KeepCount
Getting started

The director of a licensed child care centre

# KeepCount guide for directors

Running a centre that is already in KeepCount: the day as it happens, and the rhythm of the first week.

Your first day and your first week · 29 steps, one screen and one line each · a short "watch out" where there is a catch

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**Your first day** · 14 steps

**Your first week** · 15 steps

**The screens explained**

Screens from KeepCount 0.99.162, captured October 29, 2026 in a demonstration organization: everyone in them is fictional. Sections of O. Reg. 137/15 read on e-Laws October 20, 2026.

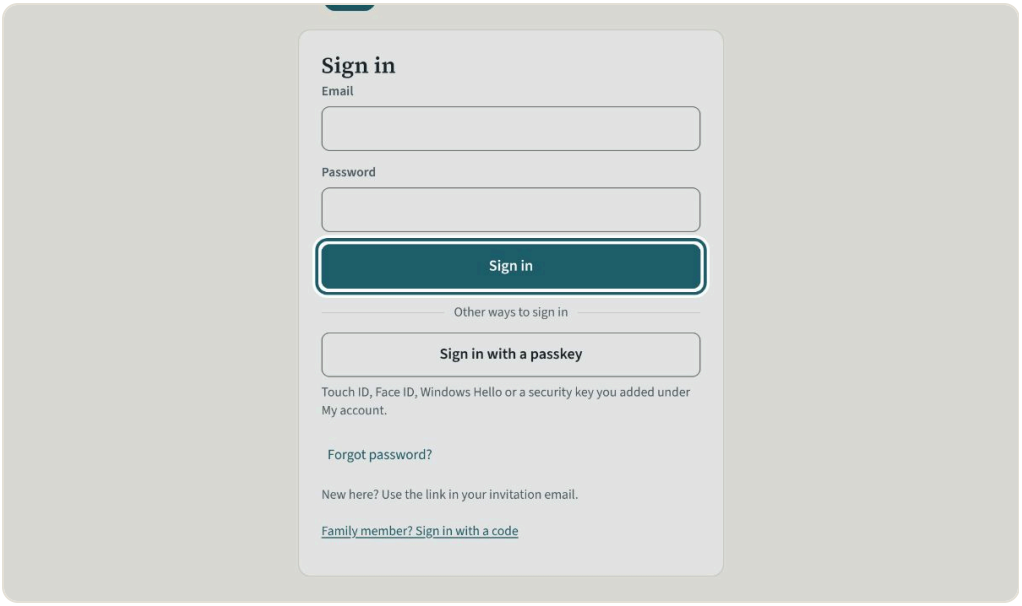
# Your first day

The day as it runs: what needs you this morning, the people who are not cleared, the arrivals, the rooms, medication, an incident, the close-out. The screens are from a demonstration centre, three weeks into its records; everyone in them is fictional.

## 1 Sign in

Open the link in your invitation email and choose a password. After that, sign in with your email and that password.

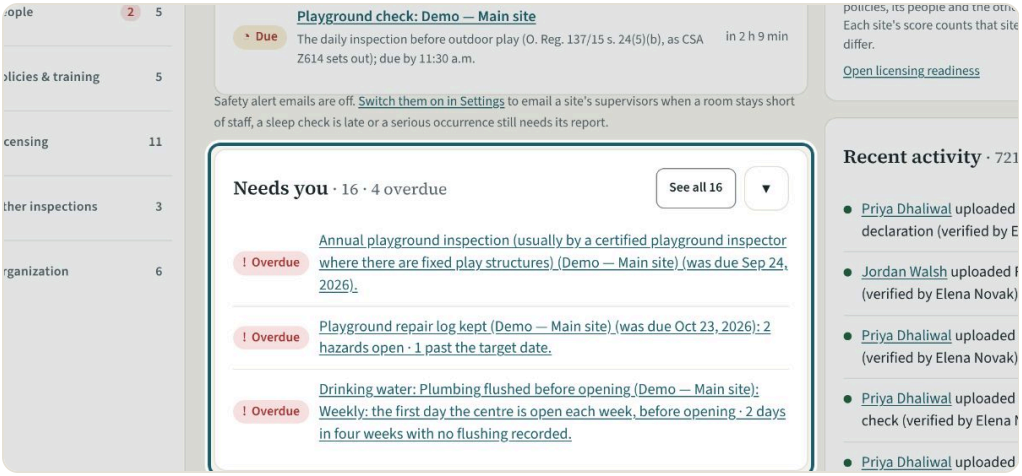
**Watch out:** An administrator does everything but billing (unless the owner allows it) and deciding who is an owner or an administrator.




## 2 The dashboard

The dashboard shows what needs you now: the four figures, Needs you, the readiness score, recent activity and the staff still in progress.

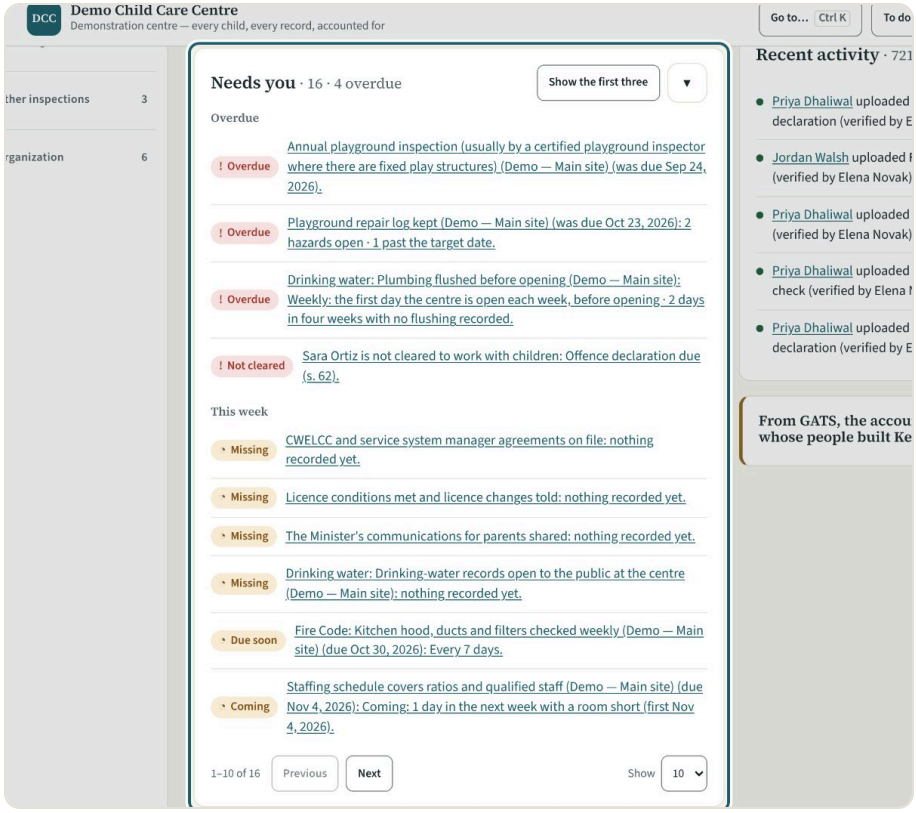
**Watch out:** "Remind everyone overdue (n)" emails each person once, and not again within 20 hours.



## 3 Needs you, in full

"See all" opens Needs you in full: Overdue, This week and Later, each line a person or a record with its date and the section behind it.

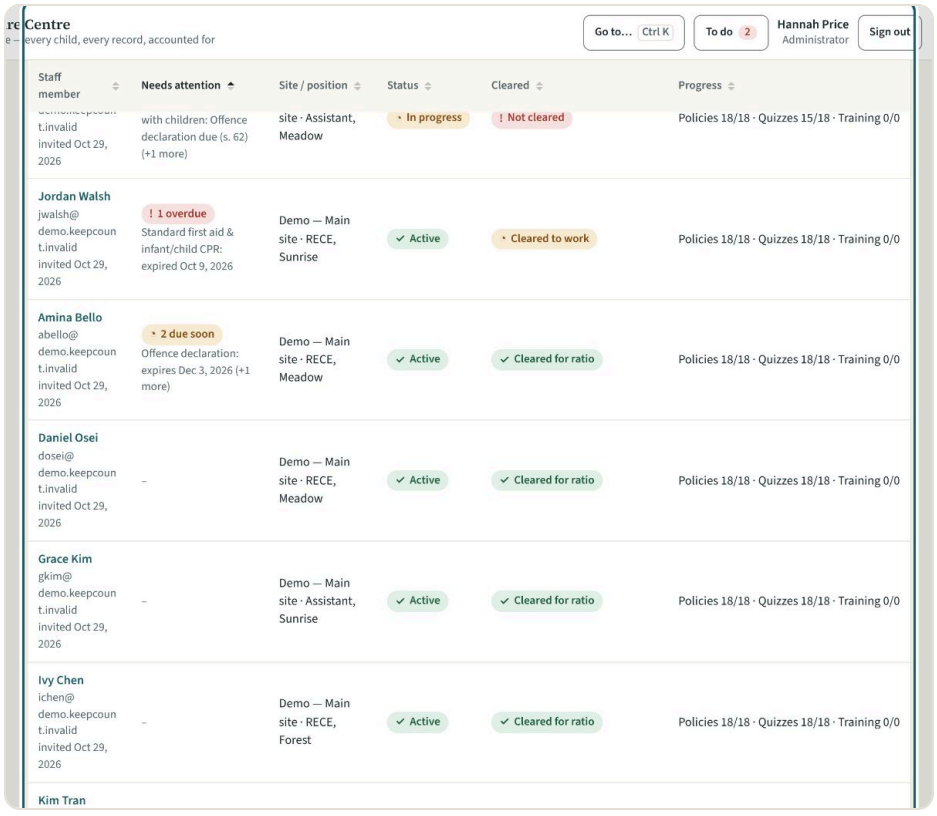
**Watch out:** Nothing is ticked: a line leaves when the record changes. Each line opens the screen where it is fixed.




## 4 Staff

Staff lists each person with what needs attention, their site and position, their status, whether they are cleared, and their progress.

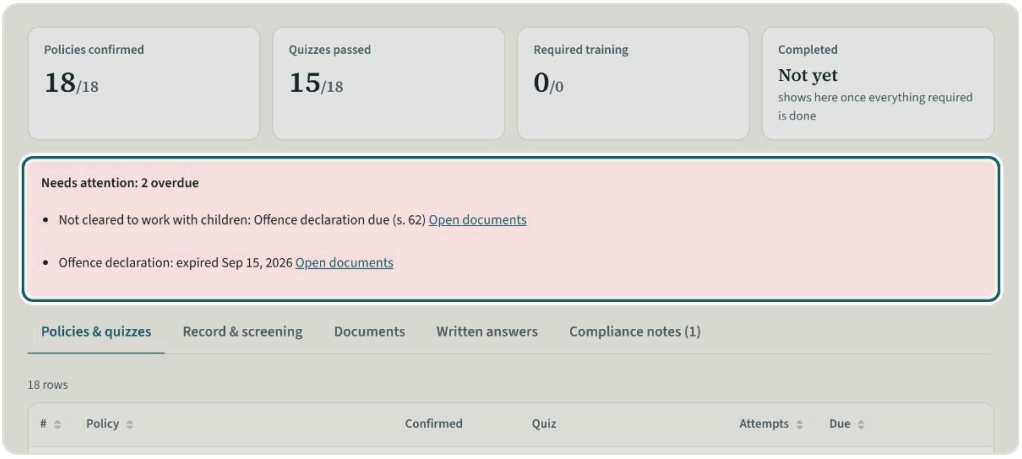
**Watch out:** Read "Needs attention" in the morning: it flags an expired first aid certificate, which s. 58(2) asks of anyone counted in the ratio. The flag is KeepCount's own rule, not the regulation's.



## 5 A person who is not cleared

Open the person: the callout says why they are not cleared and what to do; the pills say In progress and Not cleared to work with children.

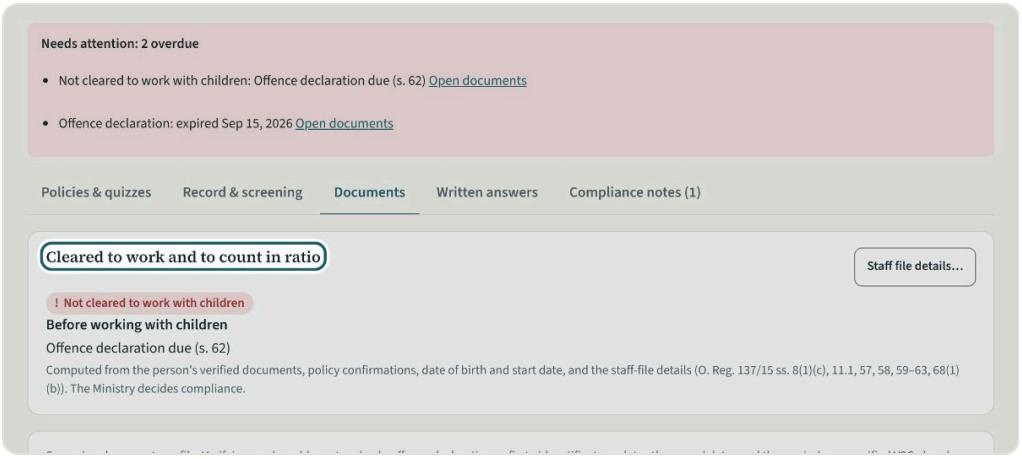
**Watch out:** A person not cleared still signs in and reads their policies; the room tablet says "Not cleared yet" beside their name and asks the supervisor before they are counted or left alone.




## 6 Cleared to work, and to count

The Documents tab: "Cleared to work and to count in ratio" says what is still needed before working with children and before counting; then each document.

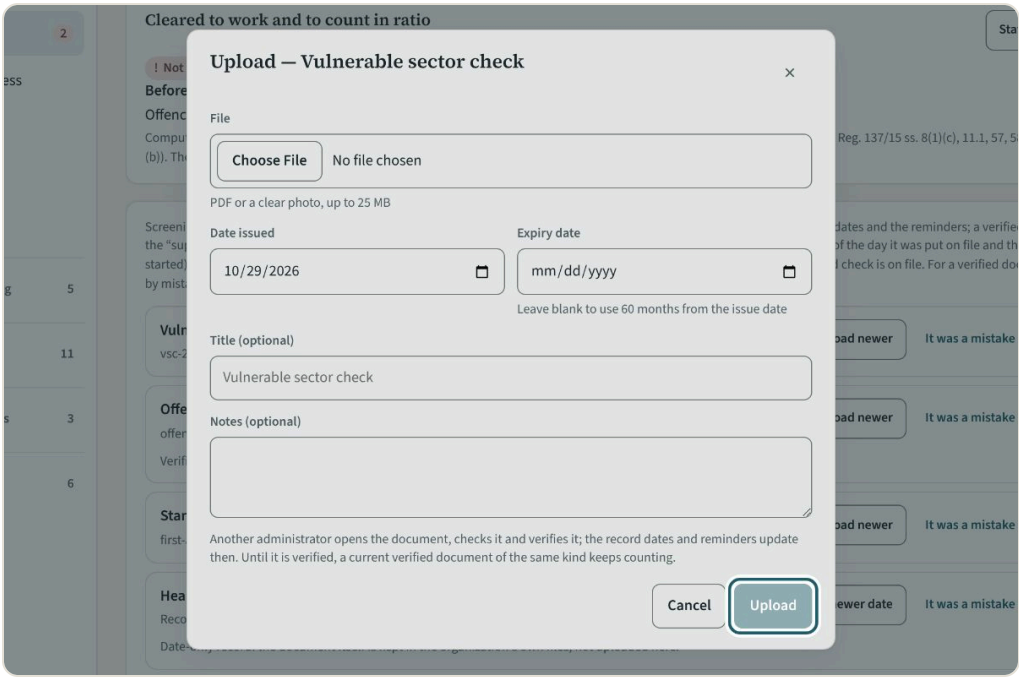
**Watch out:** You cannot verify a document you uploaded yourself: another administrator does, so no one clears their own file.



## 7 Upload a newer document

"Upload newer" on a document: the file, the date issued, the expiry and a note. Verify it, and the record dates and reminders update.

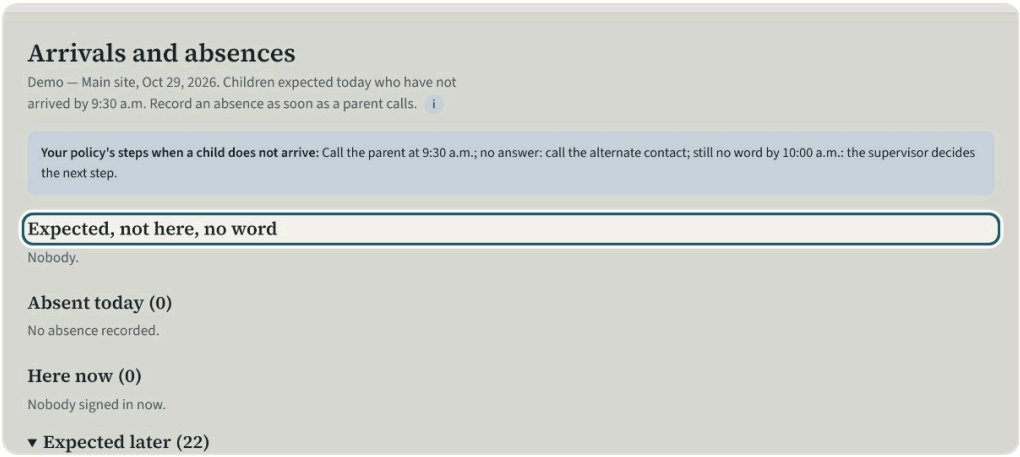
**Watch out:** The dates you type set the next due date and the reminders; until the document is verified, the one on file counts.




## 8 Arrivals and absences

In the morning, Arrivals and absences: who is expected and not here with no word, so the safe arrival policy's calls are made and recorded.

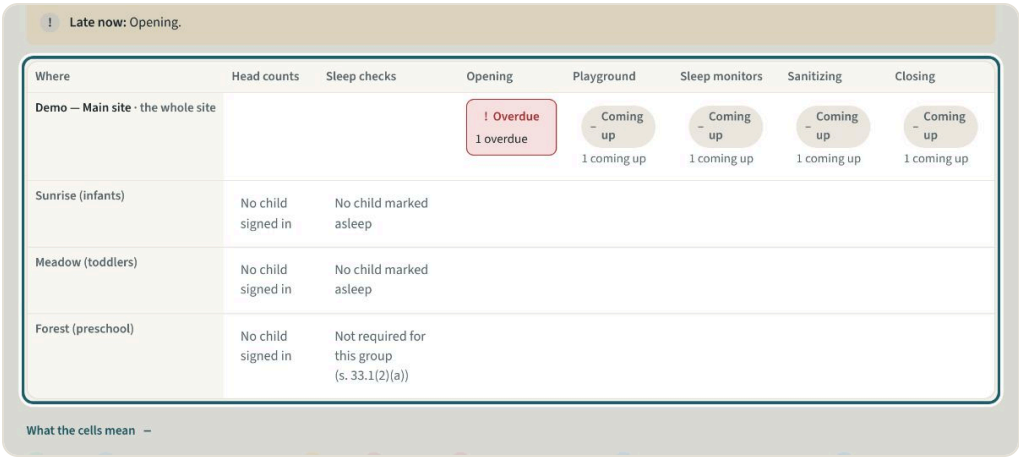
**Watch out:** Record each call as a step: the policy sets out the steps to take (s. 50(b)(i)), and the record shows they were taken.



## 9 Checks today

Checks today is the board of every room's counts and checks: done, coming up or overdue. A missed check is explained and signed off here.

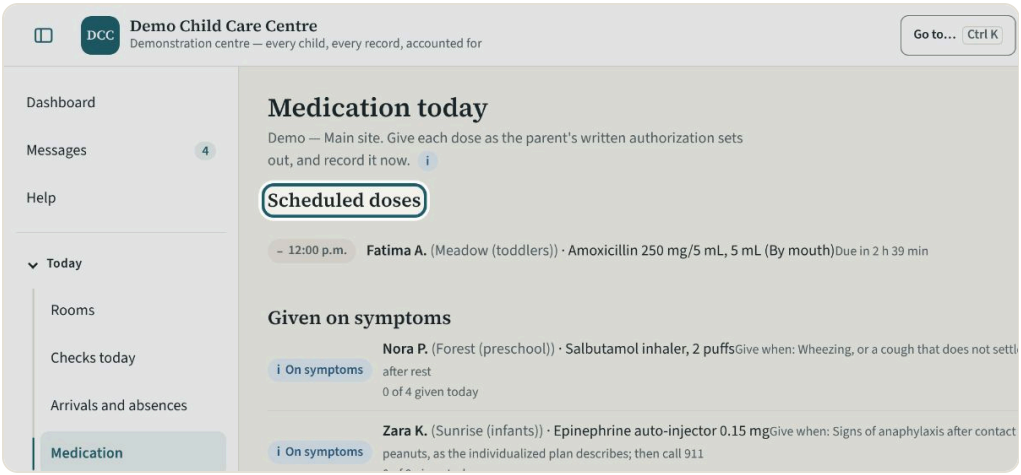
**Watch out:** A missed check explained and signed off counts as a miss with a reason; a gap with no explanation stays a gap in the binder.




## 10 Medication today

Medication today: the scheduled doses, the medication given on symptoms, sunscreen and other products, each with its written authorization and Record the dose.

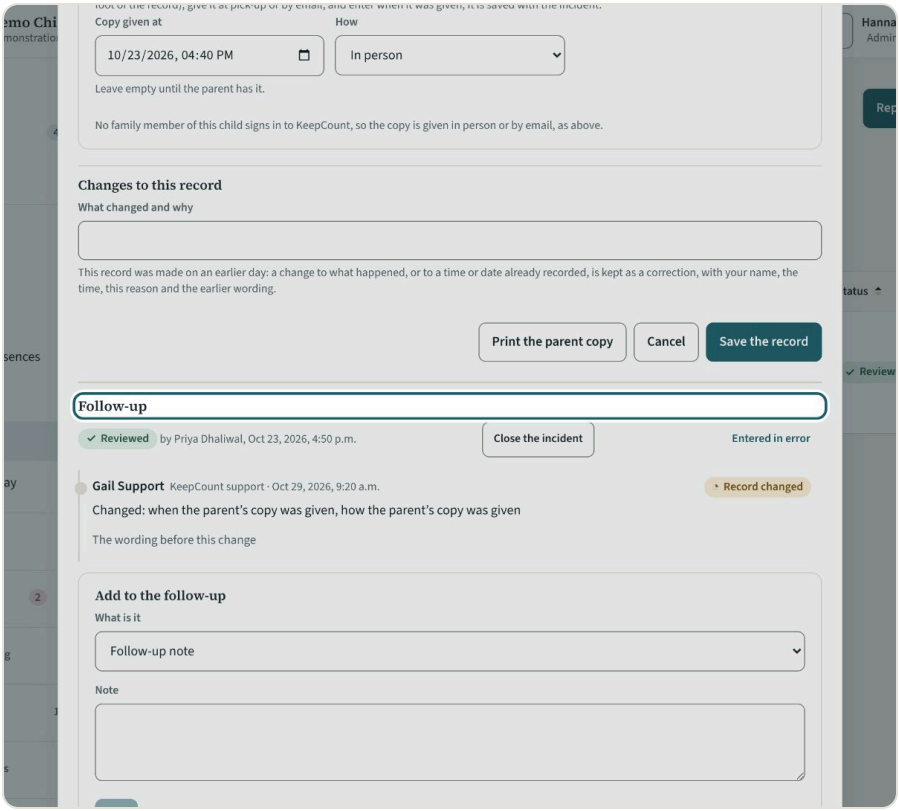
**Watch out:** Medication given on symptoms has a daily limit on the child's file ("at most 4 a day", KeepCount's own field): check it before a second dose.



## 11 An incident and its follow-up

Open an incident: what happened, then the follow-up: the supervisor's review, corrective actions given to a person with a date, and Close the incident.

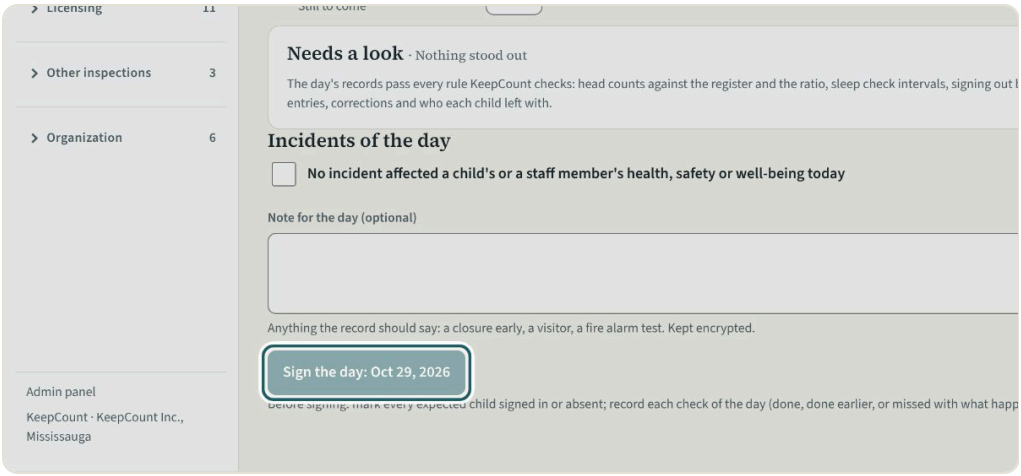
**Watch out:** A serious occurrence is reported within 24 hours of the licensee or supervisor becoming aware of it (s. 38(1)(b)); "Close the incident" waits until every action is done and, for one, the Ministry report is recorded.




## 12 Close out the day

At the end of the day, Close out the day: the checks not done at their time, the incidents of the day, counts below what was allowed, a note, and Sign the day.

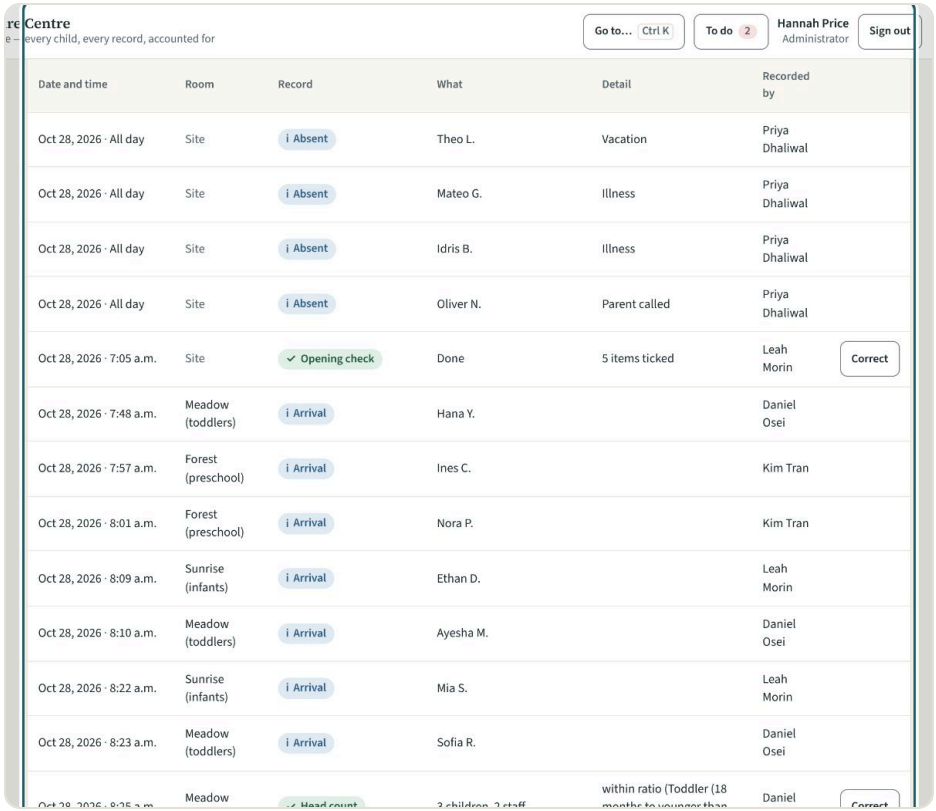
**Watch out:** "Sign the day" is enabled once the blockers are cleared. A record entered more than 30 minutes after its moment is listed as "Entered later": the record never hides a late entry.



## 13 The daily log

The daily log for a day: every record with its time, room, what it was and who recorded it, filtered by kind, with Correct beside each.

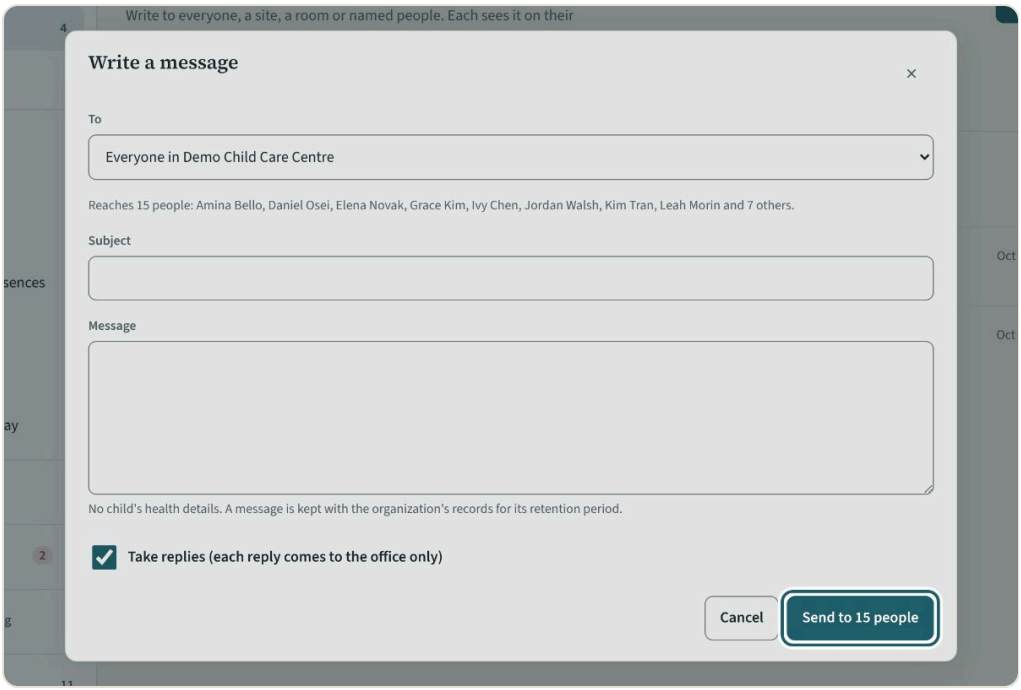
**Watch out:** A correction references the original and keeps both: daily records are never overwritten. "Print" and "Export CSV" are logged with who made them.




## 14 Write to staff

Messages: write to everyone, a site, a room or named people; each sees it on their home screen, and you see who has read it.

**Watch out:** No child's health details in a message: it is kept with the organization's records for the retention period. Replies, when you take them, come to the office only.



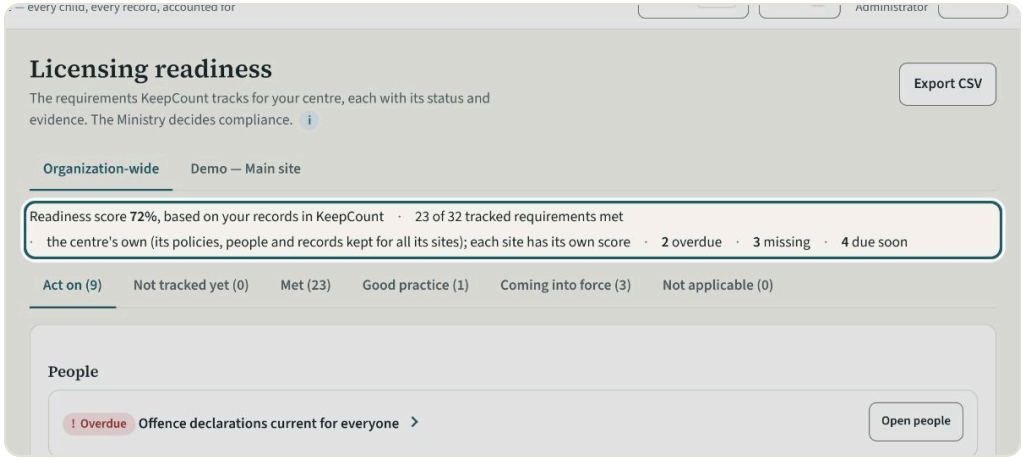
# Your first week

The rhythm: the readiness list, a Ministry change to issue, the drills, the staffing schedule, the contraventions, the playground, inspections and orders, fire and safety, the allergy list, training, the calendar, the records for a period, and who else administers.

## 15 Licensing readiness

Licensing readiness is the regulation as a list: the score, what is overdue, missing and due soon, and every requirement with its status and its section.

**Watch out:** Mark a line not applicable only when it truly is: your reason prints in the binder. The statuses are based on your records in KeepCount; the Ministry decides compliance.




## 16 A Ministry change to review

Ministry changes lists a regulation change to a required policy, prepared by KeepCount. Nothing changes for staff until you decide.

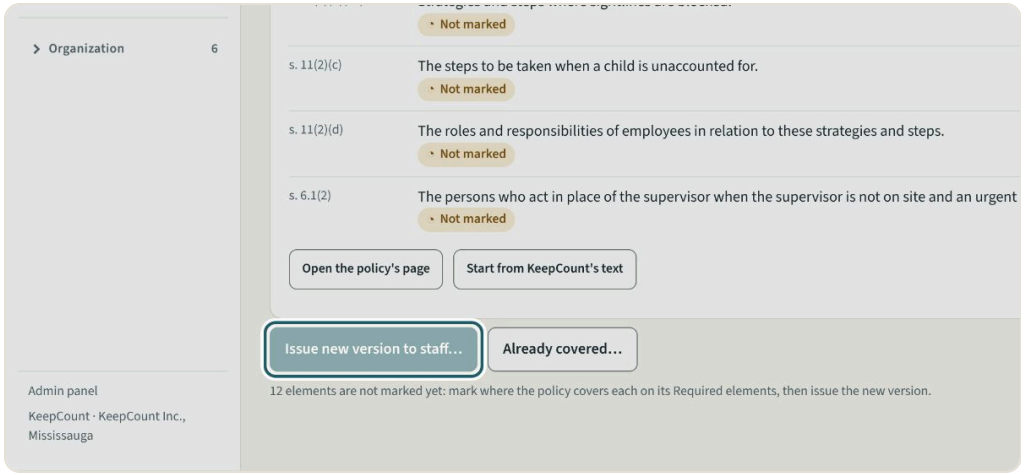
**Watch out:** Nothing changes for staff until you issue the new version; the Policies page counts the changes to review until then.



## 17 Issue the new version

Open the change: what changed, the places where your words and KeepCount's both changed, the policy with the change marked, then "Issue new version to staff…".

**Watch out:** Where your centre rewrote a part the change also touches, choose whose words stand for each place before issuing; staff then confirm the new version again.




## 18 Drills

Drills: the last 12 months by site, each month's fire drill, the missing-child drills from 2027, and Record a drill.

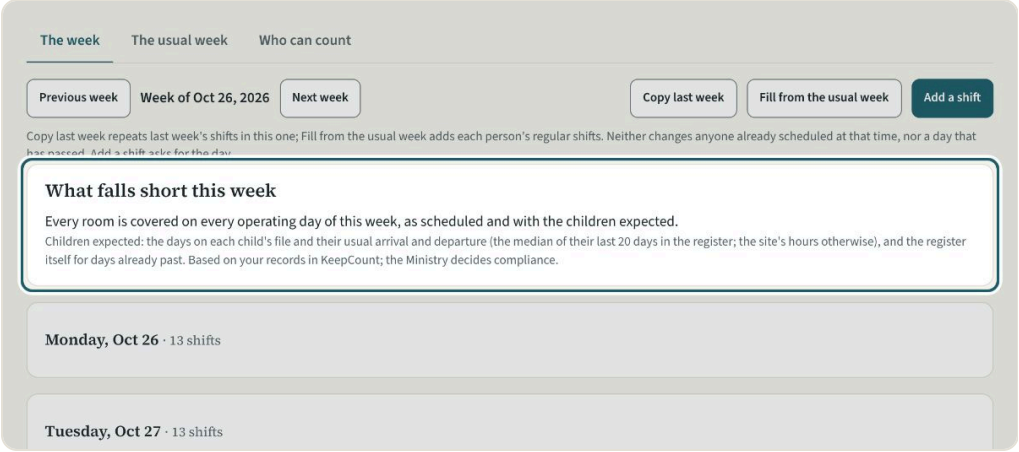
**Watch out:** From January 1, 2027, a missing-child drill at least once every three months, with the record kept at least 12 months (s. 68.2(3)). Fire drill records: at least 12 months (s. 68(1)(e)).



## 19 The staffing schedule

The staffing schedule: the week's shifts, the usual week, who can count, and "What falls short this week" with each stretch that is short.

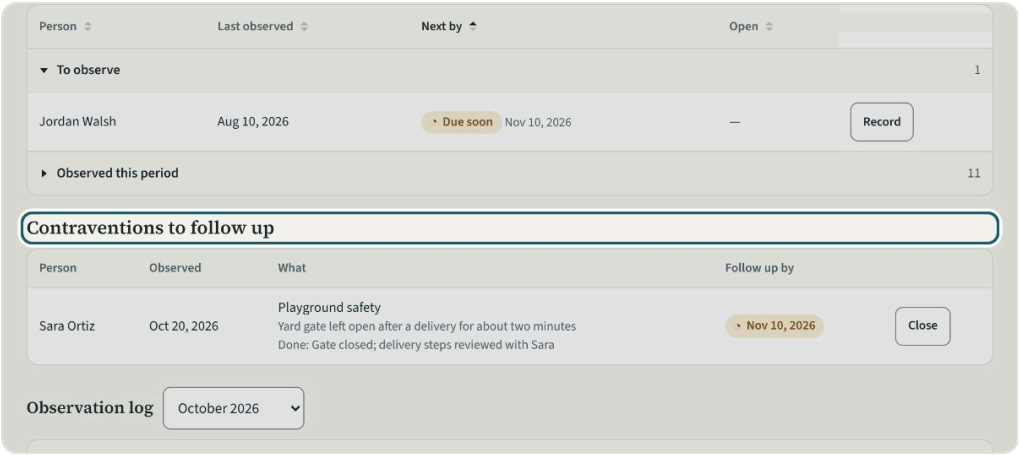
**Watch out:** The schedule plans for the ratio; the head counts prove it. A person not cleared for the ratio is marked so on the shift.




## 20 Compliance observations

Compliance observations: who is due to be observed, the contraventions to follow up with a Close button, and the observation log.

**Watch out:** A contravention opens a follow-up with a date; close it with how it was addressed. The records are kept three years (s. 6.1(8)).



## 21 Playground

Playground: the daily and monthly inspections, and the repair log with each hazard, how it was made safe, the target date and the repair.

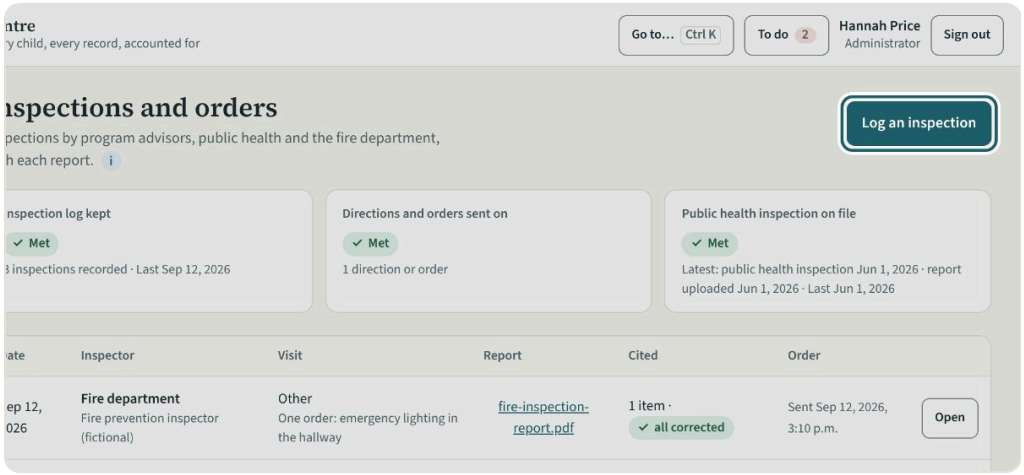
**Watch out:** A hazard open past its target date shows under Needs you. The annual inspection (s. 24(5)(b)) is recorded as evidence on Licensing readiness, not here.




## 22 Inspections and orders

Inspections and orders: each visit by a program adviser, public health or the fire department, its report, outcome and what was cited, and Log an inspection.

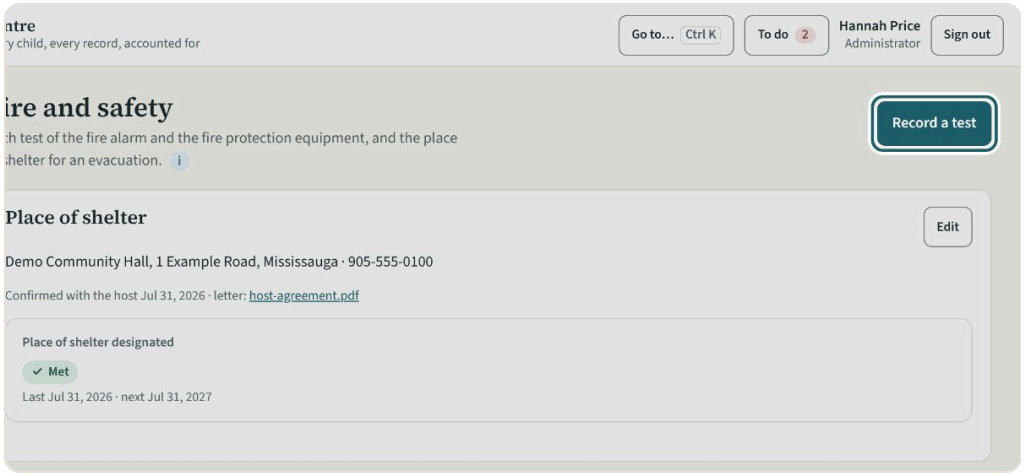
**Watch out:** "Cited and not yet corrected" stays on the list until "Corrected today" records the correction; a licensing inspection's findings start the next Inspection day.



## 23 Fire and safety

Fire and safety: the place of shelter, each test of the alarm and the equipment with its interval, the last one and the next due, and Record a test.

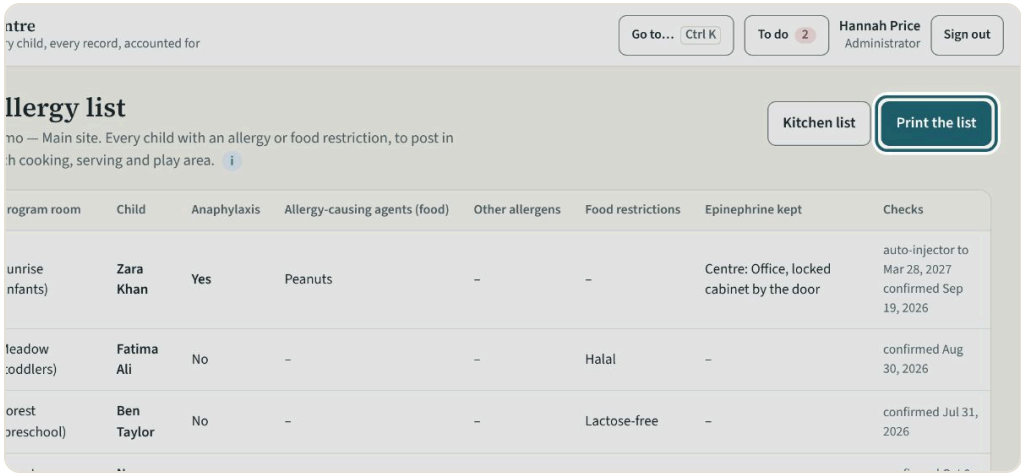
**Watch out:** The fire chief's approval of the fire procedure is evidence on Licensing readiness; here are the tests, whose intervals come from the Fire Code, and their records (s. 68(1)(e)).




## 24 The allergy list

The allergy list: the current version with each child's allergies and restrictions, where copies are posted, and Print the list.

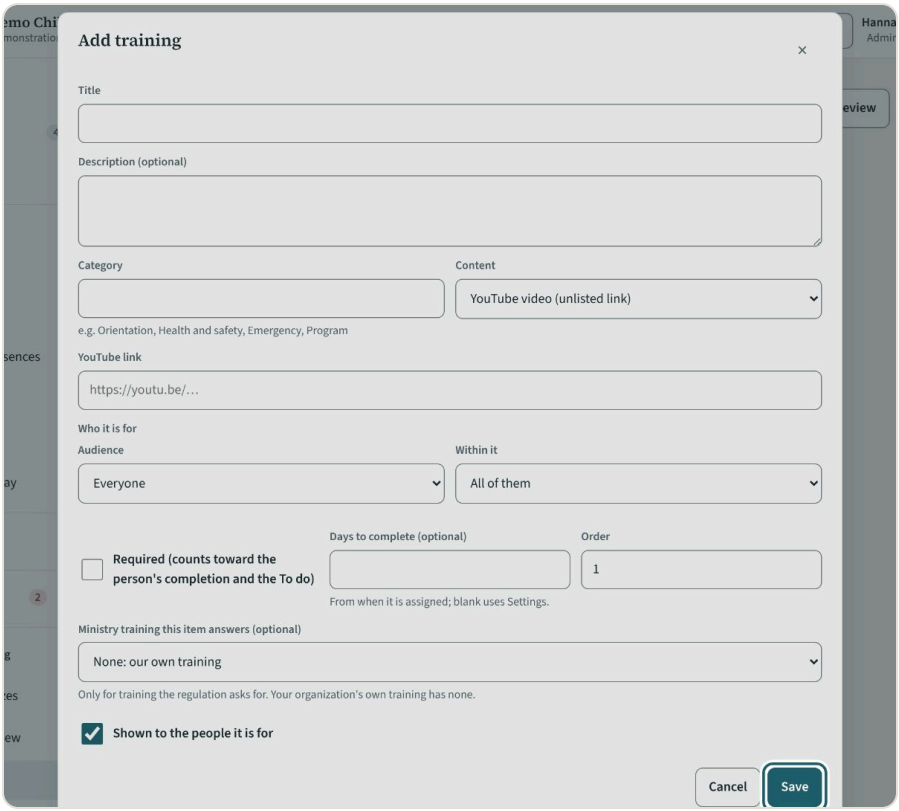
**Watch out:** The list changes whenever a child's file does: print the new version and confirm "Copies are up", so the binder shows what was posted and when (s. 43(3)).



## 25 Training

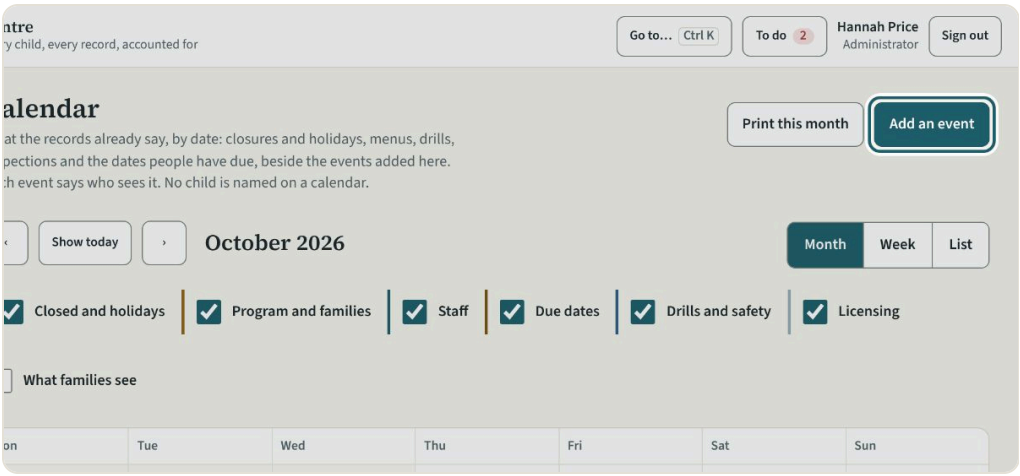
Add training: the title, the content (a video, a file, a link or text), who it is for, whether it is required and the days to complete.

**Watch out:** A YouTube video goes in as an unlisted link. "Required" counts toward completion on the person's record and the To do, with its days to complete.




## 26 The calendar

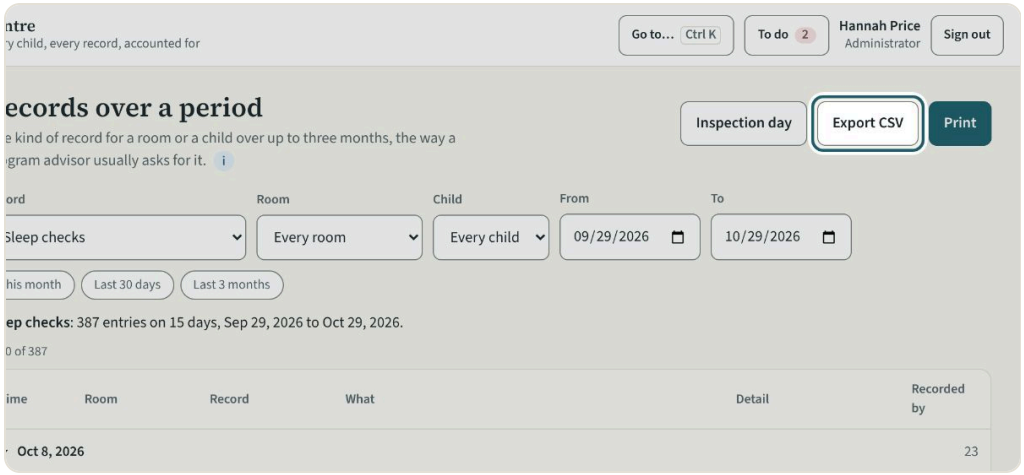
The calendar: closures and holidays, drills and safety tests, renewals and due dates, by month; Add an event and Print this month.



## 27 Records over a period

Records over a period: a kind of record, a room or a child, from and to, up to three months at once, printed or exported for an inspector.

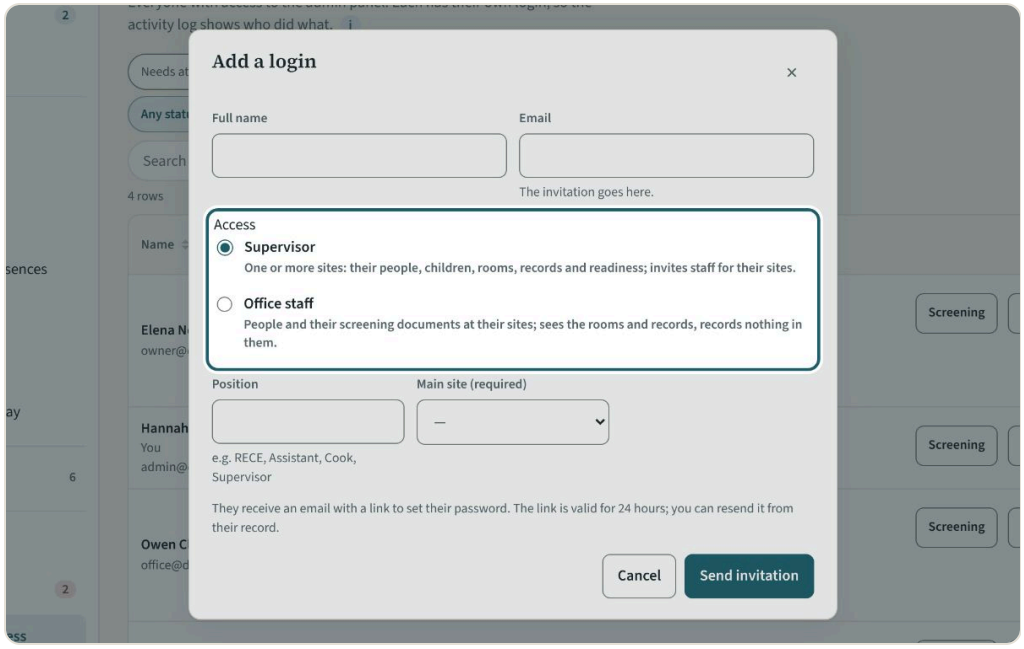
**Watch out:** Up to three months at once. "Print" and "Export CSV" are logged with who made them.




## 28 Who else administers

Logins and access: an administrator adds supervisors and office staff. Owners decide who is an owner or an administrator and who handles billing.

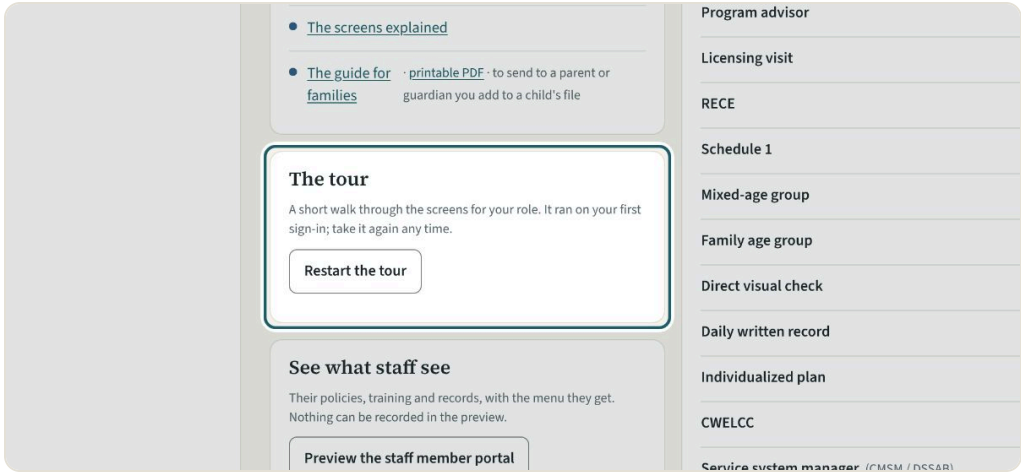
**Watch out:** An owner's or an administrator's access is changed only by an owner. Room staff and volunteers are added from Staff.




## 29 Help and the tour

Help has this guide, the regulation guides, the glossary, the staff portal preview, who to ask, and "Restart the tour" for the eleven admin screens.

**Watch out:** "Report a problem" goes to KeepCount support only, with this version: say what you did and



what you saw, without a child's name or health details.

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The screens are from KeepCount 0.99.162, captured on October 29, 2026. Your centre's words for people and its policies may differ; the screens are the same.

Section numbers are O. Reg. 137/15 (General) under the Child Care and Early Years Act, 2014, read on e-Laws on October 20, 2026. This guide explains how KeepCount works; it is not legal advice, and the Ministry's program advisors decide compliance.

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