diagram. A 'CC' logo is in the bottom right corner.

In this module you learned that there are four components to maintaining your licence including CYFSA compliance, renewing your licence, reporting serious occurrences, and monitoring visits.

Next Steps

Next Steps



Thank you for taking the time to watch the video. You now have the information required to help you make an informed decision about applying for a licence to operate a Children's Residential Program.

If you want to begin the application process, the next step is to register as a user for the Serious Occurrence Reporting and Residential Licensing system. Refer to the Registration Guide link on the portal for assistance.

I hope to see you again soon.