Crisis Care Facility (CCF) By-law

Ajax Council will be considering a By-law to license Crisis Care Facilities in Ajax on Monday, December 8.

+ [Link to Draft By-law](#)
+ [Link to Staff Report](#)

What is the purpose of the Crisis Care Facility By-law?

The purpose of the Crisis Care Facility (C.C.F.) by-law is to regulate the day-to-day operation of crisis care facilities in the Town of Ajax.

What is a Crisis Care Facility?

A C.C.F. is a building or part thereof operated, that provides temporary accommodation and associated support services to persons requiring immediate emergency shelter and/or related care.

Who does this by-law affect?

This by-law affects service providers or agencies of temporary emergency accommodation and support services to those experiencing homelessness, domestic violence, or other crises. Operators include public authorities, non-profit organizations, charitable agencies and other entities.

Who will benefit from the C.C.F. By-law?

The licensing for C.C.F.s will create a system that protects facility users and residents, as well as the residents and businesses in the surrounding community.

What does this by-law entail for the operators of C.C.F.s?

The by-law outlines that a valid C.C.F licence is required to operate, advertise, broker, and permit a C.C.F. in the Town of Ajax. It requires the licencee to comply with the regulations set out in the By-law, obtaining a separate licence for each property from which the C.C.F. is operated, regardless of licensing for another C.C.F. under the same service provider.

How to receive licensing for a C.C.F. under the new By-law?

Applications for licensing and renewals of licences shall be made through the Manager of By-law Services. The Town will be working closely with operators for the first few months after enactment of the by-law to accommodate for the application period and ensure compliance with the requirements.

What are the requirements of the licence application?

The application requires the operators of the C.C.F. to ensure their facility has or will have minimal to no impact on the surrounding area. This requires compliance with associated by-laws regarding zoning, smoking and vaping, public nuisance and safety, and fire safety. It also requires evidence of insurance, adequate parking, appropriate numbers of staff, 24-hour security, as well as a plan maintenance of the lot and impact on surrounding area.

Are there any exceptions to the by-law?

All facilities must obtain a licence. However, exceptions to some of the requirements to obtain a licence may be made at the discretion of Town senior staff as outlined in the by-law.

I am an operator of a C.C.F. What happens now?

The Town will be in contact with all operators of a C.C.F. following the enactment of the by-law by Council to provide forms and next steps. Council has permitted a grace period to ensure all operators have the appropriate time to prepare the required documentation to apply for a licence.

Is there a limit to how many licences/establishments one provider may hold?

There is no limit to the number of licences a provider may hold. One licence is required per each physical location of a C.C.F.

What happens if a facility cannot meet the requirements of the C.C.F. By-law?

A C.C.F. must meet the requirements outlined in the by-law to receive a licence. No C.C.F. is permitted to operate without a licence in the Town of Ajax.

What happens if a facility obtains a licence, but does not comply with the terms of the by-law?

Failure to comply to the requirements of the licence according to the by-law may result in formal enforcement action from By-law Services, including but not limited to formal notices, fines or the revocation of a licence.

When will the C.C.F. By-law be put into place?

If Council approves the By-law on December 8, it will come into effect immediately. However, the Town will work with operators over the coming months with an estimated time for compliance in Spring 2026.