



Licensing Insights

HIRING A NEW MANAGER

As a licensee, you may need to hire a manager to oversee the operations of your facility. [Section 19 of the Child Care Licensing Regulation \(CCLR\)](#) outlines the requirements for hiring a manager. These are intended to ensure that character and skill requirements are satisfied.

What qualifications are necessary to become a manager?

The manager must be of good character and have the training and skills needed to manage employees and carry out any duties assigned to them.

Is it necessary to inform the Community Care Facility Licensing (CCFL) program when a new manager is hired?

Yes, you will need to email the CCFL program at licensingconnect@northernhealth.ca with the facility name, new manager name, and their contact information. Section 11(1) of the CCLR required licensees, excluding those operating family or in home multi care child care, to post the facility license and the name of the manager.

Which documents do I need to retain for a manager?

You will need to collect the following documents and keep them on file for review by the licensing officer on inspection. These documents are evidence of your due diligence in the hiring process and indicate compliance with the [Community Care and Assisted Living Act](#) and regulations.

- Criminal record check, required by the Criminal Records Review Act and processed by the Criminal Records Review Program
- Three references that are relevant to the position
- Record of the person's work history
- Diplomas and certificates or other evidence of the person's training and skills
- Immunization records
- First aid certificate, if the person will be working alone with children

With the hiring of a new manager, you may need to update your employee plan. Based on the qualifications, relevant work experience and suitability of the proposed manager, the plan may need to be revised if there are any operational changes.



Where can I find more information on hiring a new manager?



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If you have any questions about hiring a new manager, or if you would like to attend an information seminar, please contact Licensing Connect to speak to a licensing officer at 1.844.845.4200 or licensingconnect@northernhealth.ca.

For more information about the Community Care Facility Licensing program and to view the legislation visit the [Community Care Facility Licensing | Northern Health](#) website.