

# LICENSING SERVICES HANDBOOK

## Day Cares



## Contents

Introduction .....	2
Section 1 – Initial application process.....	4
Section 2 – Information about the issued license.....	6
Section 3 – Licensing inspections.....	8
Section 4 – How to prepare for an inspection .....	10
Section 5 – Compliance and Enforcement Standards.....	12
Section 6 – Complaints.....	15
Section 7 – Directory of Licensed Child Care Facilities .....	17
Section 8 – Useful Resources .....	18
Section 9 - Licensing Services contact information.....	19
Section 10 - Early Childhood Development Services contact information .....	21

## Introduction

This handbook is intended to be used as a reference if you operate a licensed child care facility, under the *Day Care Act* or are interested in opening a licensed child care facility. It provides information on the following topics:

- The license application process
- Information about the license
- What is involved in the inspection and monitoring of your licensed child care facility
- How to prepare for a licensing inspection
- Compliance and Enforcement standards
- How to report complaints and how Licensing Services responds to complaints

Licensing Services' purpose is to protect the health, safety, and well-being of those receiving out of home care. We do this through inspections to ensure compliance with minimum requirements set out in the *Day Care Act*, the *Day Care Regulations*, and Early Childhood Development standards. Throughout this handbook, these three sources are collectively referred to as the *Day Care Act*.

Licensing Services inspects and issues licenses to child care facilities, which provide care for more than six children of any age combination (birth to 12 years, inclusive of your own), or for more than eight school age children (all attending school and inclusive of your own).

Licensing Services is accountable for the following:

- Processing license applications, ensuring licensing requirements are met, and issuing the license
- Providing technical assistance to facilities to help them achieve compliance with the regulations and standards
- Performing a minimum of two inspections per year on-site at each licensed facility
- Carrying out compliance enforcement activities for facilities that are found to be in non-compliance of any requirement of the *Day Care Act*
- Receiving and following up on complaints made against licensed and unlicensed facilities
- Maintaining an online directory of licensed child care facilities and family home day care agencies within the province

### **Information about Licensing Services**

For additional information on the licensing process, the Act and Regulations, and other licensed programs, see the Licensing Services website: <http://novascotia.ca/coms/licensing/index.html>

### **Information for Child Care Licensees**

More information about programs and resources to help you understand the requirements and the supports available for operating and working in a regulated child care setting is available on the Early Childhood Development Services (ECDS) website: <http://www.ednet.ns.ca/earlyyears/providers/>

### **Child Care Information for Families**

ECDS provides funding resources and supports to programs that deliver services to families and children. This includes regulated child care, early intervention, child care subsidy, and early childhood education training. For more information about these programs and resources available to families visit the ECDS website: <http://www.ednet.ns.ca/earlyyears/families/>

## Section 1 – Initial application process

If you are interested in providing care for more than six children of any age combination (birth to 12 years, inclusive of your own), or for more than eight school age children (all attending school and inclusive of your own) you must have a license to operate a child care facility.

There are two phases to obtaining an initial license:

1. Submitting a license proposal and Early Childhood Development Services (ECDS) approval
2. Applying for a license, Licensing Services recommendation and Minister approval

### Phase 1: Submitting a license proposal and ECDS approval

Complete an 'Intent to Operate a Child Care Facility' form and forward it to the Early Years Branch. Once processed, you will be given a Child Care Facility License Proposal Guide, and be required to submit an initial proposal. When all requirements are met, approval for a proposal is granted. For more information about the ECDS program and for information on license proposals, guidance and packages, contact the Early Childhood and Community Development Specialist in your region (refer to [Section 10 – Early Childhood Development Services contact information](#)).

During the proposal phase, the ECDS program will provide you with the Licensing Services Application for a License Day Care Facility / Family Home Day Care Agency form. You can contact a Licensing Supervisor to discuss the application form and licensing requirements (refer to [Section 9 – Licensing Services contact information](#)).

### Phase 2: Applying for a license, Licensing Services recommendation and Minister approval

After your license proposal is approved by the ECDS program, you will be required to complete a license application form with the following documentation:

- A letter from the Municipality stating that the facility conforms to zoning by-laws
- A copy of the Occupancy Permit from the Municipal Building Inspector (not required for facilities located in schools)
- Proof of liability Insurance
- A copy of the Health Inspection Report, indicating that all health safety requirements are met
- A copy of the Fire Inspection Report, indicating that all fire safety requirements are met
- A current floor plan of the facility
- A current water analysis report (if on well supply)

It is recommended that you contact the Office of the Fire Marshal (fire inspection) and the Department of Environment (health inspection) early in the process because of the time it may take to arrange for these inspections (refer to [Section 8—Useful Resources](#) for contact information).

Submit your completed application and all the required documentation to Licensing Services:

**Licensing Services**

Licensing Supervisor

PO Box 578

Brunswick Place

2021 Brunswick Street

Halifax, Nova Scotia, B3J 2S9

Licensing Services is committed to having your initial license issued to you within 10 business days of receipt of the **complete** application, including **all** the required documentation. A Licensing Supervisor will review your application to verify that all required documentation has been submitted.

Before you are issued a license, a Licensing Officer will be assigned and will contact you to arrange an on-site inspection of your facility to confirm that all the requirements of the *Day Care Act* are met. Once this is completed, a recommendation will be made to issue your new license. The Minister of Education and Early Childhood Development provides the final approval and signs the license.

If you require any assistance during this phase of the application process, you can contact your assigned Licensing Officer directly or a Licensing Supervisor (refer to [Section 9 – Licensing Services contact information](#)).

## Section 2 – Information about the issued license

This section provides details of your responsibilities and what to expect once you have your child care facility license, as well as the tools that are available to you should you wish to request a change.

The Minister of Education and Early Childhood Development issues the license to your registered Licensee name. The license contains the following information:

- Name of the facility
- Location of the facility
- List of the program(s) offered – Full Day, Part Day, and/or School Age
- Conditions of the license
- Effective dates of the license

### Term

Licenses are issued for a period of five years.

### Conditions

For a child care facility, the following conditions are detailed on the license:

- **Maximum number of children** – the total number of children that can be present at the facility at one time
- **Age range** – the allowable age range of the children present at the facility
- **Maximum number of children in each program** – the total number of children that can be present at the facility participating in the full day program, part-day program, or school age program
- **Other terms, conditions, or restrictions** – any additional items will be detailed here (if, for example, the facility is temporarily located at another address, the facility is exempted from a specific regulation, or the facility is operating under a Probationary License).

### Renewal

At least 30 days before the end of the term of your license, you will receive a license renewal application form, asking you to verify the conditions on your license and confirm that you want your license renewed for another five year term.

## Voluntary Closure

If for any reason during the term of your license you decide to close your facility, you must advise your Licensing Officer and Early Childhood Development Consultant of your decision. Licensing Services will issue a letter acknowledging your decision to close the facility and will cancel your license.

## Changing the License

At any time during the term of your license, you may request changes to your license (to change, for example, the programs offered, the maximum number of children, the age range, or the location of the facility). To request a change to your license, you will need to contact ECDS and discuss the proposed changes with an Early Childhood Development Consultant (ECDC). The ECDC will provide guidance on the steps required and will provide a recommendation to proceed with the change (refer to [Section 10 – Early Childhood Development Services contact information](#)).

Once the ECDC has recommended your requested change, a Licensing Supervisor will provide you with a change request application form, which you will need to complete and forward to the Licensing Services Head Office along with the required documentation.

Many change requests require you to submit a Fire and Health inspection report. In that case, you will have to submit either a new inspection report or your current inspection report accompanied by an email or letter from your Fire and Health Inspectors indicating that they are aware of the change and that the existing inspection report is satisfactory.

A Licensing Supervisor will review your application to verify that all required documentation has been submitted. If the application is not complete, the Licensing Supervisor will return it to you and detail the outstanding documentation needed to proceed with the change request.

Depending on the type of change requested, a Licensing Officer may conduct an inspection to ensure compliance of the *Day Care Act*. If your request has been approved, an updated license will be issued.

## Displaying the License

The license for your facility must be displayed in a clearly visible and prominent place within the facility, (such as on a bulletin board in the entrance) where it is easily visible to parents, licensing staff and the general public.

## Displaying the Visual Identification Symbol

In addition to the license for your facility, you will receive a Licensed Day Care Facility – Visual Identification Symbol, which must be displayed in a location clearly visible from the outside of your facility, such as in the window of the front door. The purpose of this symbol is to help parents identify child care centres that are licensed and regularly inspected.

## Section 3 – Licensing inspections

This section will provide you with information on the purpose of licensing inspections and a description of each type of inspection.

### Purpose of Inspections

All licensed child care facilities are required by law to be inspected. Inspections are intended to ensure all licensed facilities adhere to the *Day Care Act*. Licensed facilities will receive a minimum of two licensing inspections during a 12-month-period. However, if non-compliance is identified or a complaint received, licensing staff may complete additional inspections.

### Licensing Inspection Report

Once the inspection has been completed, your Licensing Officer will issue a Licensing Inspection Report, which provides the results of the inspection and details of any identified non-compliance items. The Licensing Officer will review the inspection report with the facility's Administrator, or designate, who will need to sign and post the Licensing Inspection Report.

### Type of Inspections

#### Initial License Inspection

This inspection occurs when you apply for an initial child care facility license. Its purpose is to ensure adherence to the *Day Care Act*. The inspection will be scheduled in advance by the Licensing Officer who will conduct it.

#### Initial Unannounced Inspection

This inspection takes place three (3) to six (6) months after your initial license is issued. You are not informed in advance of the inspection date. If your facility is in full compliance, the next scheduled inspection would occur on or before the Annual Inspection anniversary date. If non-compliance items have been identified, a Monitoring Inspection will be scheduled.

#### Annual Inspection

Annual Inspections are performed at all licensed facilities. This inspection occurs on or before your Annual Inspection anniversary date. Your Licensing Officer will contact you to schedule this inspection and will answer any questions you may have. If your facility is in full compliance, the next inspection would be an Annual Unannounced Inspection, which would occur in four (4) to nine (9) months. If non-compliance items have been identified, a Monitoring Inspection will be scheduled.

### **Annual Unannounced Inspection**

This unannounced inspection occurs at least once within a 12 month period. The inspection is done four (4) to nine (9) months from the date of your Annual Inspection, and you are not informed of the inspection date. If your facility is in full compliance, the next inspection would be your Annual Inspection. If non-compliance items have been identified, a Monitoring Inspection will be scheduled.

### **Monitoring Inspections**

Monitoring Inspections are conducted if non-compliance items were identified during an inspection. A Licensing Officer will conduct a Monitoring Inspection by the date specified on the Licensing Inspection Report to correct the identified non-compliance items. If you are not sure how to correct the non-compliance item, you can contact your Licensing Officer for technical assistance.

If there are non-compliance items still outstanding and not corrected after a Monitoring Inspection, an additional Monitoring Inspection is conducted with new correct-by date specified. Additional Monitoring Inspections will also result in enforcement measures being implemented according to the Compliance and Enforcement Standards (refer to [Section 5 – Compliance and Enforcement Standards](#)).

### **Enhanced Monitoring Inspections**

Licensing Services may deem it necessary to conduct additional Monitoring Inspections to ensure continued safety at the facility during periods of non-compliance or when renovations are occurring at your facility. These visits may be scheduled or unannounced.

### **Complaint Investigations**

Licensing Services receives and manages complaints about child care facilities. It may be determined, based on the information received, that a Licensing Officer will have to visit your facility in order to determine if any action is required. If the complaint results in non-compliance with the requirements of the *Day Care Act*, the item and correct-by date is noted on the Licensing Inspection Report, and a Monitoring Inspection will be scheduled. If no action is required, a Licensing Inspection Report will be issued indicating there are no areas of non-compliance.

Some complaints pertain to other Departments or programs (ECDS, for example, or the Department of Environment, or the Office of the Fire Marshal). In these cases, a referral will be made to the appropriate area (refer to [Section 6 – Complaints](#)).

## Section 4 – How to prepare for an inspection

This section provides some recommended practices to ensure that you and your facility are prepared for an inspection. The purpose of an inspection is to determine whether your facility is complying with the minimum requirements for a licensed child care facility.

### Technical Assistance

You may request technical assistance from either your Licensing Officer or a Licensing Supervisor. The intent of the technical assistance is to provide information and support to help you meet and maintain compliance with the *Day Care Act*. We are also available to meet with you and your staff to answer any questions you may have. Our goal at Licensing Services is to help facilities meet compliance, and we encourage you to contact us at any time. Technical assistance can occur via telephone, through site visits, by letter or by email.

### Know the minimum requirements

To ensure that your facility meets the minimum requirements at all times, it is important that you and your staff are familiar with the *Day Care Act*, the *Day Care Regulations* and the ECDS standards. If you have questions or need clarification, your Licensing Officer is available to assist you and go over your questions.

### Review the Inspection Checklist form

You may wish to review the Day Care Inspection Checklist used by Licensing Officers during inspection visits. A copy of the checklist is available on our website (<https://www.ednet.ns.ca/earlyyears/licensing/day-care-family-home-day-care.shtml>), or you may request a copy from your Licensing Officer or by contacting Licensing Services.

### Review previous Licensing Inspection Reports

You may wish to review Licensing Inspection Reports from previous inspections, as this will give you a listing of non-compliance items identified in the past.

### **Have children's and administrative records ready**

Check to see that all records and required documentation are complete, organized and up-to-date. Also, make sure all required administrative records and postings are accessible for review. Here are some examples of the records and documentation the Licensing Officer will ask to see:

- a copy of your policies and procedures
- program plan
- children's files
- children's attendance records
- staff classifications
- staff training
- child abuse registry checks
- vulnerable sector checks

Some of the documentation, such as fire inspection reports, child abuse registry checks, or confirmation of required staff training, may take several weeks to be completed. You will need to ensure that the documentation is obtained early enough in advance so that it can be reviewed at the time of your inspection.

### **Talk with your staff**

You may wish to speak to your staff about the licensing inspection in order to better prepare them and help them understand the process. It is important for staff members to be familiar with the Day Care Inspection Checklist and understand what the Licensing Officer may be looking for. They should feel free to speak with the Licensing Officer and to ask questions. Staff should be encouraged to follow regular routines during the inspection.

### **What to expect during an inspection**

During an inspection, a Licensing Officer will record notes, complete observations, review records and postings and speak with the facility Director and staff. Once the inspection is complete, the Licensing Officer will determine whether your facility meets the requirements. If there are any identified non-compliance items, the Licensing Officer will provide details on them and specify a correct-by date. The Licensing Officer will review the results of the inspection and generate the Licensing Inspection Report.

The length of an inspection varies and may take several hours. Feel free to inform the Licensing Officer of any needs during this timeframe (such as scheduled appointments or staff break coverage).

## Section 5 – Compliance and Enforcement Standards

This section provides a summary of the actions that occur under the Compliance and Enforcement process when non-compliance to the *Day Care Act* is identified. The *Compliance and Enforcement Standards* can be reviewed online at <https://www.ednet.ns.ca/earlyyears/licensing/day-care-family-home-day-care.shtml>, under 'Resources'.

### First Monitoring Inspection

If non-compliance is identified during an inspection, a Monitoring Inspection is conducted by a Licensing Officer on or before the date specified on the Licensing Inspection Report to correct the identified non-compliance.

### Probationary Warning Letter

If at the first Monitoring Inspection, the non-compliance items are not corrected, the Licensing Officer will escalate the non-compliance to a Licensing Supervisor and assign a second Monitoring Inspection date. The Supervisor, after reviewing the information on the outstanding non-compliance items, may recommend that the Director of Licensing Services issue a Probationary Warning Letter. This letter will advise you that if the non-compliance items are not corrected by the specified comply-by date a Probationary License may be issued. The Probationary Warning Letter must be displayed in your facility.

### Probationary License

If at the second Monitoring Inspection, the non-compliance items are not corrected, the Licensing Supervisor will escalate the non-compliance to the Executive Director, Early Years Branch, and assign a third Monitoring Inspection date. The Executive Director, after reviewing the information on the outstanding non-compliance items, may recommend that the Minister of Education and Early Childhood Development issue a Probationary License. The Probationary License must be displayed in your facility. A letter accompanying the Probationary License will advise you that if the non-compliance items are not corrected by the expiry date identified on the Probationary License, a recommendation will be made to the Minister to suspend or cancel your license.

As per the Day Care Regulations, section 47(8), the Minister may provide a parent committee chair and, if the Minister considers it necessary, other committee members with a copy of any notice or written information about the status of the license at the same time that the Minister gives it to the licensee.

### Suspension or Cancellation of License

If at the third Monitoring Inspection, the non-compliance items are not corrected, a Licensing Supervisor will escalate the non-compliance to the Executive Director, Early Years Branch. The Executive Director,

after reviewing the information on the outstanding non-compliance items, may recommend that the Minister of Education and Early Childhood Development suspend or cancel your license. A letter from the Minister will be issued detailing the suspension or cancellation decision and the required next steps.

Please note that the Minister may at any time suspend or cancel a license. This would only occur when there is sufficient evidence to warrant the suspension or cancellation.

### **High Priority Violation**

High priority violation refers to a violation of the Act and regulations which could reasonably be expected to cause imminent risk of harm to children if operations proceed without immediate correction of the condition or practice.

When it is determined that a facility has a high-priority violation, the facility director must take action to address the violation immediately to minimize the risk. A Licensing Inspection Report will be issued with a comply-by date, and the Minister will suspend the existing license and issue a probationary license for a specified period.

The licensing officer will carry out enhanced monitoring inspections to ensure that there are no further occurrences of the violation or any other immediate safety concerns. If the same high priority violation recurs during the term of the probationary license, the Minister may advise the licensee that the probationary license and suspended five-year license are cancelled effective immediately.

### **Chronic Non-Compliance**

Chronic non-compliance refers to a situation where a child care facility has demonstrated at least one of the following:

- repeated violation(s) of the same section(s) of the Act and regulations over a 12-month period or other period as determined by EECD
- two or more violations at multiple inspections over a 12-month period or other period determined by EECD

When it is determined that a facility is in chronic non-compliance status, Department staff will meet with the licensee to discuss concerns and provide technical assistance. The licensee must provide a written action plan detailing how they will address violations and maintain compliance.

The licensing officer will complete enhanced monitoring inspections over a specified period as determined by EECD. If any violations are identified during the enhanced monitoring inspection period, the Minister may suspend the existing license and issue a probationary license. If any violations are identified during the term of the probationary license, the Minister may advise the licensee that the suspended license will be cancelled on the date of the expiry of the probationary license.

The chronic non-compliance status of a licensee will end when the licensee has maintained full compliance with the Act and regulations for 12 consecutive months.

## Action Plans

Depending on the nature of a non-compliance item and the circumstances around coming into compliance, your Licensing Officer may suggest establishing an Action Plan for your facility to come into compliance.

Here is an example situation where an Action Plan could be implemented to correct non-compliance with the regulations; a facility has to undertake renovations, repairs or replacements, but the work, for various reasons, cannot reasonably be completed within the identified correct-by date.

To establish an Action Plan, you will need to coordinate with your Licensing Officer and complete a Facility Action Plan form. The completed form, which provides the details of your plan to come into compliance with the non-compliance item, will have to be approved by Licensing Services.

## Section 6 – Complaints

Licensing Services is responsible for following up on any complaints pertaining to licensed child care facilities and family home day care agencies, and unlicensed caregivers. You are encouraged to contact us when you have any concerns or questions by phone at **1-877-223-9555**.

### Licensed facilities

When a complaint is received, the information is assessed and a determination is made as to whether an investigation is required. If the complainant provides information that indicates a contravention to the *Day Care Act*, a Licensing Officer will investigate. Depending on the nature of the complaint, Licensing Services may also refer the complaint to other government departments or programs, such as ECDS, Department of Environment, Office of the Fire Marshal, or Child Welfare.

### Unlicensed caregivers

If a caregiver is providing child care service to more than six children of any age combination (birth to 12 years, inclusive of their own), or for more than eight school age children (all attending school and inclusive of their own) they are required to obtain a license to operate a child care facility.

The *Day Care Regulations* state that there are exemptions to this requirement; some examples of programs that are exempted are as follows:

- Recreational programs offered by recognized community providers;
- Religious activities;
- Casual and irregular babysitting arrangements for care and supervision provided to a child;
- A program provided for children that has the promotion of specific recreational, athletic, artistic or musical skills as its only purpose;
- A camp for school-age children operated during school holiday periods by persons who are not at the same time and same location working for a licensee as staff or care providers; or
- A program provided in a public school by a school board for children who will be at least 4 years old on December 31 of the school year in which they are enrolled in the program.

The *Day Care Act* prohibits any unlicensed caregiver from advertising or implying or leading the public to believe that they are a licensed facility.

Anyone with concerns regarding an unlicensed child care program is encouraged to call **1-877-223-9555** and report the program.

## Suspected Child Abuse

Everyone has the duty to immediately report to a child welfare agency even a suspicion that a child under 16 may be in need of protective services. If you suspect that a child is being abused or neglected, you have a **duty to report**. Once a report is made, child protection social workers assess the information provided to determine an appropriate response.

If you suspect that a child is being abused or neglected; refer to and follow the processes outlined in **Reporting and Investigating Allegations of Abuse and Neglect in Regulated Child Care Settings**, which can be reviewed online at <https://www.ednet.ns.ca/earlyyears/documents/Reporting-Investigating-Abuse.pdf>

## Section 7 – Directory of Licensed Child Care Facilities

Licensing Services maintains an online directory of licensed child care facilities and family home day care agencies within the province. The directory also details whether a facility currently meets its licensing requirements. If a facility is not in compliance, details of the non-compliance items are available. The directory can be accessed online at:

<https://nsbr-online-services.gov.ns.ca/DCSONline/ECDS/loadSearchPage.action>

The directory allows you to search for a facility or facilities by using any or all of the following criteria:

- County
- City/Town
- Facility Name
- Program Type
- Age Category

Once you have selected a facility, the directory provides the following information:

- Facility Name
- Facility Type
- Address
- County
- Phone
- Email
- Program Type
- Age Range
- Total License Capacity
- Annual Inspection Date
- Unannounced Inspection Date
- If the facility has any outstanding non-compliance items
- If the facility is operating under a Probationary License

## Section 8 – Useful Resources

This section provides links to related information and other resources you might find useful.

### **Day Care Act, Regulations, and Standards**

[http://www.ednet.ns.ca/earlyyears/Acts\\_Regs\\_Standards.shtml](http://www.ednet.ns.ca/earlyyears/Acts_Regs_Standards.shtml)

### **Licensing Services website**

<https://www.ednet.ns.ca/earlyyears/licensing/>

### **Licensing Services Day Care Checklist**

<https://www.ednet.ns.ca/earlyyears/documents/licensing/Day-Care-Licensing-Checklist.pdf>

### **Directory of Licensed Child Care Facilities**

<https://nsbr-online-services.gov.ns.ca/DCSONline/ECDS/loadSearchPage.action>

### **Licensee’s Manual for Regulated Child Care Settings**

<http://www.ednet.ns.ca/earlyyears/providers/ChildCareManual.shtml>

### **Reporting and Investigating Allegations of Abuse and Neglect: A Protocol and Handbook for Licensees, Child Care Staff and Care Providers in Regulated Child Care Settings**

<https://www.ednet.ns.ca/earlyyears/documents/Reporting-Investigating-Abuse.pdf>

### **Guidelines for Communicable Disease Prevention and Control for Child Care Settings**

[http://www.novascotia.ca/dhw/cdpc/documents/Guidelines\\_CDPC\\_Child\\_care\\_Setting.pdf](http://www.novascotia.ca/dhw/cdpc/documents/Guidelines_CDPC_Child_care_Setting.pdf)

### **Office of the Fire Marshal**

<http://novascotia.ca/lae/publicsafety/ofm.asp>

### **Health Inspections**

<https://novascotia.ca/agri/programs-and-services/food-protection/>

### **Child Abuse Register**

<http://novascotia.ca/coms/families/abuse/ChildAbuseRegister.html>

### **Food and Nutrition Standards**

<https://www.ednet.ns.ca/earlyyears/providers/FoodandNutritionalSupport.shtml>

## Section 9 - Licensing Services contact information

### General Inquiries and Complaints

Phone: 1-877-223-9555

### Licensing Services Head Office

Department of Education and Early Childhood Development  
Brunswick Place  
2021 Brunswick Street  
Halifax, Nova Scotia B3J 2S9

### Licensing Services Regional Offices - Contact Information

#### Halifax

PO Box 578, 2021 Brunswick Street  
Halifax, NS B3J 2S9

#### **Licensing Officers**

Phone: (902) 478-4654  
Phone: (902) 266-8055  
Phone: (902) 456-6905

#### Sydney Regional Office

360 Prince Street, Suite 25,  
Sydney, NS B1P 5L1

#### **Licensing Officers**

Phone: (902) 563-5763

#### New Glasgow District Office

161 Terra Cotta Drive  
New Glasgow, NS B2H 6B6

#### **Licensing Officers**

Phone: (902) 755-7069

#### East Hants (Elmsdale)

15 Commerce Court, Suite 130  
Elmsdale, NS B2S 3K5

#### **Licensing Officer**

Phone: (902) 717-1432

#### Kings District Office (Kentville)

460 Main Street  
Kentville, NS B4N 1L2

**Licensing Officer**

Phone: (902) 679-6244

Cell: (902) 670-4529

## Section 10 - Early Childhood Development Services contact information

### Early Childhood Development Services Regional Offices

#### Central Region (Serves districts/counties: Halifax)

Department of Education and Early Childhood Development  
Brunswick Place  
2021 Brunswick Street  
Halifax, Nova Scotia B3J 2S9

Early Childhood and Community Development Specialist  
Phone: (902) 424-2681

Early Childhood Development Consultants  
Phone: (902) 424-4700  
Phone: (902) 424-7714  
Phone: (902) 424-4880

Early Childhood Development Child Care Subsidy Caseworkers  
Phone: (902) 424-2084  
Phone: (902) 424-4919  
Phone: (902) 424-1664

#### Eastern Region (Serves districts/counties: Cape Breton, Richmond, Victoria and Inverness)

Early Childhood and Community Development Specialist  
Phone: (902) 232-2810 Ext. 1926

Early Childhood Development Consultant  
Department of Education and Early Childhood Development  
Provincial Bldg., 218 MacSween Street Unit 3  
Port Hawkesbury, NS B9A 2J9  
Phone: (902) 625-1866

Early Childhood Development Child Care Subsidy Caseworker  
Department of Education and Early Childhood Development  
184 Commercial Street, Parsons Building  
North Sydney, Nova Scotia B2A 3Y7  
Phone: (902) 794-5110  
Toll Free: 1-844-794-5110

**Northern Region (Serves districts/counties: Antigonish, Pictou, Colchester, East Hants, Cumberland and Guysborough)**

Department of Education and Early Childhood Development  
P.O. Box 950, 60 Lorne Street  
Truro, Nova Scotia B2N 3K3

Early Childhood and Community Development Specialist  
Phone: (902) 232-2810 Ext. 1926

Early Childhood Development Consultants  
Phone: (902) 896-2241  
Phone: (902) 893-5642

Early Childhood Development Child Care Subsidy Caseworker  
Phone: (902) 893-6167  
Toll Free: 1-844-893-6167

**Western Region (Serves districts/counties: Annapolis, Digby, West Hants, Kings, Lunenburg, Queens, Shelburne and Yarmouth)**

Early Childhood and Community Development Specialist  
Phone: (902) 679-6132

Early Childhood Development Consultant  
Department of Education and Early Childhood Development  
460 Main Street  
Kentville, NS B4N 1L2  
Phone: (902) 679-6218

Early Childhood Development Consultant  
Department of Education and Early Childhood Development  
10 Starrs Road  
Yarmouth, NS B5A 2T1  
Phone: (902) 742-0745

Early Childhood Development Child Care Subsidy Caseworker  
Department of Education and Early Childhood Development  
76 River Street  
Kentville, NS B4N 1G9  
Phone: (902) 678-5108  
Toll Free: 1-877-442-4415

Early Childhood Development Child Care Subsidy Caseworker  
Department of Education and Early Childhood Development  
10 Starrs Road  
Yarmouth, NS B5A 2T1  
Phone: (902) 742-0703  
Toll Free: 1-844-742-0703