



Common Questions

1. Why is the City of Calgary no longer facilitating police checks for business licence applications?

Due to recent changes in Calgary Police Service (CPS) procedures, effective January 1, 2025 the City of Calgary is no longer able to facilitate police checks on behalf of applicants. This change allows applicants to work directly with CPS, and empowers applicants to manage the timing of their police checks independently. For additional questions or assistance with the new process, applicants can reach out directly to CPS at calgary@policesolutions.ca or visit www.calgary.ca/cps/public-services/police-information-checks.

2. How do I apply for a police check through Calgary Police Services (CPS)?

To complete your police check:

1. Login or Register the www.policesolutions.ca/checks/services/calgary/.
2. Select the appropriate category/type of your business (e.g., Dayhome Licence or City of Calgary Business Licence).
3. Follow the step-by-step instructions to complete and submit your application.
4. Once completed, applicants can submit their police check via:
 - a. Secure weblink provided by CPS with a PIN for access, or
 - b. PDF file of approved police check downloaded from CPS website
 - c. Physical copy with a CPS seal for verification (if submitting in person)

For any technical assistance with your police check, please contact CPS at calgary@policesolutions.ca

3. What if I am applying from outside Calgary – can I still submit a police check?

Yes, applicants from outside Calgary can complete their police checks with local law enforcement, such as the RCMP. It is essential that these checks are official and meet the same verification standards as those provided by Calgary Police Services (CPS) to ensure compliance and validity.

4. Do I need a police check for my business licence?

The requirement for a police check varies depending on the specific type of business and licensing authority in Calgary. Typically, businesses that involve vulnerable populations (childcare facilities, contractors, cleaning services, and adult entertainment) or have a public safety focus (transportation services, security companies, and cannabis-related businesses) must provide police checks for employees or owners. To determine the exact requirements for your business, here are some resources that can help:

- For information on police information checks: [Police Information Checks](#).
- For business licensing information and specific requirements: [Business licence types](#).

5. How often will I need to renew my police check for a business licence?

The renewal frequency of police checks depends on your specific business licence type:

- Personal service businesses, may require annual police clearance checks.
- For most other business licences typically require a police clearance check only at the time of new/moving application.
- The Police Check approval process for Private Home-Based Child Care (PHBCC) licences differ slightly from other licence types in the following ways:
 - A Police Check is required yearly for every owner and employee. IDs must be collected for all at initial checks.
 - A Vulnerable Sector Search is added to the Police Check every three years for owners and employees.
 - A Police Check and Vulnerable Sector Search is required once per non-employee resident over 18.

For more information on business licence specific requirements visit www.calgary.ca/for-business/licences/types.

6. What is the timeline for submitting the police check?

If you already have a police security check, it must have been completed within the last 60 days to be considered valid for your business licence application. Make sure to account for the time it takes to complete the check, especially during peak application periods.

7. Where do I send my completed police check?

After completing your police check, you can submit it along with your business licence application to the City of Calgary.

You can typically submit your police check:

- Email to your File Manager
- Online: To apply online, you need a myID account. [Create a myID account](#).
- In Person: Once you have gathered all the required documents, you can apply for your application in person by visiting the [Planning Services Centre](#).

For more detailed information, you can visit the [City of Calgary's Business Licensing page](#).

8. Will this change impact the processing time for my licence application?

The change may impact the processing time for your licence application, as applicants will now need to directly obtain and submit police clearance checks through Calgary Police Services (CPS). To avoid delays, ensure you submit your police check as soon as possible.

9. What happens if my police check is flagged or delayed?

If your police check is flagged or delayed, it may affect your licence application. You will not receive your business licence until CPS/ local law enforcement approves your police clearance application. Occasionally, police checks can experience delays. If this happens, your business licence application will remain on hold until a completed police check is received. In such cases, please stay in touch with CPS for updates on your police check status.

10. How can I prevent delays in my business licence application due to police check issues?

To help ensure your application moves forward without delays, please follow these steps:

1. Submit your police check as soon as possible.
2. Use the City's business licence requirement checklist for your specific www.calgary.ca/for-business/licences/types to confirm your application mandatory requirements.
3. Please ensure your police check submission includes one of the following for verification: a secure weblink provided by CPS with a PIN for access, a PDF file of the approved police check downloaded from the CPS website, or a physical copy with a CPS seal for verification if submitting in person. This ensures the authenticity of the police check.

11. Who can I contact if I experience issues with the CPS system?

For technical issues or questions about the police check process, you can reach CPS directly at calgary@policeresolutions.ca.