

LICENSING CONNECT

Community Care Facilities Licensing | Child Care

Spring 2026



Message from the Regional Supervisor

Hello from Licensing!

As Spring arrives to the Island Health region, I want to thank all Licensees, Managers, and staff for your dedication to providing safe, high-quality care. Your commitment makes a real difference and the Licensing Program appreciates the collaboration that helps us meet our shared goals.

I'd like to start this new year by sharing a brief overview of how administrative law guides our work. It is the framework that ensures decisions are lawful, fair, and transparent. In practice, the Licensing Program grounds actions in legislation - the *Community Care and Assisted Living Act* and the Child Care Licensing Regulation. Licensing makes decisions under proper delegation and provides clear reasons for these decisions. Licensing follows procedural fairness by offering Licensees an opportunity to be heard, consider relevant information, and explain outcomes in plain language, so Licensees know what to expect and why.

- For those interested in learning more about Community Care Facilities Licensing in British Columbia, please see [A Guide to Community Care Facility Licensing in BC.](#)



Here's to partnership and excellence in care!

Joel Verbruggen, MPH, BSc. | Regional Supervisor

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INFORMATION SESSIONS | 2026

Community Care Facilities Licensing offers free virtual information sessions for individuals who are interested to learn about how to start up a licensed child care facility, become a Manager, or are new to managing a child care facility in the Island Health Region.

**LICENSEE/
MANAGER**

Saturdays
9:30am-12:00pm

April 11	May 9	June 13
July 11	August 8	September 12
October 17	November 14	December 12

**LICENSEE/
MANAGER**

Thursdays
9:00am-12:00pm

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

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 or 250.519.3401 and identify the information session date that you are interested in attending.



Incident Reporting Portal

The Incident Reporting Portal officially launched in Fall 2025. Child Care Licensees were invited to participate in Information Sessions to learn more about the Incident Reporting Portal and sent a letter in the mail with their facility’s unique Personal Identification Number (PIN) to be able to create an account and submit incident reports online.

Thank you to the sites that participated in our testing phase. Licensees must ensure the following steps are completed to successfully submit incident reports using the online Incident Reporting Portal.

- 1

Obtain Your Facility PIN
- 2

Create An Incident Portal Account
- 3

Submit Incident Reports Online

For questions or inquiries or if you haven’t received your facility’s PIN, please reach out to your Licensing Officer or email Licensing@islandhealth.ca.

Please visit the Community Care Facilities Licensing website on the [Incident Reporting](#) page for additional resources to support Licensees.

The Community Care Facilities Licensing Program would like to thank all Licensees for their continued patience during the development and implementation of the Incident Reporting Portal.



The Incident Reporting Portal

[Community Care Facilities Licensing](#) is excited to announce the official launch of the Incident Reporting Portal for Licensees!

Licensees are now able to submit incident reports online.

Steps to Register and Submit Incident Reports

Licensees must ensure the following steps are completed to successfully submit Incident Reports using the Online Reporting Portal:

1. **Obtain your facility Personal Identification Number**
 - Licensees will receive a letter in the mail with your facility’s unique **Personal Identification Number (PIN)** and instructions on how to register your facility to submit incident reports using the online portal.
2. **Register/Create an Incident Reporting Portal Account**





Incident Reporting Frequently Asked Questions

Under Schedule H of the Child Care Licensing Regulation, Licensees are legally required to report a reportable incident to the Medical Health Officer and the parent/guardian or emergency contact of the child in care.

Examples of a reportable incident include:

- Aggressive or unusual behaviour by a child towards other persons which has not been appropriately assessed in a care plan.
- Emergency restraint, which means any use of a restraint that is not approved and documented in a child's care plan.
- A fall where the child requires emergency care by a medical or nurse practitioner or a transfer to hospital.
- Service delivery problem such as closure due to inclement weather or sickness of the care provider.
- Missing or wandering person.

Maintaining a Log of Non-Reportable Incidents

In all types of facilities, the Licensee must maintain a written log of:

- Minor accidents and illnesses involving persons in care, that do not require medical attention and are not reportable incidents; and
- Unexpected events involving persons in care. Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility.

How soon after an incident do I need to report to Licensing? Can it wait a couple of days?

Section 55(2) of the Child Care Licensing Regulation requires that a **licensee must notify the medical health officer within 24 hours after:**

- A child is involved in, or may have been involved in, a reportable incident described in Schedule H while under the care or supervision of the licensee, or
- It comes to the attention of the licensee that a child enrolled in the community care facility has a reportable communicable disease as listed in Schedule A or B of the Health Act Communicable Disease Regulation,

Please contact your Licensing Officer if you have any questions and if in doubt, err on the side of over reporting.

By Sukhie Bangarh, Child Care Licensing Officer



CAR SEAT SAFETY & RESOURCES

By: Angela Baynton, Cindy Byce & Nicole Bowden
Child Care Licensing Officers



Legislative Requirements

Community Care and Assisted Living Act:

- Section 7 (1)(b)(i) - A Licensee must operate the facility in a manner that will promote the health, safety and dignity of persons in care.

• Child Care Licensing Regulation:

- Section 16 (4)(a)(b) - A Licensee must ensure that equipment accessible to children is suitable for the age and development of children, are safely constructed, free from hazards and in good repair.

- Section 45 (1)(a)(b) - If children are to be transported by a Licensee or a Licensee's employees, the Licensee must ensure that the driver of the vehicle is at least 19 yrs old and holds a driver's license that permits the driver to operate the type of vehicle being used.

BCAA/ICBC GUIDELINES

The Four Stages of Car Seats

- Rear-Facing (Infant & Convertible Seats)
 - Best for infants and toddlers.
 - Keep children rear-facing as long as possible
 - Until maximum height/weight limit is reached.
- Forward-Facing (Harnessed Seats)
 - Suitable once the child outgrows rear-facing car seats.
 - Use a 5-point harness until the child reaches the car seat's limits.
- Booster Seats
 - For children who outgrow forward-facing car seats.
 - Must be used with a lap-shoulder seatbelt.
 - Ensures the adult seatbelt fits correctly.
 - Lap belt across the child's hips, shoulder belt across the child's chest.
- Seat Belts Alone
 - When the child is at least 4'9" (145 cm) and passes the 5-step seat belt test, typically around 9-12 years of age.

The 5-Step Seat Belt Test

A child is ready for just a seatbelt if they:

1. Sit all the way back against the seat.
2. Knees bend comfortably at the edge of the seat.
3. Lap belt stays low on the hips.
4. Shoulder belt crosses the chest and shoulder (not neck or face).
5. Can sit like this the whole trip.

Installation & Fit Tips

- Install car seats tightly - less than 1 inch of movement at the belt path.
- Use either UAS (LATCH) or seatbelt, not both (unless manufacturer allows).
- Harness should be snug - no slack at shoulders (pinch test).
- Rear-facing: harness at or below shoulders.
- Forward-facing: harness at or above shoulders.

BCAA Community Programs 

CAR SEAT SAFETY & RESOURCES



Other Key Safety Tips

- Follow Manufacturer's Instructions.
- Check for expiry dates on car seats.
- Never use a car seat involved in a crash.
- Do not add extra padding not approved by the manufacturer.
- Winter coats can interfere with harness snugness - use thin layers.

Resources

BCAA offers car seat checks and consultations with Child Passenger Safety Technicians.

Contact Child Passenger Safety Program Community Impact at [1.877.247.5551](tel:1.877.247.5551)



[Child Passenger Safety Learning Hub](#) - a comprehensive online portal with in-depth guidance on all seat stages, plus FAQs, fact sheets, safety recalls and more.

For resources and bookings, visit the Learning Hub.

Vancouver Island Car Seat Technicians - Helping you keep your kids safe in the car

info@vicarseattechs.com

Certified Child Passenger Safety Technicians on Vancouver Island dedicated to promoting the safe use of car seats.

Offering private car seat checks, educational sessions, installation clinics and community events.

www.vicarseattechs.com 

Child Passenger Safety Association of Canada - Promoting child passenger safety through public education, advocacy and training.

info@cpsac.org
www.cpsac.org/find-a-tech 

APRIL

National Oral Health Month

World Autism Awareness Day
April 2

World Health Day
April 7



MAY

Speech and Hearing Month

Vision Health Month

National Child and Youth Mental Health Day
May 11 to 17



JUNE

National Indigenous History Month

Safe Kids Week
June 1 to 7

Clean Air Day
June 3, 2026





Q: I understand that to be considered a Responsible Adult, I need to have taken 20 hours of training. What kind of training does Licensing accept? Not accept?

A: Section 29(c) of the Child Care Licensing Regulation states that to qualify as a “responsible adult”, a person must have completed a course, or a combination of courses of at least 20 hours duration in child development, guidance, health and safety or nutrition. Therefore, any courses or training that you take should be on one or more the topic areas set out as requirements in this section of the legislation. With that in mind, a course in accounting for small business would not count towards your 20 hours of training, but a course related to the care of children would count.

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

A: 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.

Q: What documentation is required for students completing practicum placements at child care facilities?

A: The character and skill requirements set out in Section 19 of the Child Care Licensing Regulation apply only to persons employed by or volunteers in a community care facility.

Practicum students are not considered employees or volunteers of the community care facilities in which they are placed; therefore, Section 19 does not apply to practicum students. They are in the facility for the purpose of completing very specific curriculum requirements under the supervision of an approved educational institution.

Practicum students should have a valid criminal record check through the Criminal Records Review Program; however, the responsibility to complete these checks is with the educational institution the student is attending.

Licensees who agree to accept practicum students should confirm a criminal record check has been obtained for the student prior to the student beginning the practicum placement.



Q: Section 57(2)(i) of the Child Care Licensing Regulation requires that a photograph or digital image be kept for each child in case of an emergency, can the digital image be on my phone or computer?

A: Digital image should be interpreted as meaning a photo taken with a digital device, photos stored on a cell phone or computer only would not meet the requirements of the Child Care Licensing Regulation. You may keep copies electronically but must also have hard copies of the photos because they must be accessible at all times. Electronic copies may not be available at all times due to unexpected power outages or cell failure. These devices are not reliable in emergency situations.

LO CORNER

What are you looking forward to as an LO?

As a Licensing Officer, I am excited to connect with everyone in the child care field – from licensees and managers to staff, parents, ECE students, and community members. I am passionate about supporting and building relationships within our community, and I look forward to every opportunity to collaborate, share ideas, and learn from one another. Outside of work I enjoy travelling and experiencing new cultures, which helps bring fresh perspectives to my role.



Nicole Bowden
Child Care Licensing Officer

QUESTION & ANSWER

What facility information may be accessed by the public?



Routine Inspection Reports and facility information can be found on the [Community Care Facilities Licensing page on the Island Health website](#). Additional information may be released related to a facility through requests made under the Freedom of Information and Protection of Privacy Act (FIOPPA). Personal and third party information may be severed out prior to the release of the information to the requestor.



CONTACT US

Community Care Facilities Licensing

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