

LICENSING CONNECT

Community Care Facilities Licensing | Child Care

May 2025



Message from the Regional Manager

Celebrating Child Care Month!

Happy Child Care Month! I wanted to highlight that May is designated in B.C. as Child Care Month and is a special time of year dedicated to recognizing and celebrating the incredible work you do every day in the field of child care. This annual celebration acknowledges the vital role child care providers and Early Childhood Educators (ECEs) have in supporting families across Vancouver Island. This celebration is a way for our community to recognize, express gratitude for the dedication of child care providers and ECEs, and to raise awareness about the importance of early childhood education and care.

On May 17th, B.C. will celebrate Child Care Provider Appreciation Day and the significant contributions these individuals make in children's development, through local appreciation events. Keep an eye out in your area for these special events.

Throughout this month, I encourage everyone to take a moment to appreciate the hard work and dedication of child care providers. Whether it is a heartfelt thank you, a small token of appreciation, or sharing of stories of impact, let's make sure our child care teams feel valued and celebrated!



Thank you to all the child care operators for your dedication and compassion, your work is essential and the Licensing program is grateful for the positive impact you have on the lives of children and families.

Happy Child Care Month!

Warm Regards,

Michelle Dennis, BSW, MA Ed. | Regional Manager



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INFORMATION SESSIONS | 2025



FAMILY CHILD CARE

Saturdays
9:30am-12:00pm

Community Care Facilities Licensing offers free information sessions for individuals who are interested to learn about how to start up a family child care, or become a manager, or are new to managing a child care facility on Vancouver Island.

April 12	May 10	June 14
July 12	August 9	September 13
October 18	November 8	December 13

NEW & PENDING MANAGERS

Thursdays
9:00am-12:00pm

April 17	May 15	June 19
July 17	August 21	September 18
October 16	November 20	December 18

Information sessions will be presented by a Child Care Licensing Officer. For more information or to register for an information session, please call the Community Care Facilities Licensing Program at 250-739-5800 and identify the information session date that you are interested in attending.



Corrective Action Plans

After the Conclusion of an Investigation

By Lisa Grant, Lead of Investigations

The Community Care Facilities Licensing program receives complaints from multiple sources, they may come directly from the facility or from a public source. When a complaint is received, Licensing is mandated to investigate.

During an investigation, Licensing may request a Health and Safety Plan to ensure the health and safety of persons in care during the investigation process. At the conclusion of the investigation, Licensing provides the investigation findings to the Licensee/Licensee Contact, and if there is legislation that has been found non-compliant, Licensing will request a Corrective Action Plan to address the contraventions.

What is a Corrective Action Plan?

A Corrective Action Plan is a mutually agreed upon action(s) with the Licensee/Licensee Contact to address any contraventions to the legislation following an investigation.



What does a Corrective Action Plan need to include?

A Corrective Action Plan must include specific information to demonstrate steps taken by the Licensee to mitigate the concern that was cited during the investigation. Licensing will notify the Licensee/Licensee Contact if there is insufficient information in the Corrective Action Plan to address the contravention and may ask for additional information. Things to consider when developing a Corrective Action Plan:

- **Specific** - Address each contravention identified.
- **Measurable** - Is the outcome of the Corrective Action Plan's progress measurable?
- **Achievable** - Are the outcomes of the Corrective Action Plan realistic? Do they address the non compliance noted in the investigation?
- **Relevant** - the Corrective Action Plan should align with facility policy and the long term objectives of what the CAP is to achieve.
- **Timely** - Can the Corrective Action Plan be completed in a timely manner, are the time frames realistic?



Corrective Action Plans continued...

Is the Licensee/Licensee Contact responsible for monitoring the Corrective Action Plan?

It is the responsibility of the Licensee/Licensee Contact that the Corrective Action Plan is followed at all times. If the accepted Corrective Action Plan requires ongoing implementation, the Licensee/Licensee Contact is responsible for the ongoing monitoring. Licensing will monitor the Corrective Action Plan as well this may be done during Routine Inspections, Routine Follow Up Inspections or Complaint Inspections.

The Licensee/Licensee Contact may set a date for completion of the Corrective Action Plan, if this date cannot be met, the Licensee/Licensee Contact may connect with the Licensing Officer and submit revised dates for completion.



What is the difference between a Health and Safety Plan and a Corrective Action Plan?

A Health and Safety Plan is requested to ensure the health and safety of all persons in care during an investigation. A Corrective Action Plan is requested as a result of substantiated contraventions that are provided at the conclusion of the investigation.

Does Licensing have a template for Corrective Action Plans to use?

Do I need to provide evidence of completion? How is that completed?

Licensing will request evidence of completion for Corrective Action Plans. Evidence of completion may be submitted in an email or Licensing may come to the facility to ensure that the Corrective Action Plan as submitted to Licensing was completed. For example, if a Corrective Action Plan includes staff training on policies related to incident reporting, the Licensee may submit by email a sign-up sheet indicating staff attendance. If the Corrective Action Plan addresses turning down the temperature of the hot water, Licensing will attend the site for confirmation that the hot water was turned down.

As each Corrective Action Plan is specific to the facility and contravention, Licensing does not have a template for Licensee/Licensee Contacts to use for a Corrective Action Plan. Licensing has an Information sheet that can be useful when developing a Corrective Action Plan.



Please connect with your Licensing Officer if you have any questions related to the submission of Corrective Action Plans.

Promoting A Healthy Relationship With Food

By: Island Health Public Health Dietitians



Caregivers and parents play a big role in helping children have a healthy relationship with food and eating.

Ways to help children develop a healthy relationship with food:

- Provide a sense of food security by offering 3 meals and 2-3 snacks daily.
- Offer a variety of foods. Don't make separate meals for your child.
- Let children decide whether to eat and how much to eat.
- Avoid commenting on how much or how little your child eats.
- If your child refuses to eat, remove uneaten food without comment. A skipped meal will not harm a healthy child.
- Avoid coaxing, bribing, or forcing kids to eat – this increases the risk of food and eating problems.
- See more tips at [Island Health | Reframing Picky Eating](#).

Children learn by watching adults - sit down and eat with children as often as possible. More tips for positive mealtimes:

- Put on calm music, dim the lights, mute phones, turn off screens.
- Engage in friendly conversation – check out [Island Health | Let's Talk Mealtime Cards](#).
- Tell family stories – this helps kids feel safe and connected.

For more information, please see the following links:

- [Island Health | Public Health Nutrition](#)
- [Ellyn Satter | Eat & Feed with Joy](#) [CLICK HERE](#)
- [HealthLink BC Dietitian Services](#) call (8-1-1) or email a Dietitian
- [Canada's Food Guide](#)





Revisiting Screen Time Use in Child Care Facilities

By Denise Ouellet
Child Care Licensing Officer



In 2016, the Director of Standards of Practice (DOLSOP) introduced a new Standard of Practice – Active Play - which included a section on limiting screen time use in child care facilities. Licensing took an educational approach to introducing the new screen time standard until September 2017, and from then on, began monitoring facilities for compliance.

[CLICK HERE](#)

The [DOLSOP – Active Play](#) describes screen time as television, computers, and electronic games and limits the use to 30 minutes a day. Children who attend a program for three or less hours and children under the age of two should not be offered screen time. Employees must demonstrate appropriate modelling of screen time use.

As technology evolves and screen devices come in all shapes and sizes, it is challenging to determine what is considered screen time and appropriate modeling of its use. The pandemic highlighted the use of new and diverse tools for virtual connection that has since carried forward to meet the needs of our busy lives.

Staying connected through screen hosting devices such as cell phones, smart watches, and tablets have become a huge part of our daily rituals at home and/or at work.

Recognizing the benefits of staying connected as humans; one should consider how the use of screen time by care providers may impact the health and safety of children in care.

While the DOLSOP – Active Play places emphasis on limiting children's use of screen time; it also stresses that staff demonstrate and model their own appropriate use of screen time while providing care.

The section of the DOLSOP regarding the use of screen time speaks to employees demonstrating appropriate modelling. But, what could be considered as appropriate modelling?





1. Does the facility have a policy specifically for staff regarding screen time use?
2. What defines a screen: i.e. television, computer, cell phones, smart watches, tablets etc.
3. Do staff sign agreements to follow screen time use policy? Is the policy reviewed regularly?
4. How are staff monitored for appropriate screen time modelling?
5. Are staff screen time policies shared with parents?
6. How are staff oriented to screen time use and what are the expectations of screen time use while supervising children?
7. Are there adequate opportunities for staff to successfully access screen time without compromising children's health and safety?
 - a) For personal use.
 - b) For program use.

The health and safety of children remains the priority in our facilities and open conversation and review of practices are necessary to ensure no additional risks are introduced when screen time is accessed within the work place.

Please reach out to your Licensing Officer if you wish to further the conversation on screen time use or have any questions.



Reminder!

Sharing Information

Please ensure that all information that Licensing sends via email to Licensees, such as legislative changes, newsletters and more, are forwarded to all individuals in the organization that require the information in order to operate the facility in a manner that promotes the health, safety and dignity of persons in care.

May

Child Care Month

May 4-10
Emergency Preparedness Week

May 31
World No Tobacco Day

June

June 4
Clean Air Day

June 5
World Environment Day

June 7
National Health & Fitness Day

July

July 7
National Injury Prevention Day

July 20-26
National Drowning Prevention Week

July 28
International Self-Care Day

LO CORNER

What is your favourite part of being a Licensing Officer?

The best part of being a Child Care Licensing Officer is knowing I am making a difference in children's lives and development. I enjoy working with the Licensees and Managers by supporting them to create safe and nurturing environments where children can thrive. Serving the community is very rewarding!

Also, as an Early Childhood Educator, I value the continuous learning that comes with staying updated on legislation and best practices regarding Early Childhood Education.



**Maria Belen
Medina Ramirez**
Child Care Licensing Officer

QUESTION & ANSWER

By Sukhie Bangarh, Child Care Licensing Officer

Question: Are there any continuing education requirements in the Child Care Licensing Regulation for care providers who are qualified as **Responsible Adults**?

Answer: No. However, ongoing education is an important part of providing child care. Taking part in on-going education opportunities assists care providers in providing quality programming, enhancing safety, and keeping up to date on regulatory changes and best practices in child care.



CONTACT US
Community Care Facilities Licensing

[CLICK HERE](#)

Victoria: 250.519.3401

Nanaimo: 250.739.5800

Courtenay: 250.331.8620

Campbell River: 250.850.2110