



SOR-RL

# SOR-RL Residential Licensing User Guide for Applicants and Licensees

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Version 2 – September 2024

## Summary of Changes

Version 2 – September 2024

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- Incorporated Quality Standards Framework regulation amendment user guide from June 2023
- Incorporated Staff Model Home licence type
- Updated style per Ontario's Visual Identity system
- Added Tier 1 User support contact info with a link to webpage
- Replaced the use of the term "page" with "module" where appropriate to reflect accurate system terminology
- Re-organized the sequence of sections in the guide to reflect the licence management process
- Corrected information relating to role access
- Updated language, tips, examples, and screenshots to provide more detail to some functions
- Updated address field screenshots and functionality
- Replaced Appendix B with a link to a more comprehensive document relating to user roles

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# Introduction

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## Introduction to SOR-RL

The Serious Occurrence and Residential Licensing system (SOR-RL) is a secure online tool available to licensees and Ministry staff that automates and harmonizes the end-to-end licensing process for children's licensed out of home care and the reporting of Serious Occurrence Reports.

System users are assigned roles that determine what functions can be performed. A list of functional roles can be found in [Appendix B: System/Functional roles](#).

## Using this guide

This guide provides step-by-step instructions for service providers who already have a profile in SOR-RL to use and navigate SOR-RL for the purpose of Children's Residential Licensing. Specifically, this guide is to be used by users within Service Providers who are involved in the Residential Licensing process in SOR-RL, those being users with the Service Provider Administrator role, the Site Designate role, and the Monthly Reporting User role.

This guide will be updated as functionality is added to SOR-RL.

A description of SOR-RL icons can be found in [Appendix D: Symbols and icons quick reference](#). See [Appendix A: Terms and acronyms](#) for a list of terms and acronyms.

## Information not included

Please note that this guide does not provide information or instructions for registering for SOR-RL. It is to be used for users who have been registered and have SOR-RL access. For information on how to register for SOR-RL or how to create a new service provider profile, please reference the SOR-RL registration guides from the [SOR-RL Training Portal](#).

This document is a reference for using the SOR-RL online tool only; no business functions outside the system are included.

Instructions for performing Serious Occurrence reporting-related functions are not

included. A separate guide entitled *SOR-RL Serious Occurrence Reporting Guide for SOR Initiators* is available on the [SOR-RL Training Portal](#).

## Getting assistance

If you have questions regarding the processes described in this document, contact your designated regional licensing specialist or SOR-RL Tier 1 User Support Representative, listed [here](#).

## Performing basic SOR-RL functions

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### Logging in to SOR-RL

1. Open your browser such as Microsoft Edge or Google Chrome.
2. Enter the following address in your browser:  
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>

**Tip:** Save the link to SOR-RL as a favourite in your browser for easy access.

3. The Log in page appears.

#### Log in

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It is fraudulent to access SOR-RL using another person's login credentials.

**Login ID: \***

**Password: \***

Log in

[Forgot password?](#)

4. Enter your Login ID (your email).
5. Enter your Password.
6. If you have forgotten your password:
  - a. Click [Forgot password?](#). The [Forgot password?](#) page appears.

### Forgot password?

---

**Login ID: \***

**Security Question: \***

**Security Answer: \***

- b. Enter your Login ID.
- c. Select the Security Question from the dropdown list.
- d. Enter the Security Answer.

e. Click .

7. Click . The Enter Verification Code page appears.

### Enter Verification Code

We sent to your registered email  
To complete login, please enter verification code

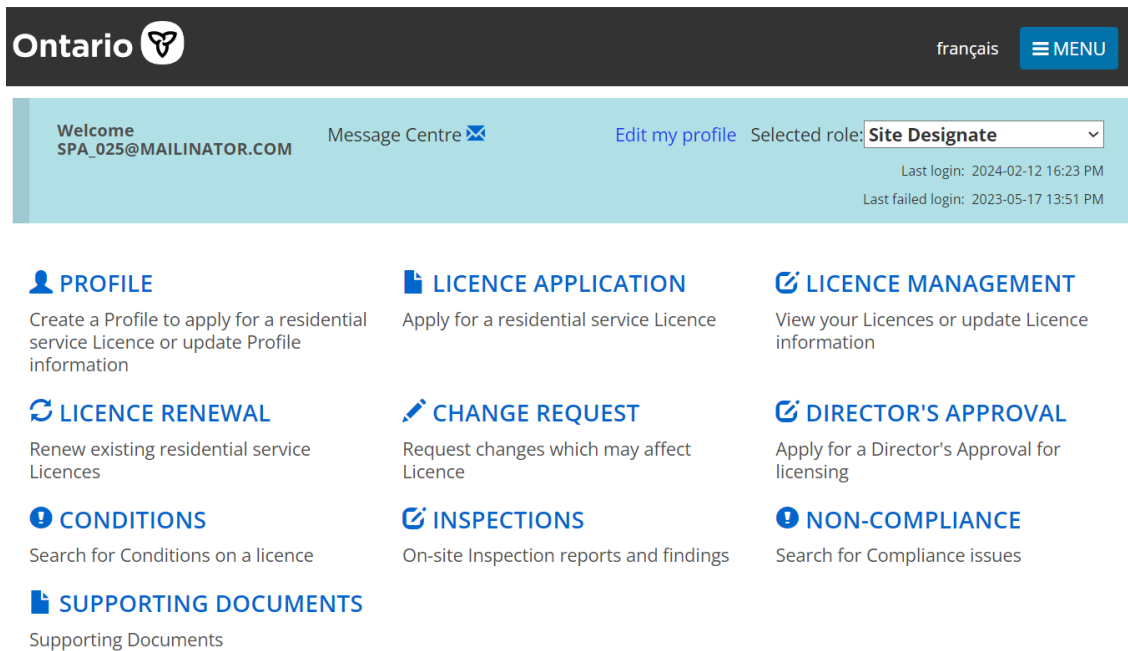
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**Code: \***

8. You will be emailed a verification code. Enter the verification Code from the email.

**Tip:** Copy and paste the code from the email.



9. Click . The SOR-RL home page appears.



The screenshot shows the SOR-RL user interface. At the top, there is a dark header with the Ontario logo and a 'français' language selector next to a 'MENU' button. Below this is a light blue navigation bar containing the user's name 'Welcome SPA\_025@MAILINATOR.COM', a 'Message Centre' link with an envelope icon, an 'Edit my profile' link, and a dropdown menu for 'Selected role' currently set to 'Site Designate'. On the right side of this bar, it shows 'Last login: 2024-02-12 16:23 PM' and 'Last failed login: 2023-05-17 13:51 PM'. The main content area features a grid of nine menu items, each with an icon and a brief description: 'PROFILE' (person icon), 'LICENCE APPLICATION' (document icon), 'LICENCE MANAGEMENT' (document with checkmark icon), 'LICENCE RENEWAL' (refresh icon), 'CHANGE REQUEST' (pencil icon), 'DIRECTOR'S APPROVAL' (document with checkmark icon), 'CONDITIONS' (info icon), 'INSPECTIONS' (document with checkmark icon), 'NON-COMPLIANCE' (info icon), and 'SUPPORTING DOCUMENTS' (document icon).

10. SOR-RL home page options vary depending on the role selected.

## Logging out of SOR-RL

1. Click .
2. Select  Logout. The Log in page appears.



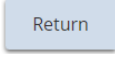




## System time-out

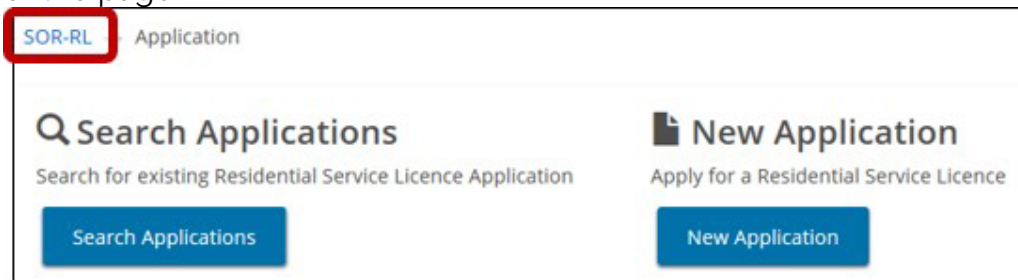
In order to protect the privacy of information in SOR-RL, the system times out after approximately 25 minutes of inactivity. Users can save their work regularly with the 'Save' button or refresh the page to re-start the session.

**Note:** SOR-RL does not allow the same user to simultaneously log in to the system through more than one tab or window of SOR-RL. In these instances, the system will time-out, log out, or fail.

**Note:** SOR-RL can time-out or fail if the user clicks a button more than once. Click a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than clicking the button again.

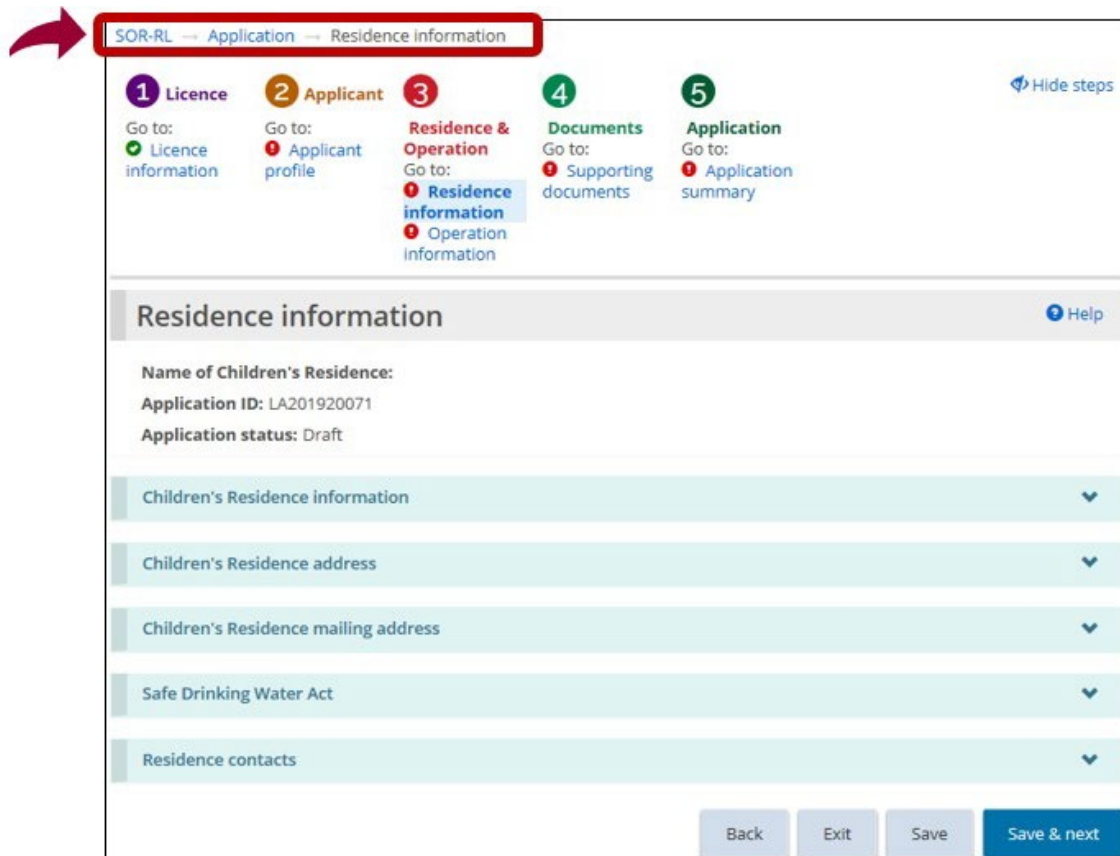
## Navigating

- Click  or  to navigate between main pages in the same module.
- Click  to go back to the previous.
- Click  to return to the home page.
- The menu can be accessed from the top of any page by clicking . The menu contains links to the sections you have access to as well as the logout function.
- To access the SOR-RL home page from any page, click  then select the  link, or click the SOR-RL link from the breadcrumbs at the top of the page.





- The top of many pages is a line of links called breadcrumbs. Click the previous section in the breadcrumb to go back to the previous page. For example, in the following page, you would click the Application link in the breadcrumb to go to back to the Application page from the Residence information page. It is recommended that you navigate back in SOR-RL by using the breadcrumbs rather than using the back button in your browser, as the latter can cause issues.



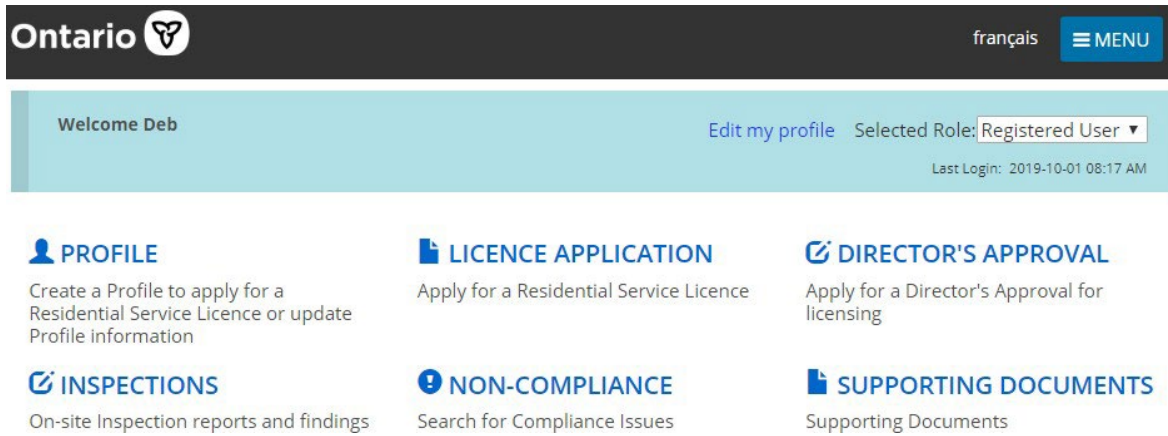


## Saving your entries

1. Click  to save your entries and remain on the current page.
2. Click  to save your entries and go to the next page.

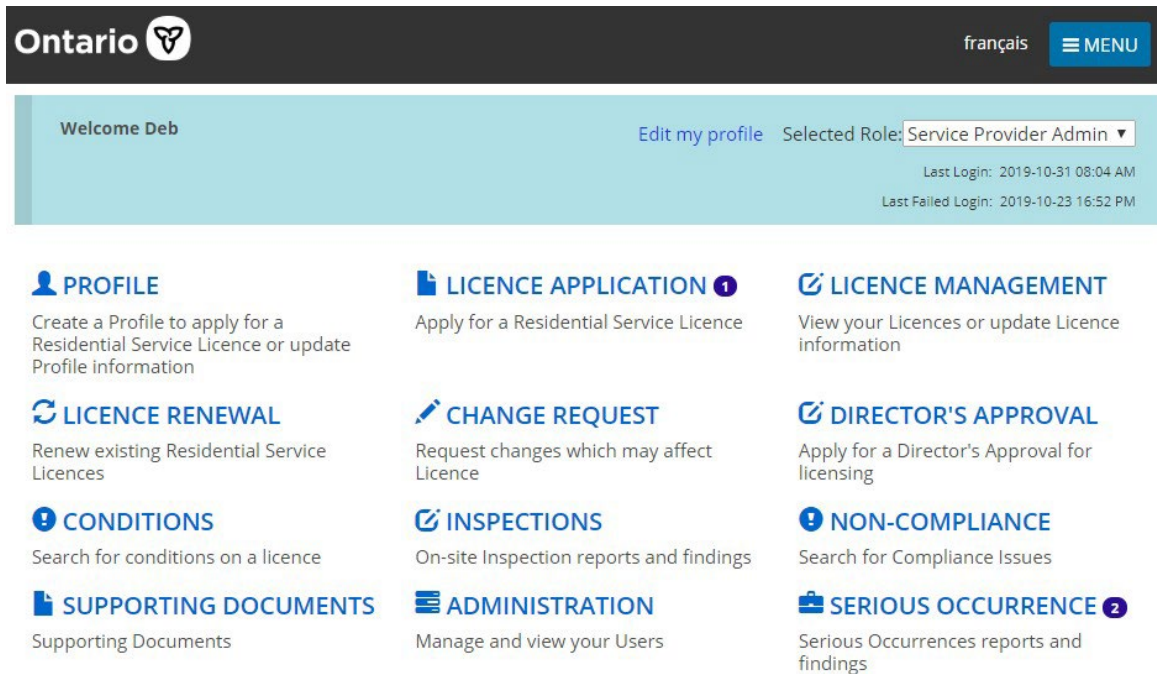
## Understanding the SOR-RL home page

After you log in, the first page to appear is the SOR-RL home page. The items that appear on the home page, known as modules, will vary depending on your system access rights (role). For more information about roles see [Appendix B: System / functional roles](#).



The screenshot shows the Ontario Residential Licensing user interface for a Registered User. At the top, there is a dark header with the Ontario logo, the word 'français', and a 'MENU' button. Below the header, a light blue banner displays 'Welcome Deb', an 'Edit my profile' link, and a 'Selected Role: Registered User' dropdown menu. The 'Last Login' is noted as 2019-10-01 08:17 AM. The main content area features six tiles: 'PROFILE' (Create a Profile to apply for a Residential Service Licence or update Profile information), 'LICENCE APPLICATION' (Apply for a Residential Service Licence), 'DIRECTOR'S APPROVAL' (Apply for a Director's Approval for licensing), 'INSPECTIONS' (On-site Inspection reports and findings), 'NON-COMPLIANCE' (Search for Compliance Issues), and 'SUPPORTING DOCUMENTS' (Supporting Documents).

*Example of a home page for a Registered User*



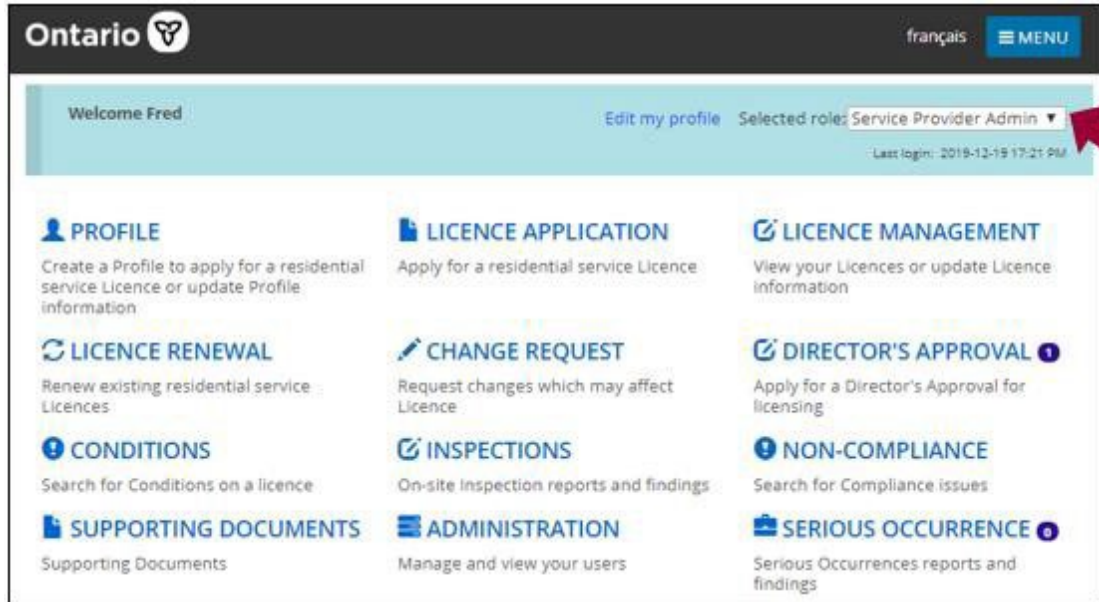
The screenshot shows the Ontario Residential Licensing user interface for a Service Provider Administrator. The header is identical to the previous page. The banner displays 'Welcome Deb', an 'Edit my profile' link, and a 'Selected Role: Service Provider Admin' dropdown menu. The 'Last Login' is 2019-10-31 08:04 AM and the 'Last Failed Login' is 2019-10-23 16:52 PM. The main content area features nine tiles: 'PROFILE' (Create a Profile to apply for a Residential Service Licence or update Profile information), 'LICENCE APPLICATION' (Apply for a Residential Service Licence), 'LICENCE MANAGEMENT' (View your Licences or update Licence information), 'LICENCE RENEWAL' (Renew existing Residential Service Licences), 'CHANGE REQUEST' (Request changes which may affect Licence), 'DIRECTOR'S APPROVAL' (Apply for a Director's Approval for licensing), 'CONDITIONS' (Search for conditions on a licence), 'INSPECTIONS' (On-site Inspection reports and findings), 'NON-COMPLIANCE' (Search for Compliance Issues), 'SUPPORTING DOCUMENTS' (Supporting Documents), 'ADMINISTRATION' (Manage and view your Users), and 'SERIOUS OCCURRENCE' (Serious Occurrences reports and findings).

*Example of a home page for a Service Provider Administrator*

## Changing the role displayed

If you have been assigned more than one role, you can change the selected role from the home page.

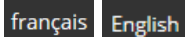
1. Click the Selected Role dropdown on the home page.



3. Select the role from the list.

## Changing the page language

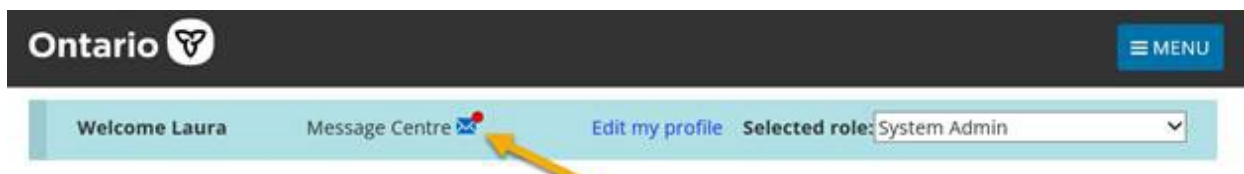
To change the page language, from the top of any page, click the language button.



## Message Center

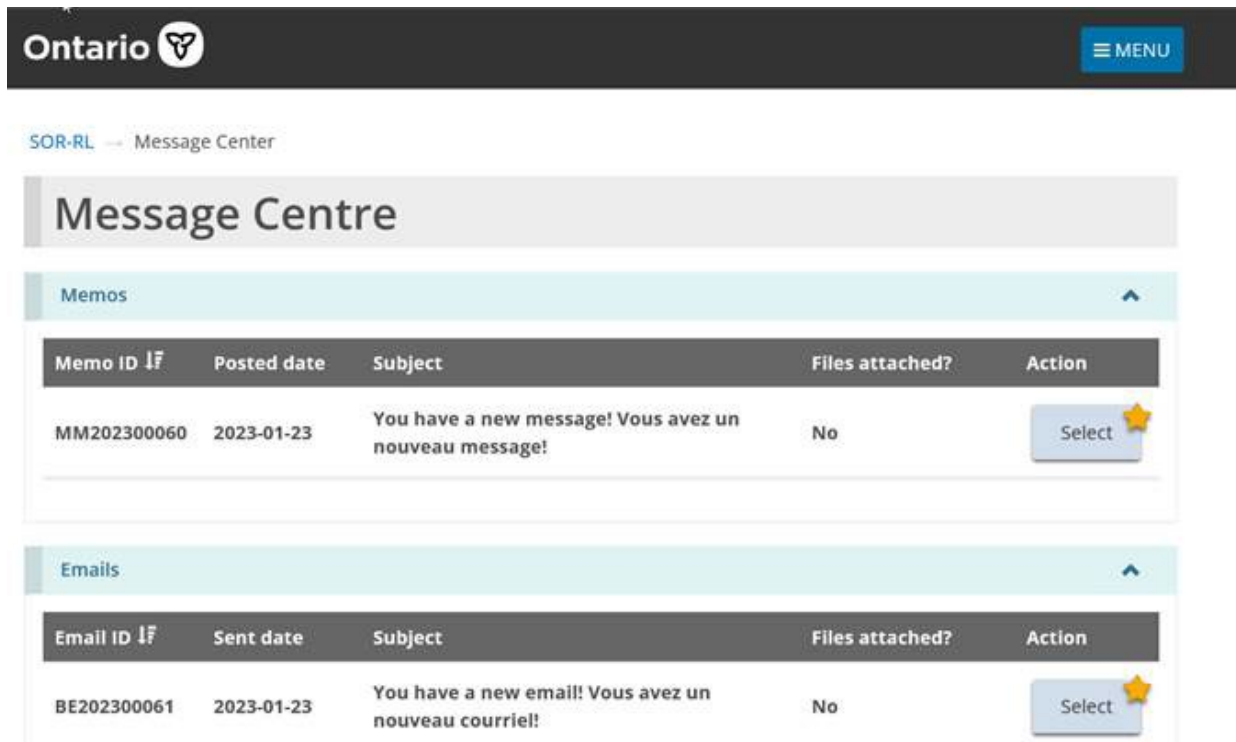
This new functionality has been added to allow the SOR-RL Corporate Team to easily communicate important SOR-RL information directly to users, through memos or emails. A memo or email may be targeted based on user roles or sent to all users, for example to notify of an upcoming SOR-RL outage.

All users now have access to the "Message Centre" module that is available in the top blue bar of their SOR-RL homepage. When a new memo or email has been received, a red dot will appear beside the mail icon.



Click on the mail icon, and you will be brought to the Message Centre module. Here

you will see memos and/or emails that have been sent to you. Click the "Select" button of a specific memo or email to open it and read its contents. Once you have opened all "unread" memos and emails, the red dot beside the mail icon on your SOR-RL homepage will disappear.



SOR-RL → Message Center

## Message Centre

**Memos**

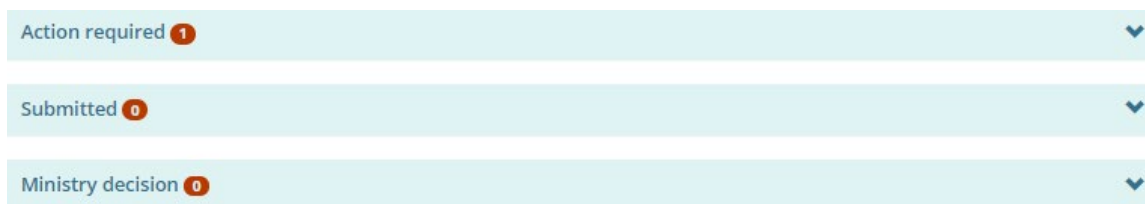
Memo ID	Posted date	Subject	Files attached?	Action
MM202300060	2023-01-23	You have a new message! Vous avez un nouveau message!	No	Select

**Emails**

Email ID	Sent date	Subject	Files attached?	Action
BE202300061	2023-01-23	You have a new email! Vous avez un nouveau courriel!	No	Select

Memos will appear in your message centre for only as long as they are posted. Records of the emails will continue to show in this module for 6 months. Please do not respond to emails or memos from the SOR-RL message centre.

## Banners



Action required 1

Submitted 0

Ministry decision 0

The number in the banner indicates the number of items in the list. Click the banner arrow to expand/collapse the section.

## Identifying mandatory information

A red asterisk <sup>\*</sup> indicates that a field is mandatory and must be completed.


**Preferred language of Licence: \***

English  French


If mandatory information is not completed, a red “Required” message appears next to the field when you attempt to save the information or go to the next page.

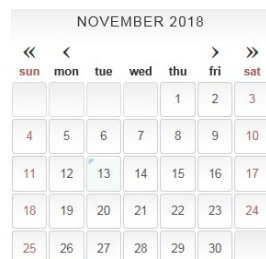
**Preferred language of Licence: \***

English  French

 **Required**

## Entering a date

Dates can be entered manually or by clicking the date on a calendar. To enter a date manually, type the date in yyyy/mm/dd format. To enter a date using the calendar, click . A calendar appears.

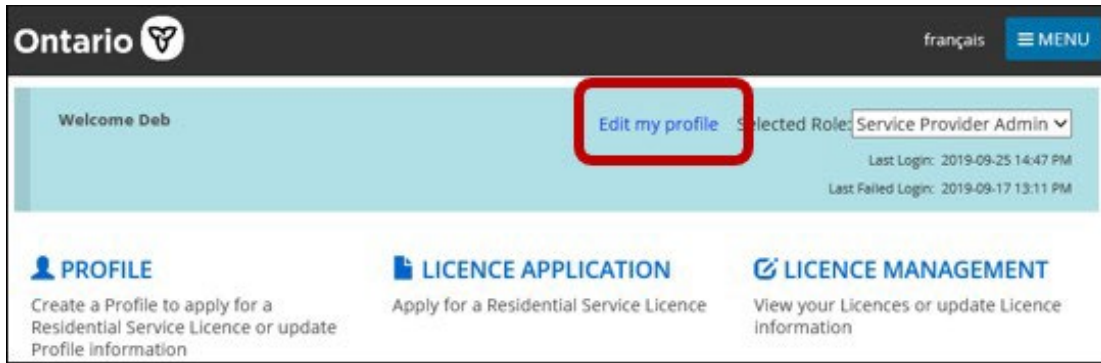


Scroll to the month using the arrow buttons. To change the year, click the chevron << >> arrow. Select the date.

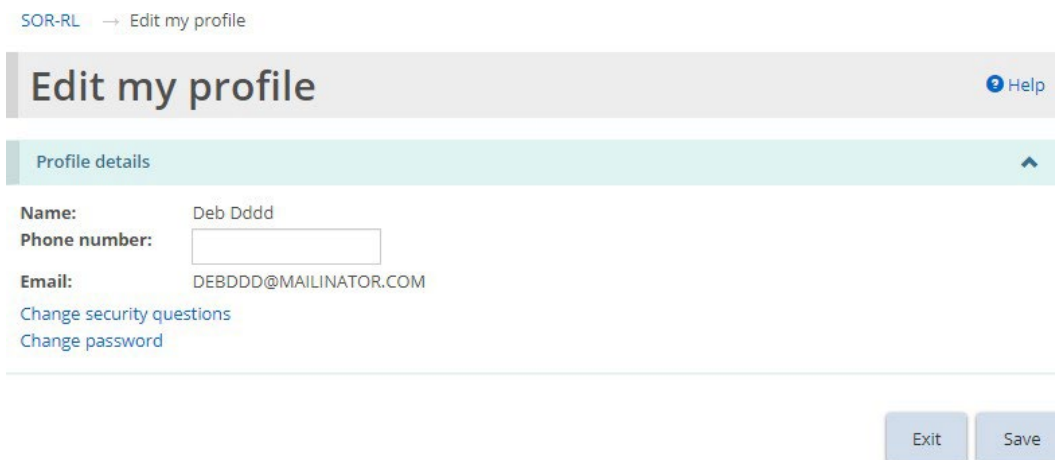
## Updating your user profile


Your user profile includes your email address, phone number, password and security questions. Your name and email address cannot be edited; if they need to be changed, please contact the ministry.

## Changing your phone number



1. From the SOR-RL home page, click Edit my profile. The Edit my profile page appears.



2. Update your phone number as required.
3. Click .

## Changing your password

1. From the SOR-RL home page, click Edit my profile. The Edit my profile page appears.

[SOR-RL](#) → [Edit my profile](#)

## Edit my profile [Help](#)

Profile details ▲

**Name:** Deb Dddd  
**Phone number:**   
**Email:** DEBDDD@MAILINATOR.COM

[Change security questions](#)  
[Change password](#)

2. Click Change password. The Change password page appears.

[SOR-RL](#) → [Edit My Profile](#) → [Change password](#)

## Change password

Change password ▲

**Current password:**

**Security Question:**  
 What was your first car?

**Security answer:**

**New password:**

**Confirm new password:**

3. Enter your Current password.
4. Enter the Security answer.
5. Enter the New password.

**Note:** The password must be at 8 to 20 characters in length and contain: At least one UPPERCASE letter, AND at least one lowercase letter, AND at least one number, AND at least one special character. ( ) ! \_ @ # \$ % ^ & \* +.

6. Type the new password again in the Confirm new password field.



7. Click .

## Changing your security questions

1. From the SOR-RL home page, click Edit my profile. The Edit my profile page appears.

SOR-RL → Edit my profile

### Edit my profile Help

Profile details ^

**Name:** Deb Dddd  
**Phone number:**   
**Email:** DEBDDD@MAILINATOR.COM

[Change security questions](#)  
[Change password](#)

---

2. Click Change security questions. The Security questions page appears.

### Security questions Help

Security questions ^

**Current password:**

**Security question: 1**

**Security answer: 1**

**Security question: 2**

**Security answer: 2**


**Security question: 3**

**Security answer: 3**

---

3. Enter your Current password.

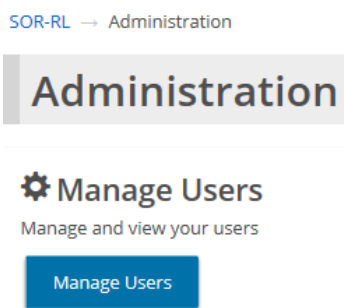


4. Select the Security question.
5. Enter the Security answer.
6. Repeats steps 4 and 5 for all three questions.
7. Click .

## Administration – Viewing SOR-RL users

The Administration module is used for SOR-RL user management. Only users with the Service Provider Administrator role have access to the Administration module. Additionally, Service Provider Administrators *without* a Local Registration Authority (LRA) designation have read-only access to the Administration module, meaning they can only view user profiles but cannot make changes or register new users. Only Service Providers *with* an LRA designation can perform user management functions. An LRA designation is obtained through an application submitted to the ministry. This guide does not provide information on user management functions of a Service Provider Administrator with an LRA designation. For more information, access the SOR-RL Training Portal and the *SOR-RL Registration and User Guide for Service Provider Administrators with Local Registration Authority Designations*.

1. Click  **ADMINISTRATION**. The Administration menu appears.



2. Click . The Manage Users page appears.

SOR-RL → Administration → Manage user

## Manage Users

**Search by** ^

**First name:**

**Last name:**

**Email:**

**Role**

**Status**  Active  Inactive

---

**List of Users** ^


**Note:** Your name will not appear in the following list. Only the names of other SORRL users will be listed.

No match found

- Enter the search criteria for the user, then click . The List of Users section appears at the bottom of the page.

**List of Users** ^

Item(s) per page:

First name	Last name 	Email	Roles	Status	Action
Deb	Ddd	DEBDDD@MAILINATOR.COM	Service Provider Admin	Active	<input type="button" value="Select"/>

- Click . The User details page appears.

## User details

### General information

**Title:**  
**First name:** Deb  
**Last name:** Ddd  
**Phone number:**  
**Email:** DEBDDD@MAILINATOR.COM  
**Login name:** DEBDDD@MAILINATOR.COM  
**Status:** Active

---

### Edit role

**Local registration authority:** No  
**User type:** Service Provider Admin

---

## SOR-RL functionality common to all modules

### Working in a dashboard

A dashboard is a list of items grouped by function.

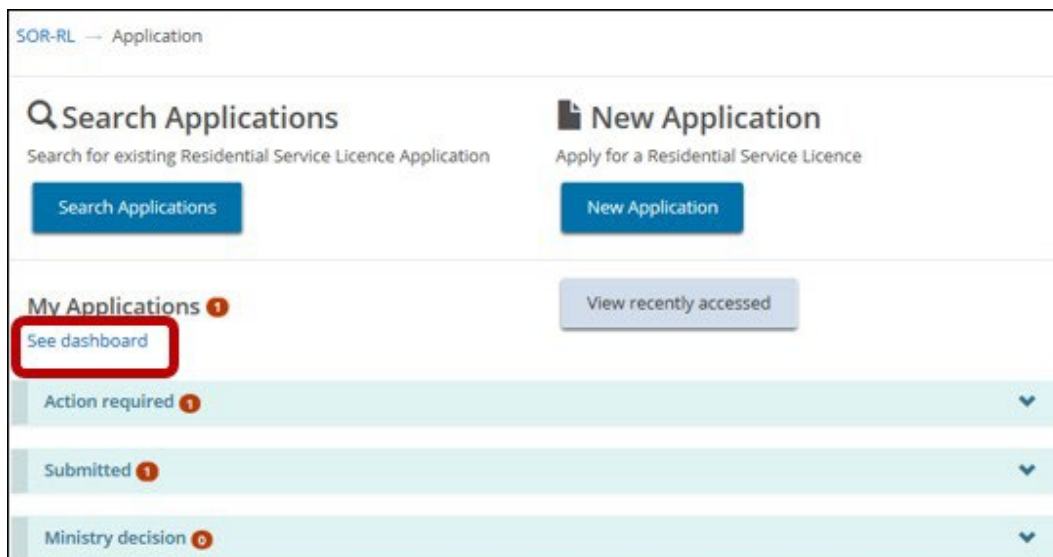


*Example of a dashboard*

There is a different dashboard for each of the Residential Licensing modules used to perform functions in the Licensing process.

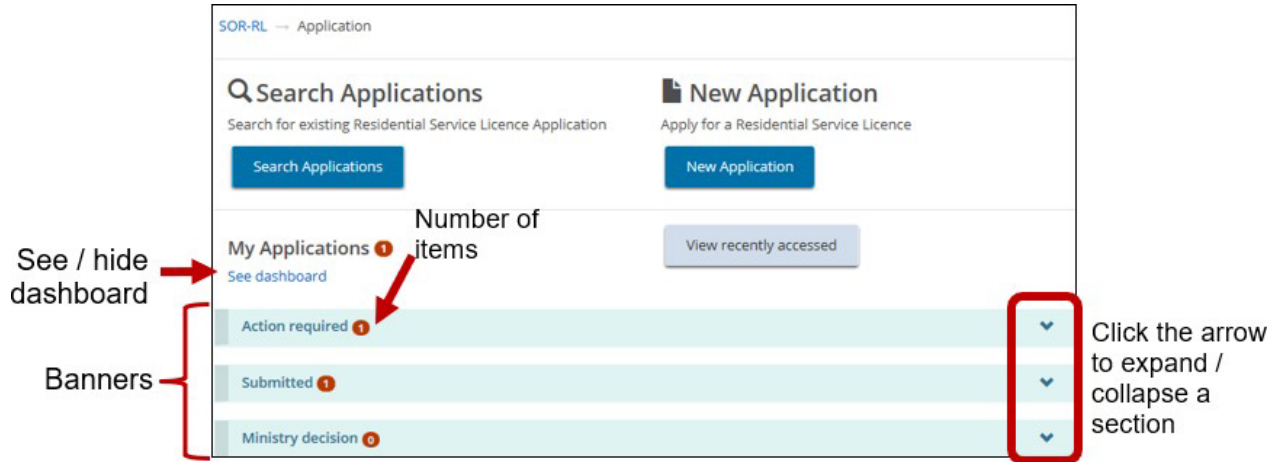
### Opening a dashboard

1. From the SOR-RL home page, open a module, such as [LICENCE APPLICATION](#).



2. Press [See dashboard](#). (The link changes to [Hide dashboard](#).)

## Working in a dashboard



A dashboard is divided into sections indicated by banners. The number in the banner indicates the number of items in the section. To expand a section, click the arrow in the banner.

Below is a list of common sections.

**Note:** Not all dashboards have the same sections.



- **Action required:** This section displays applications that are draft or require an action from the user. This section lets you update an item.
- **Submitted:** This section lists all items you have submitted.
- **Ministry decision:** This section displays items where a ministry decision has been reached.



To show / hide the dashboard, click [Show dashboard](#)/[Hide dashboard](#).



## Working with a table

Search results and other information are displayed in a table.



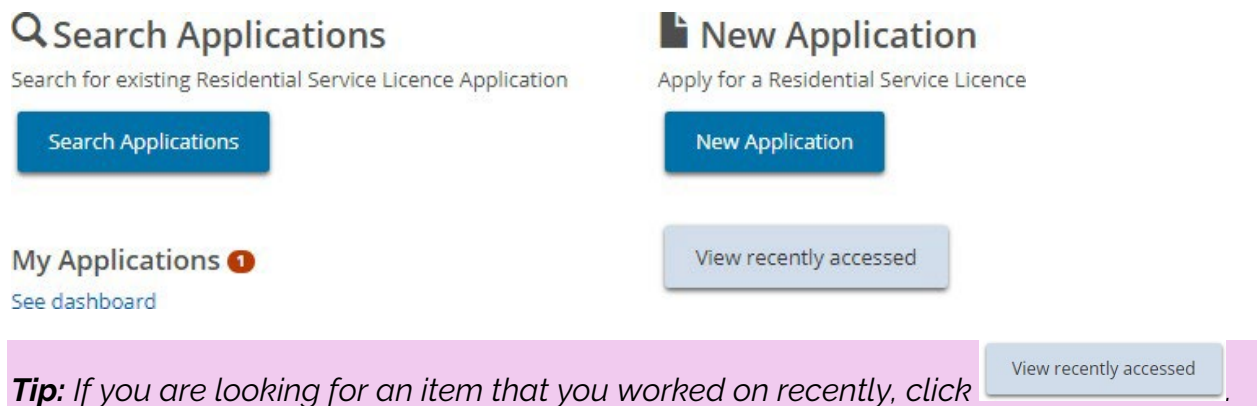
After you expand a section, 10 items appear. Click the Per Page arrow  to change the number of items per page. If there is more than one page of results, a page indicator appears at the bottom of the page . Click the page number you want or choose.

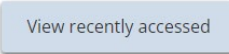
To sort a column, click the column heading. To sort in the opposite direction, click the heading again. A symbol appears indicating that the list is sorted in ascending order  or descending order .


In some tables you will see a delete  or edit  icon.

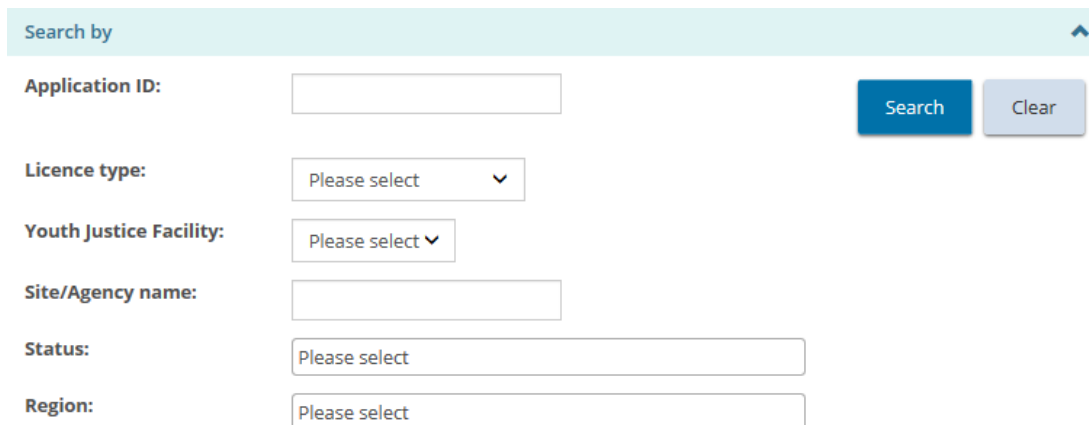
## Searching

Searching can be completed once having accessed a module.



The screenshot shows a dashboard with two main sections. On the left, under 'Search Applications', there is a search bar and a blue 'Search Applications' button. Below this is a 'My Applications' section with a notification badge '1' and a 'See dashboard' link. On the right, under 'New Application', there is a blue 'New Application' button and a grey 'View recently accessed' button. A pink callout box at the bottom highlights the 'View recently accessed' button with the text: **Tip:** If you are looking for an item that you worked on recently, click .

1. To complete a search, click the search button such as . The Search By page appears.




The 'Search by' form contains the following fields and controls:


- Application ID:** A text input field.
- Licence type:** A dropdown menu with 'Please select' and a downward arrow.
- Youth Justice Facility:** A dropdown menu with 'Please select' and a downward arrow.
- Site/Agency name:** A text input field.
- Status:** A dropdown menu with 'Please select'.
- Region:** A dropdown menu with 'Please select'.
- Search:** A blue button.
- Clear:** A grey button.

*Options in the search by page vary depending on the module.*

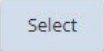
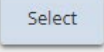
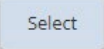
2. Select/enter the search criteria.

**Tips:** To find all items, leave the search criteria blank. To narrow down the search results, enter more search criteria. Search criteria are not case-sensitive. You can enter criteria in UPPER or lower case. You can enter part of the entry. For example, if you are looking for ABC agency, you could type in "bc". To erase the search criteria, click .

3. Click . The search results appear in a table below the search criteria.

Search results 

Item(s) per page: 10 ▾

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date ↓	Action
LA201920103	Children's Residence	DDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-08-16	
LA201920087	Foster Care Agency	DDDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-07-29	
LA201920071	Children's Residence	DDD Corp	Withdrawn	Toronto	Starr, Debra A.	2019-07-25	

4. To view an item, click .

**Note:** See the [Working in a Table](#) section for tips on working with a search result table.

## Assign to Me

Licensing items in SOR-RL can only be assigned to one user at a time. Where a licensed site has more than one Service Provider Admin or Site Designate assigned to it, a user may first need to "assign to me" to be able to take any action on an item in SOR-RL.

To do this, the user must access the licensing item through the appropriate module on the SOR-RL homepage. After selecting the appropriate licensing item, the user must the scroll to the bottom of the summary page and select the "assign to me" button.

• **Complaints reporting summary**

## Complaints reporting summary Print Help

<b>Name of Foster Care Agency:</b>		
<b>Foster Care Agency address:</b>		
<b>Licence number:</b>	<b>Complaints reporting ID:</b> CR202300044	<b>Status:</b> Overdue
<b>Licence type:</b> Foster Care Agency	<b>Reporting period:</b> April 2023	<b>Overdue:</b> Yes
<b>Licensor:</b> Clarke, Laura	<b>Due date:</b> 2023-05-20	<b>Submitted date:</b>

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 0) ^

History of Ministry/Licensee comments ^

No comments have been added.

Exit
Assign To Me

## Viewing/replying to a ministry comment

A user can view or add comments to the ministry on the summary page prior to submitting an action in SOR-RL. This functionality is available in all modules in SOR-RL where a licensing action is underway, for example an application for a Director's Approval, a licensing renewal or in response to a non-compliance.

1. Open an item, either through a search, the recently accessed function, or through your dashboard.



## Change Request

### Search Change Request

Search for existing Change Requests

Search Change Request

### Request new changes

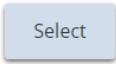
Request new changes

Request new changes

### My Change Requests 1

[See dashboard](#)

View recently accessed

- The commented item is in the Action required section.
- Click  to open the item. The Summary page appears.
- Scroll down to the comments section.

History of Ministry/Licensee comments 1


Comment	Date added	Added by	Action
Could you elaborate on the rationale?	2019-12-11 11:22 AM	Starr, Debra(Licensor)	

Comments to the Ministry:

0 / 3500

[Add](#)

[Withdraw](#)
[Exit](#)
[Back](#)
[Submit](#)

- To reply to the ministry's comment, enter your comments back to the Ministry in the comment box and press .
- The comment appears in the list.
- In order for the comment to be sent and be visible to the ministry, the action in SOR-RL must be submitted to the ministry. In order to complete the licensing action and submit to the ministry, please follow the remaining steps outlined in the appropriate module section in this manual.

[Withdraw](#)
[Exit](#)
[Back](#)
[Submit](#)

**Note:** *Where a licensing action has been returned by the ministry to a licensee, the licensee is required to add a comment on the summary page prior to resubmitting. Additionally, a comment is required to be added when submitting a [Monthly Report in overdue status](#).*

## Creating/editing an applicant profile

In SOR-RL there are two profiles; one for the user (to use SOR-RL) and one for the applicant (individual or corporation). The applicant profile includes information about the individual or corporation such as the address, phone number, owners, directors, officers, etc. This section refers to the applicant profile. For information about your user profile, see the [Updating your user profile](#) section.

**Note:** *The profile must be completed before a licence application can be started. Supporting documentation must be uploaded before an individual/corporation can be licensed.*

### Creating a profile

#### Individual profile

1. From the SOR-RL home page, click  **PROFILE**. The Profile module appears.

SOR-RL → Profile

• **Profile**      • Supporting documents

---

**Profile** Help

General information ^

**Applicant type: \***  
 Individual    Corporation

**Preferred language of correspondence: \***  
 English    French

Exit


2. Select "Individual" as the Applicant Type.
3. Select the Preferred language of correspondence. (This is the language you wish to receive correspondence in from the Ministry.) The Individual details section appears.

**Individual details**

**First name: \***

**Last name: \***

**Middle initial:**

**Date of birth: \***  
 


**Phone number: \***  
 **Ext**

**Mobile number:**

**Email: \***

**Website:**

4. Enter the individual information.
5. Scroll down to the Address section and enter the address information.

**Address** 

**Country: \***

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

**City/Town: \***  **Province: \***  **Postal code: \***

6. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

**Note:** An address is not required to be verified for it to be saved in the system.

7. Scroll down to the Operating name section and answer the question.


**Operating name**

**Are you operating a business under a name that is different than your name? \***  
 Yes  No



8. If you selected “Yes” the section expands.


9. Click . The Operating name page appears.

**Operating name** [Help](#)

Operating name 

Operating name: \*


 


10. Enter the operating name and click .

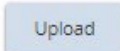
11. Click . The name appears in the operating name list.



12. Click . The Supporting Documents page appears.

**Supporting documents** [Help](#)

Supporting documents 

Item(s) per page: 10 

Document type	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by	Action
Documentation regarding Operator suitability (i.e. CV, resume)				Does not expire	NA	NA	

13. Upload the supporting documents. See the [Working with supporting documents](#) section of the guide for more information.

## Corporation profile

**Note:** Either one Director or Officer must be authorized to receive ministry communications on behalf of the licensee before you can submit an application.

**Note:** There must be at least two signing authorities and two active Directors, Officers, or Owners with a submitted “supporting document regarding operator suitability” before you can submit an application.

1. From the SOR-RL home page, click  **PROFILE**. The Profile module appears.

SOR-RL → Profile

• Profile      • Supporting documents

---

**Profile** ? Help

**General information** ^

**Applicant type: \***  
 Individual    Corporation

**Preferred language of correspondence: \***  
 English    French

Exit

2. Select “Corporation” as the Applicant type.
3. Select the Preferred language of correspondence. The Corporation details section opens.

**Corporation details**

**Corporation number: \***

**Corporation name: \***

**Phone number: \***  
 **Ext:**

**Email: \***


**Website:**

**The corporation is: \***  
 For profit  Not for profit

**Is the corporation a society? \***  
 Yes  No

**Is the applicant an existing Transfer Payment Recipient? \***  
 Yes  No

4. Enter the corporation details.
5. Scroll down and enter the head office address.

**Head office address** 

**Country: \***

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

**City/Town: \***  **Province: \***  **Postal code: \***

6. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

**Note:** An address is not required to be verified for it to be saved in the system.

7. Scroll down and indicate if the mailing address is the same as the head office address. If it is different, enter the mailing address.

**Head office mailing address**


**Same as above?: \***  
 Yes  No

8. Scroll down to the Operating Name section.
9. Indicate if the corporation is operating under a different name.


**Operating name**


**Is the corporate operating a business under a name that is different than its corporation name? \***  
 Yes  No

10. If you select “Yes”, the section expands.


**Operating name** 


**Is the corporate operating a business under a name that is different than its corporation name? \***  
 Yes  No

Name 	Action
No data exists.	






11. Click . The Operating name page appears.

**Operating name** 

**Operating name** 

**Operating name: \***



12. Enter the operating name and click .

13. Click . The operating name appears in the table.



**Operating name** 1 ▲

Is the corporation operating a business under a name that is different than its corporation name? \*  
 Yes  No

Name	Action
ABC Inc.	 

**Note:** You can have more than one operating name. Repeat the step for each name.

14. Scroll down to the Owners of the corporation section.

15. Click . The Owner details page appears.

**Owner details** Help


**Owner information** ▲

Is the owner an individual or a corporation? \*  
 Individual  Corporation

Phone number: \*  
 Ext:

Email: \*

Ownership share percentage: \*

Effective date: \* Late submission?  
  No

**Mailing address** ▲

Country: \*


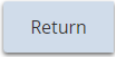

Address Search:

Address line 1: \*

Suite/Unit No.:

Address line 2:

City/Town: \* Province: \* Postal code: \*

16. Enter the owner information and click .
17. Click . The owner appears in the table.
18. Scroll down to the Directors of the corporation section.
19. Click . The Director details page appears.

SOR-RL → Profile → Director details

## Director details [Help](#)

**Director information** ^

**First name: \***

**Last name: \***

**Middle initial:**

**Phone number: \***  
 **Ext:**

**Mobile number:**

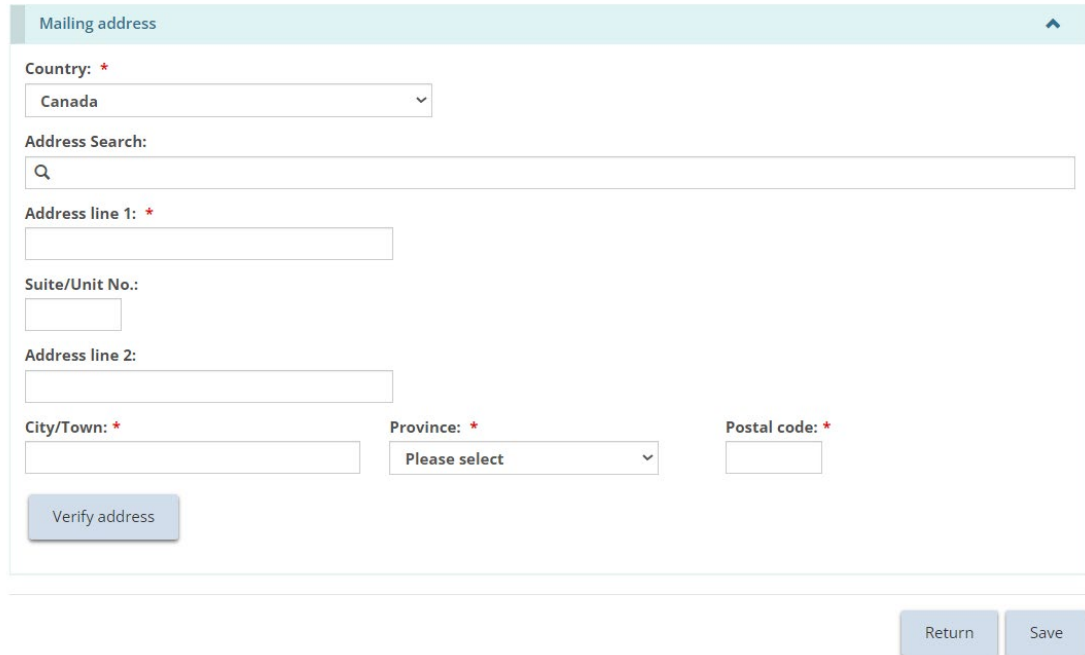
**Email: \***

**Signing authority: \***  
 Yes  No

**Date elected: \***

**Late submission?**  
 No

**Status:**  
 Active



20. Enter the Director information and click .

**Note:** If the Date elected is in the past and more than 15 business days from the current date, the Late Submission indicator will display “Yes”.

21. Click . The Director appears in the table.

22. Indicate if the person is authorized to receive ministry communications on behalf of the licensee (click the radio button).



Name	Date elected ↓	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Hhh, Helen	2019-07-25		Yes	<input checked="" type="radio"/>	 

**Note:** At least one individual must be authorized to receive ministry communications before a licence can be submitted.

23. Scroll down to the Officers of the corporation section.

24. Click . The Officer details page appears.

## Officer details Help

### Officer information

**First name: \***

**Last name: \***

**Middle initial:**


**Role: \***

**Phone number: \***  
 **Ext:**

**Mobile number:**

**Email: \***

**Signing authority: \***  
 Yes  No

**Date elected: \***   **Late submission?**  
No

**Status:**  
Active

### Mailing address

**Country: \***

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**



**Address line 2:**

**City/Town: \***  **Province: \***  **Postal code: \***

25. Enter the Officer information and click .


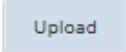
**Note:** If the Date elected is in the past and more than 15 business days from the current date, the Late Submission indicator will show “Yes”.

26. Click . The officer appears in the table.

Officers of the corporation <span>1</span>						
Name	Role	Date elected 	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
J.J. Jack	Secretary	2019-07-25		No	<input type="radio"/>	 

27. Indicate if the person is authorized to receive Ministry communications on behalf of the licensee. (Click the radio button.)

28. Click . The Supporting documents page appears.

Supporting documents <span>Help</span>							
Document type 	File name	Status	Submitted date	Expiry date	Last satisfactory date	Last reviewed by	
Incorporation documents				Does not expire	NA	NA	


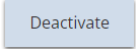

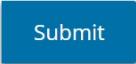

The documentation list will vary depending on your selections when creating your profile.

29. Upload the supporting documents. For details, see the [Working with Supporting Documents](#) section.

**Note:** Once you submit an application, the applicant type cannot be changed.

**Note:** If there is a change to the officers or directors of the corporation, you must notify the ministry of the change within 15 days.

## Editing a profile

1. From the SOR-RL home page, click  **PROFILE**. The Profile module appears.
2. Make the changes required. A Director/officer cannot be deleted but can be deactivated.
3. Open the director's/officer's page. Click  then enter the date and deactivation reasons.
4. Click . The Supporting Documents page appears.
5. Edit/change the supporting documents if required.
6. If you changed a supporting document, click  otherwise click .

# Working with licence applications

---

## Before you start

An application can be submitted to operate a [Children's Residence](#), [Foster Care Agency](#), or [Staff Model Homes](#). The step-by-step instructions are documented separately in this section. Be sure you follow the correct instructions.

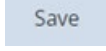
Applications can be submitted by a corporation or an individual. The application process is slightly different depending on whether you are applying as a corporation or an individual. Only the corporation application process is documented in this guide.

## Submitting a Children's Residence licence application


**Note:** This section outlines the process for applying for a Children's Residence licence. Please see the process for applying for a [Foster Care Agency](#), or [Staff Model Homes](#) licence in the sections below.

An application can be submitted/updated by a user with the Registered User or Service Provider Admin role in SOR-RL.

### Step 1: Start the application and enter basic information

As you work on your application, click  to save your entries.

**Tip:** You can open your draft application at any time and continue working on it. See the [Continuing to work on a draft application](#) section for details.

1. From the SOR-RL home page, click the  LICENCE APPLICATION module.
2. The Application module appears.

SOR-RL → Application

### Search Applications

Search for existing Residential Service Licence Application

[Search Applications](#)

### New Application

Apply for a Residential Service Licence

[New Application](#)

---

### My Applications 0

[See dashboard](#)

[View recently accessed](#)

- Click [New Application](#). The Notice of collection of personal information page appears.

SOR-RL → Application → Notice

## Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

[Exit](#) [Next](#)

- Read the notice then click [Next](#). The Licence information page appears.

SOR-RL → Licence Application → Licence information

**1 Licence**  
Go to: [Licence information](#)

**2 Applicant**  
Go to: TBD

**3 Residence & Operation**  
Go to: TBD

**4 Documents**  
Go to: TBD

**5 Application**  
Go to: TBD

[Hide steps](#)

## Licence information [Help](#)


Application ID:	Submitted date:	Closed date:
Application status:	Assigned Licensor:	Assigned Program Supervisor:
Licence type	Region:	

Licence type ▼

Funding type ▼



Licensing history ▼

[Exit](#) [Save](#) [Save & next](#)



Steps Section 



**Tips:** Look at the steps section to monitor your progress.

Symbols indicate the status of each section. A green checkmark  appears after you go to the next page. It indicates that the information on that page is complete. A red exclamation mark  appears after you go to the next page. It indicates that information is missing from that page and must be completed before you can submit the application. The red exclamation mark does not indicate if the information is correct.

To quickly go to a step, click the step from the steps section.

To hide the list of steps, click  Hide steps. To show the list of steps, click  Show steps.

5. Scroll down to the Licence type section.

**Licence type**


**Please select the Licence type you are applying for: \***

Children's Residence Licence  
  Foster Care Agency Licence  
  Staff Model Homes Licence

**Preferred language of licence: \***

English  
  French


6. Select "Children's Residence".
7. Select the Preferred language of the licence.
8. Scroll down to the Funding type information section and select the funding type.

**Funding type** 

**Please select the funding type of the Licence you are applying for (Check all that apply): \***

Transfer Payment Recipient  
 Private Operator


**Note:** If you are applying as an individual, there is only one option.

**Funding type** 

**Please select the funding type of the Licence you are applying for (Check all that apply): \***

Private operator

9. Scroll down to the Licensing history section and answer the licensing history questions.

Licensing history 

**I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: \***  
 Yes  No

**I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: \***  
 Yes  No

**The Director previously revoked, suspended or refused to issue or renew my licence for a Children's Residence or to provide residential care under the authority of a licence: \***  
 Yes  No

**I have voluntarily returned my licence to the Ministry to close my Children's Residence or Foster Care Agency: \***  
 Yes  No

**Are you operating any sites/agencies other than those listed below? \***  
 Yes  No

Licence number ↓↑	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
No other Licence is held.					

10. More questions may appear depending on your answers. Be sure to answer all the questions.

11. Click . The Applicant profile section appears.

## Step 2: Review the applicant profile

SOR-RL → Licence Application → Applicant profile

**1** Licence

Go to:  
● Licence information

**2** Applicant

Go to:  
● Applicant profile

**3** Residence & Operation

Go to:  
● Residence information  
● Operation information

**4** Documents

Go to:  
● Supporting documents

**5** Application

Go to:  
● Application summary

[Hide steps](#)

---

## Applicant profile [Help](#)



**Name of Children's Residence:**  
**Application ID:** LA201900002  
**Application status:** Draft  
**Licence type:** Children's Residence


[Update Profile](#)

- General information ▼
- Corporation details ▼
- Head office address ▼
- Head office mailing address ▼
- Operating name ▼
- Owners of the corporation ▼
- Directors of the corporation ▼
- Officers of the corporation ▼
- Supporting documents ▼

Back
Exit
Next

1. If the Applicant profile page is not on your screen, click the Applicant profile link from the steps section.
2. Expand and review all the sections of your profile.
3. If changes are required:
  - a. Click [Update Profile](#). This brings you to the Profile module.

- b. Make the changes as required and save the changes.
- c. Click . The SOR-RL home page appears.
- d. To return to your application, click the  module then select the draft application from your dashboard. The Application summary screen appears.
- e. To proceed to the next section, click Residence Information.


4. If changes are not required, click . The Residence Information section appears.

### Step 3: Enter the residence information

SOR-RL → Licence Application → Residence information


**1** Licence

Go to:

-  Licence information



**2** Applicant

Go to:

-  Applicant profile


**3** Residence & Operation

Go to:

-  Residence information
-  Operation information


**4** Documents

Go to:

-  Supporting documents

**5** Application

Go to:

-  Application summary

[Hide steps](#)

---

## Residence information [Help](#)

**Name of Children's Residence:**  
**Application ID:** LA201900002  
**Application status:** Draft  
**Licence type:** Children's Residence

- Children's Residence information ▼
- Children's Residence address ▼
- Children's Residence mailing address ▼
- Safe Drinking Water Act ▼
- Residence contacts ▼

Back Exit Save Save & next

1. If the Residence information page is not on your screen, click the Residence information link from the steps section.

2. Enter the Children's residence information.

Children's Residence information
▲

**Prefix:**

**Operating name: \***

**Suffix:**

**Name of Children's Residence:**

**Phone number: \***  **Ext**

**Email:**

**Website:**

**Ownership: \***  
 Rental  Own

**The residence will be located in the following municipality: \***

**Municipality:**

3. Enter the Children's Residence address information.

Children's Residence address
▲

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**


**Address line 2:**

**City/Town: \***  **Province:**  **Postal code: \***

4. Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.


**Note:** An address is not required to be verified for it to be saved in the system.

5. Enter the Children's residence mailing address.

Children's Residence mailing address 


**Same as above? \***  
 Yes  No  Same as head office address

6. Enter the Safe Drinking Water Act information.

Safe Drinking Water Act 

**Is water provided through service connections with a municipal residential water system? \***  
 Yes  No

7. Add the Residence contacts.

Residence contacts 

[Hide inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
------	------	--------------	----------------	------------------	-------	--------

**Note:** Enter the onsite residence contact for the licensee.

8. Click . The Residence contact details page appears.

**Residence contact details** Help

**Contact information**

**First name: \***


**Last name: \***

**Role: \***


**Phone number: \***  
 Ext:

**Mobile number:**

**Email: \***

**Date activated: \***  
 



**Status:** Active

**Date deactivated: \***  
 

**Deactivation reasons:**  
  
0 / 3500

9. Enter the contact information and click .

10. Click . The contact name appears in the table.

Residence contacts <span style="float: right;">^</span>						
Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Ddd, Deb	Owner	1111111111	2019-10-10		deb.ddd@mailinator.com	 

[Hide inactive](#)

[Add contact](#)

11. Repeat step 6 for all contacts.


12. Click [Save & next](#). The Operation information page appears.

## Step 4: Enter the Operation Information

SOR-RL → Licence Application → Operation information


**1** Licence

Go to:

-  Licence information



**2** Applicant

Go to:

-  Applicant profile


**3** Residence & Operation

Go to:

-  Residence information
-  Operation information


**4** Documents

Go to:

-  Supporting documents

**5** Application

Go to:

-  Application summary

[Hide steps](#)

---

### Operation information [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Application ID:** LA201900002  
**Application status:** Draft  
**Licence type:** Children's Residence

Premises ▼

Program ▼

Capacity ▼

[Back](#) [Exit](#) [Save](#) [Save & next](#)

1. If the Operation information page is not on your screen, click the Operation information link from the steps section.

2. Enter the Premises information.



**Premises** ^

**Brief description of premises: \***

0 / 3500

3. Enter the Program information.

**Program** ^

**Program: \***  
 Full time    Part time    Respite

**Program description: \***

0 / 3500

**Age range: \***  
 0 to 18 months    Over 18 months to under 16 years (15 years + 364 days)    16 years and above

**Gender: \***  
 Male    Female    X

**General service categories (Check all that apply): \***

- Autism
- Children's mental health
- Developmental services
- Educational program (e.g., section 23 classrooms)
- Fetal alcohol spectrum disorder
- Fire setting
- First Nations, Inuk or Metis
- French language designation
- Lesbian/Gay/Bisexual/Transsexual/Transgender
- Other (Identity or Cultural)
- Medically fragile/Complex medical care
- Physical aggression
- Respite offered
- Secure treatment
- Sex trafficking
- Sexualized behaviour
- Substance abuse
- Trauma and behavioural issues
- Young parent resource centre
- Other

**Referral sources: \***

- Families/caregivers
- Indigenous partners
- Children's Aid Society
- Out of Province
- Others


4. Scroll down to the Capacity section:

**Capacity** ^

**Proposed capacity (Total number of beds): \***

**Room size unit of measurement:**  
 Metre    Inch    Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
<div style="border: 1px solid #ccc; padding: 5px 15px; display: inline-block; background-color: #ccc; color: #333;">Add</div>						

5. Click . The Room information page appears.

**Room information** [Help](#)

Room information ▲

**Room name: \***

**Room size unit of measurement: \***  
 Metre  Inch  Feet

**Room size: \***  
 x

**Number of beds: \***

**Age range: \***  
 0 to 18 months

**Gender: \***  
 Male  Female

**Floor: \***

---

Return
Save

6. The required room information varies depending on the program information selected.

7. Enter the room information and click .


8. Click .

9. The room appears in the table.

Capacity
▲

**Proposed capacity (Total number of beds): \***

**Room size unit of measurement:**  Metre  Inch  Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
Male	5 x 4	1	16 years and above	Male	First floor	

**Note:** The room size is converted to metres. To view the room size in a different unit of measure, select the unit of measure from the top of the table.

10. Repeat step 5 for each room.

11. Click . The Supporting documents page appears.

## Step 5: Upload supporting documents

**Note:** You must upload the mandatory supporting documents with your application. Other documents can be added after submission but will be required before your licence is issued.

1. If the Supporting Documents page is not on your screen, click the Supporting Documents link from the steps section.
2. Upload the documents. For details, see the [Working with Supporting Documents](#) section.
3. Click . The Application summary page appears.

## Step 6: Review and submit

SOR-RL → Licence Application → Licence Application summary

**1** Licence

Go to:

- ✔ Licence information

**2** Applicant

Go to:

- ✔ Applicant profile

**3** Residence & Operation

Go to:

- ✔ Residence information
- ❌ Operation information

**4** Documents

Go to:

- ✔ Supporting documents

**5** Application

Go to:

- ❌ Application summary

[Hide steps](#)

---

## Application summary [Help](#)

**Name of Children's Residence:** ABC Inc.

**Application ID:** LA201900002

**Application status:** Draft

**Licence type:** Children's Residence

---

Application summary ▲

**Licence information**

**Applicant profile**

**Residence information**

**Operation information**

**Supporting documents**


Withdraw
Back
Exit
Submit

1. If the Application summary page is not on your screen, click the Application summary link from the steps section.
2. Review the information in the summary.

**Tip:** To see information under a blue heading, click the sub-heading. To edit the information, click the heading in the steps section.

3. To withdraw the application:
  - a. Click Withdraw.
  - b. A confirmation window appears.
  - c. To continue click OK. To cancel the withdrawal, click Cancel.
4. Click Submit. The system reviews your entries and verifies that the mandatory information/documents are completed.

5. If there is an error, a description of the error/omission appears at the top of the page.



**Before you can submit this application, required information in the following screen(s) must be provided:**  
Supporting documents

<b>1 Licence</b> Go to: ✔ Licence information	<b>2 Applicant</b> Go to: ✔ Applicant profile	<b>3 Residence &amp; Operation</b> Go to: ✔ Residence information ✔ Operation information	<b>4 Documents</b> Go to: ❌ Supporting documents	<b>5 Application</b> Go to: ✔ Application summary
---	---	--	--	---

[Hide steps](#)

---

**Application summary** [Help](#)

---


**There are some errors on the page**  
❌ Please upload all required documents before you submit the application.  
Zoning approval

<b>1 Licence</b> Go to: ✔ Licence information	<b>2 Applicant</b> Go to: ✔ Applicant profile	<b>3 Residence &amp; Operation</b> Go to: ✔ Residence information ❌ Operation information	<b>4 Documents</b> Go to: ❌ Supporting documents	<b>5 Application</b> Go to: ✔ Application summary
---	---	--	--	---

[Hide steps](#)

---

**Supporting documents** [Help](#)

- a. The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.
6. If the information is complete, a confirmation message appears. Click .
  7. The Declaration & consent page appears.

**1** Licence

Go to:  
 Licence information

**2** Applicant

Go to:  
 Applicant profile

**3** Residence & Operation

Go to:  
 Residence information  
 Operation information

**4** Documents

Go to:  
 Supporting documents

**5** Application

Go to:  
 Application summary

[Hide steps](#)

---

## Declaration & consent

Help

**Name of Children's Residence:** ABC Inc.

**Application ID:** LA201900002

**Application status:** Draft

**Licence type:** Children's Residence

Declaration & consent

**The applicant certifies that the information supplied in support of this application is true, correct, and complete**

I agree    I disagree

**Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA**

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

I agree    I disagree

Back
Exit

Confirm

8. Read the Declaration and consent, then answer the questions.

**Note:** An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the corporation, for example an executive director. The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see [the "Assign to Me" section](#) for further details.

9. Click . A Confirmation message appears.

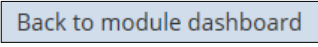
SOR-RL → Licence Application → Confirmation

## Confirmation Help

**Name of Children's Residence:** ABC Inc.  
**Application ID:** LA201900002  
**Application status:** Under Ministry review  
**Licence type:** Children's Residence

Submitted successfully

[Back to module dashboard](#)

10. Click 
11. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".

Submitted 1


Item(s) per page: 10


Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900002	Children's Residence	ABC Inc.	Under Ministry review	Toronto		2019-12-05	<a href="#">Select</a>

## Submitting a Staff Model Home licence application

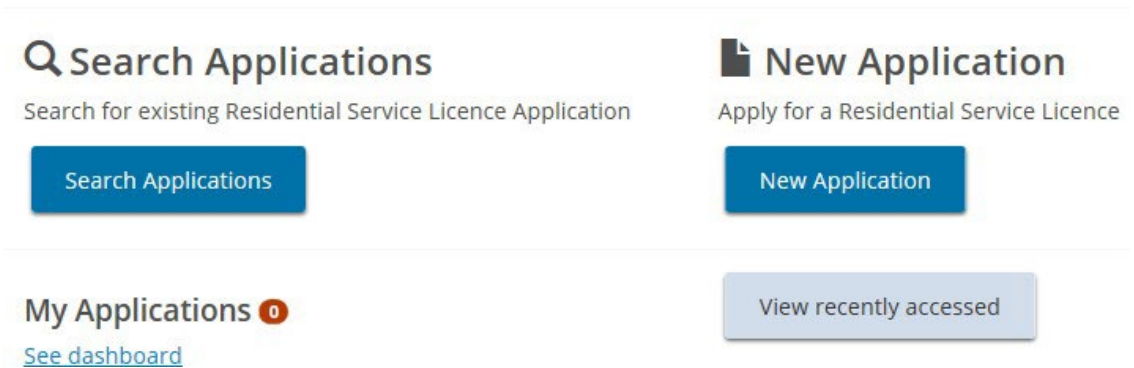
**Note:** This section outlines the process for applying for a Staff Model Home licence. The process for applying for a Staff Model Homes licence is identical to the licence application for a Children's Residence with the exception of adding individual sites. The process for applying for a [Children's Residence](#) can be found in the section above, and the process for applying for a [Foster Care Agency](#) licence can be found in the section below.

### Step 1: Start the application and enter basic information

**Tip:** As you work on your application, click  to save your entries. You can open your draft application at any time and continue working on it. See the ["continuing to work on a draft application"](#) section for details.

1. From the SOR-RL home page, click the  **LICENCE APPLICATION** module.
2. The Application module appears.


[SOR-RL](#) → [Application](#)



The screenshot shows the 'Application' module dashboard. It features two main sections: 'Search Applications' and 'New Application'. The 'Search Applications' section includes a search icon, the text 'Search Applications', and a sub-description 'Search for existing Residential Service Licence Application' with a blue 'Search Applications' button. The 'New Application' section includes a document icon, the text 'New Application', and a sub-description 'Apply for a Residential Service Licence' with a blue 'New Application' button. Below these sections, there is a 'My Applications' section with a notification badge (0) and a 'See dashboard' link. To the right, there is a light blue button labeled 'View recently accessed'.

3. Click . The Notice of collection of personal information page appears.

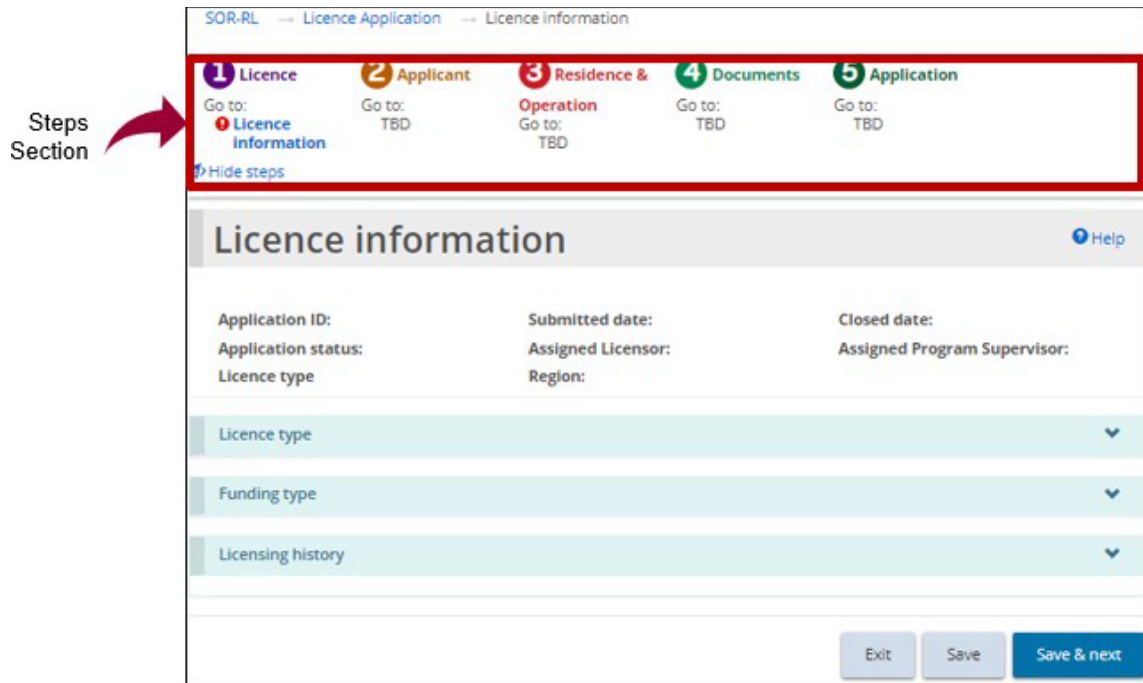
[SOR-RL](#) → [Application](#) → [Notice](#)





The screenshot shows the 'Notice of collection of personal information' page. It has a grey header with the title 'Notice of collection of personal information'. Below the header, there is a paragraph of text: 'Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.' At the bottom right of the page, there are two buttons: a light blue 'Exit' button and a blue 'Next' button.

4. Read the notice then click . The Licence information page appears.





**Tips:** Look at the steps section to monitor your progress.

Symbols indicate the status of each section. A green checkmark  appears after you go to the next page. It indicates that the information on that page is complete. A red exclamation mark  appears after you go to the next page. It indicates that information is missing from that page and must be completed before you can submit the application. The red exclamation mark does not indicate if the information is correct.

To quickly go to a step, click the step from the steps section.

To hide the list of steps, click  Hide steps. To show the list of steps, click  Show steps.

5. Scroll down to the Licence type section.

**Licence type**

**Please select the Licence type you are applying for: \***

Children's Residence Licence
  Foster Care Agency Licence
  Staff Model Homes Licence

**Preferred language of licence: \***

English
  French

6. Select "Staff Model Homes".

7. Select the Preferred language of the licence.
8. Scroll down to the Funding type information section.

**Funding type** ▲

**Please select the funding type of the Licence you are applying for (Check all that apply): \***

Transfer Payment Recipient

Private Operator

**Note:** *If you are applying as an individual, there is only one option.*

**Funding type** ▲

**Please select the funding type of the Licence you are applying for (Check all that apply): \***

Private operator

9. Select the funding type information.
10. Scroll down to the Licensing history section.

**Licensing history** ▲

---

I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: \*

Yes  No

I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: \*

Yes  No

The Director previously revoked, suspended or refused to issue or renew my licence to operate a Children's Residence, or to deliver residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences [Note that the second category listed here includes licenses to deliver foster care or to operate staff model homes.]: \*

Yes  No


I have voluntarily returned my licence to the Ministry because I have ceased operating a Children's Residence or delivering residential care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences (e.g., a licence to deliver foster care or to operate staff model homes): \*

Yes  No

Are you operating any sites/agencies other than those listed below? \*

Yes  No

Item(s) per page:

Licence number 	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
9000626	Staff Model Homes Licence	WAYS - Staff Model Homes	714 York ST Street North, London, Ontario, N5W 2S8	Deemed to continue	2023-11-01
0003705	Children's Residence Licence	WAYS Mental Health Support - Sylvan Street	345 Sylvan ST Centre North, London, Ontario, N6C 4L9	Deemed to continue	2023-09-10

1

11. Answer the licensing history questions.

12. More questions may appear depending on your answers. All questions are mandatory and require answers to proceed.

13. Click . The Applicant profile section appears.

## Step 2: Review the applicant profile

SOR-RL → Licence Application → Applicant Profile

**1 Licence**

Go to: ✔ Licence information

**2 Applicant**

Go to: ✔ Applicant profile

**3 Residence & Operation**

Go to: ❗ Staff Model Homes Information  
❗ Operation information

**4 Documents**

Go to: ❗ Supporting documents

**5 Application**

Go to: ❗ Application summary

[Hide steps](#)

---

### Applicant profile

Help

**Operating name:**

**Application ID:** LA202400026

**Application status:** Draft

**Licence type:** Staff Model Homes Licence

Update Profile

General information
▼

Corporation details
▼

Head office address
▼

Head office mailing address
▼

Operating name
▼

Owners of the corporation
▼

Directors of the corporation
▼

Officers of the corporation
▼

Supporting documents
▼




Back

Exit

Next


1. If the Applicant profile page is not on your screen, click the Applicant profile

link from the steps section.


2. Expand and review all the sections of your profile.
3. If changes are required:
  - a. Click . This brings you to the Profile module.
  - b. Make the changes as required and save the changes.
  - c. Click  SOR-RL. The SOR-RL home page appears.
  - d. To return to your application, click the  LICENCE APPLICATION module, then select the draft application from your dashboard. The Application summary screen appears.
  - e. To proceed to the next section, click Staff Model Homes Information.

SOR-RL → Licence Application → Licence Application summary



**1** Licence

Go to:  Licence information


**2** Applicant

Go to:  Applicant profile


**3** Residence & Operation

Go to:  Staff Model Homes Information  
 Operation information

**4** Documents

Go to:  Supporting documents

**5** Application

Go to:  Application summary

[Hide steps](#)

### Application summary [Help](#)

**Operating name:** NEW SMH APPLICATION #1  
**Application ID:** LA202400021  
**Application status:** Draft  
**Licence type:** Staff Model Homes Licence

Application summary ^

[Licence information](#)


[Applicant profile](#)

[Staff Model Homes information](#)

[Operation information](#)

[Supporting documents](#)

Withdraw
Back
Exit
Submit

4. If changes are not required, click . The Staff Model Homes Information section appears.

## Step 3: Enter the Staff Model Homes Information

SOR-RL → Licence Application → Staff Model Homes information

- 1 Licence**

Go to:  
● Licence information
- 2 Applicant**

Go to:  
● Applicant profile
- 3 Residence & Operation**

Go to:  
● Staff Model Homes Information  
● Operation information
- 4 Documents**

Go to:  
● Supporting documents
- 5 Application**

Go to:  
● Application summary

 Hide steps

## Staff Model Homes information

Operating name:  
 Application ID: LA202400026  
 Application status: Draft  
 Licence type: Staff Model Homes Licence

### Staff Model Homes information

Operating name: \*

Operating Name:  
 Phone number: \*  
 Ext:

Email:

Website:

The Staff Model Homes will be located in the following municipality: \*  
 Municipality:

### Staff Model Homes address

Staff Model Homes Licence address (same as Head Office address): 3038000 Jane Building B Street North, Concord, Ontario, L4K 5B8  
 Address could not be verified.

### Staff Model Homes mailing address

Same as above? \*  
 Yes  No

### Staff Model Homes contacts

[Hide inactive](#)

Name <input type="text"/>	Role	Phone number	Date activated	Date deactivated	Email	Action
---------------------------	------	--------------	----------------	------------------	-------	--------

1. Enter the Staff Model Homes information.
2. Indicate whether the licence mailing address is the same as the licence address.
3. Add Staff Model Homes contacts.

**Note:** *Staff Model Homes contacts are individuals with oversight of all the Staff Model Homes sites. At least one contact needs to be added before the application can be submitted.*

4. Once done, press . The Operation information page appears.

## Step 4: Enter the Operation Information

SOR-RL → Licence Application → Operation information

- 1** Licence  
 Go to:  
● Licence information
- 2** Applicant  
 Go to:  
● Applicant profile
- 3** Residence &  
 Operation  
 Go to:  
● Staff Model Homes Information  
● Operation information
- 4** Documents  
 Go to:  
● Supporting documents
- 5** Application  
 Go to:  
● Application summary

[Hide steps](#)

## Operation information [Help](#)

**Operating name:**  
**Application ID:** LA202400026  
**Application status:** Draft  
**Licence type:** Staff Model Homes Licence

### Program ▲

**Program:** \*  
 Full time    Part time    Respite

**Program description:** \*

A staff model home for children

32 / 3500

**Age range:** \*  
 0 to 18 months    Over 18 months to under 16 years (15 years + 364 days)    16 years and above

**Gender:** \*  
 Male    Female    X

**General service categories (Check all that apply):** \*

- Autism
- Children's mental health
- Developmental services
- Educational program (e.g., section 23 classrooms)
- Fetal alcohol spectrum disorder
- Fire setting
- First Nations, Inuk or Metis
- French language designation
- Lesbian/Gay/Bisexual/Transsexual/Transgender
- Medically fragile/Complex medical care
- Physical aggression
- Respite offered
- Secure treatment
- Sex trafficking
- Sexualized behaviour
- Substance abuse
- Trauma and behavioural issues
- Young parent resource centre
- Other
- Other (Identity or Cultural)

**Referral sources:** \*

- Families/caregivers
- Indigenous partners
- Children's Aid Society
- Out of Province
- Others

### Staff Model Home Sites ▲

Total proposed Staff Model Home Sites: 0

Site Name <input type="text"/>	Proposed capacity	Site address	Region	Action
<input type="button" value="Add SMH Site"/>				

- 
- 
- 
-

1. Populate all fields on the Operation Information screen. Press Save.

2. Click . The Staff Model Home Site details page opens.

**Note:** At least two sites must be added to a Staff Model Home licence application. The following screen must be completed for each individual site to be added to the Staff Model Home licence. Once the licence is approved, additional sites can be applied for through the Change Request module.

SOR-RL → Licence Application → Operation information → Staff Model Home Site details

## Staff Model Home Site details

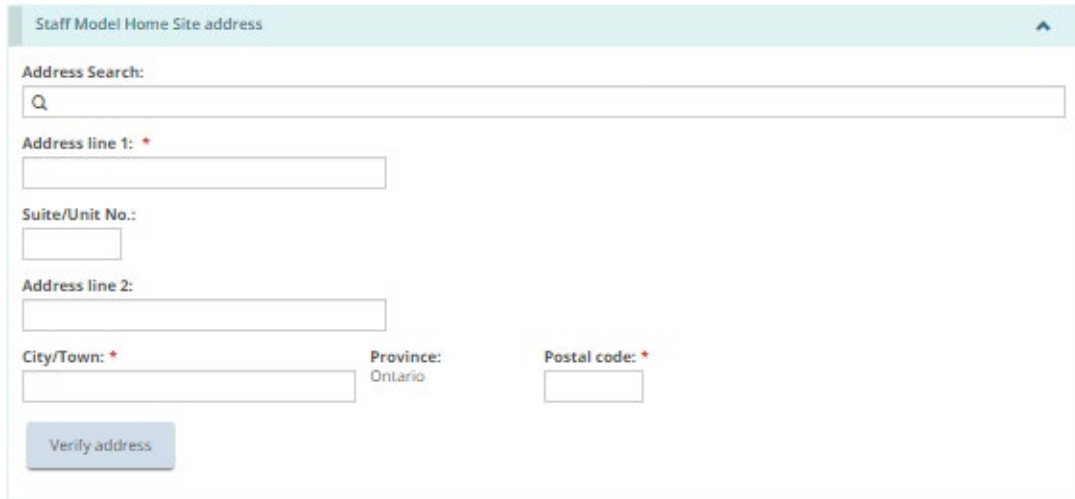
**Operating name:** NEW SMH APPLICATION #1  
**Application ID:** LA202400021  
**Application status:** Draft  
**Licence type:** Staff Model Homes Licence

- Staff Model Home Site address
- Staff Model Home Site information
- Safe drinking water act
- Staff Model Home Site contacts
- Site description
- Capacity

[Return](#) [Save](#)

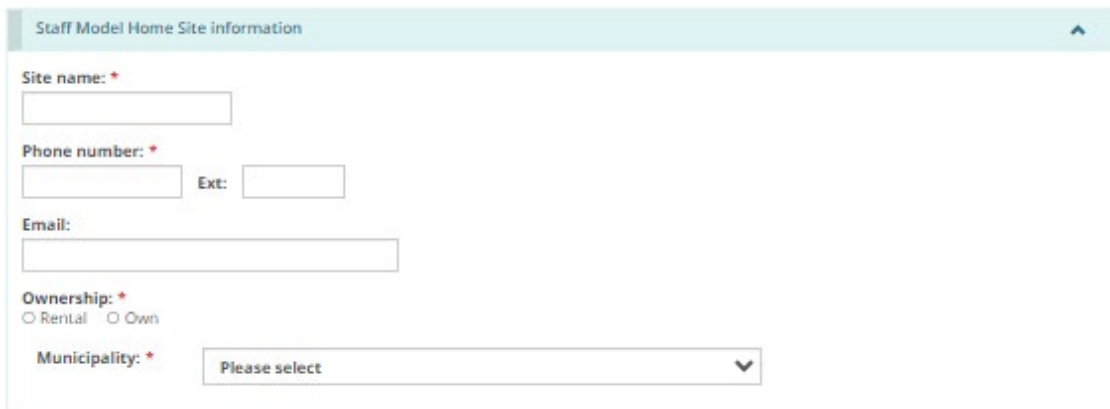
3. Enter the Staff model Home Site address.



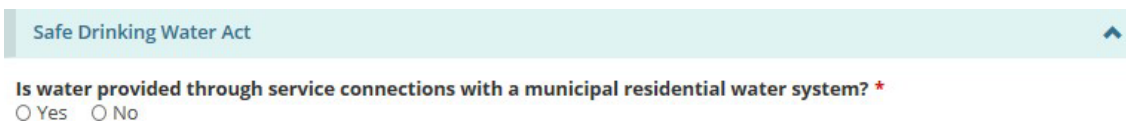


- Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

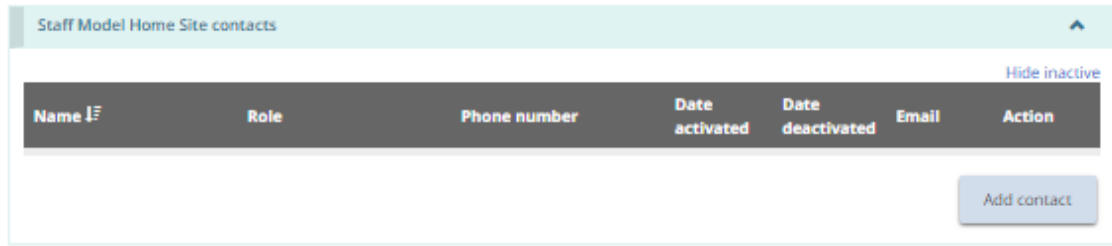
**Note:** An address is not required to be verified for it to be saved in the system.



- Enter the site-specific mailing address.
- Enter the Safe Drinking Water Act information.



- Add the Staff Model Home site contacts by clicking .



Name	Role	Phone number	Date activated	Date deactivated	Email	Action
------	------	--------------	----------------	------------------	-------	--------

Hide inactive

Add contact

**Note:** Enter the onsite residence contact for the staff model home site.

8. The Residence contact details page appears.

### Residence contact details Help

Contact information

**First name: \***


**Last name: \***

**Role: \***


**Phone number: \***  
 Ext:

**Mobile number:**

**Email: \***

**Date activated: \***  
 

**Status:** Active




**Date deactivated: \***  
 

**Deactivation reasons:**  
0 / 3500

9. Enter the contact information and click .

10. Click . The contact name appears in the table.

Staff Model Home Site contacts Hide inactive

Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Name, Staff	Supervisor	3332221111	2024-04-04		staff.name@staffmodelhomes.com	 

11. Repeat steps for all site contacts.
12. Enter the site description details, brief description of premises and brief description of clients served.

Site description ^

Brief description of premises: \*

0 / 3500

Brief description of clients served:

0 / 3500

13. Scroll down to the Capacity section. Add the proposed capacity of the licence.

Capacity ^

Proposed capacity (Total number of beds): \*

Room size unit of measurement:  
 Metre  Inch  Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
-----------	-----------	----------------	-----------	--------	-------	--------

**Note:** The capacity of any site applied for in a Staff Model Home licence cannot exceed two.

14. Click . The Room information page appears.

**Room information**
[Help](#)

Room information
▲

**Room name: \***

**Room size unit of measurement: \***  
 Metre  Inch  Feet

**Room size: \***  
 x

**Number of beds: \***

**Age range: \***  
 0 to 18 months

**Gender: \***  
 Male  Female

**Floor: \***

15. Enter the room information and click . Click . The room appears in the table.

**Capacity**
▲

**Proposed capacity (Total number of beds): \***

**Room size unit of measurement:**  
 Metre  Inch  Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
Male	5 x 4	1	16 years and above	Male	First floor	

**Note:** The room size is converted to metres. To view the room size in a different unit of measure, select the unit of measure from the top of the table.

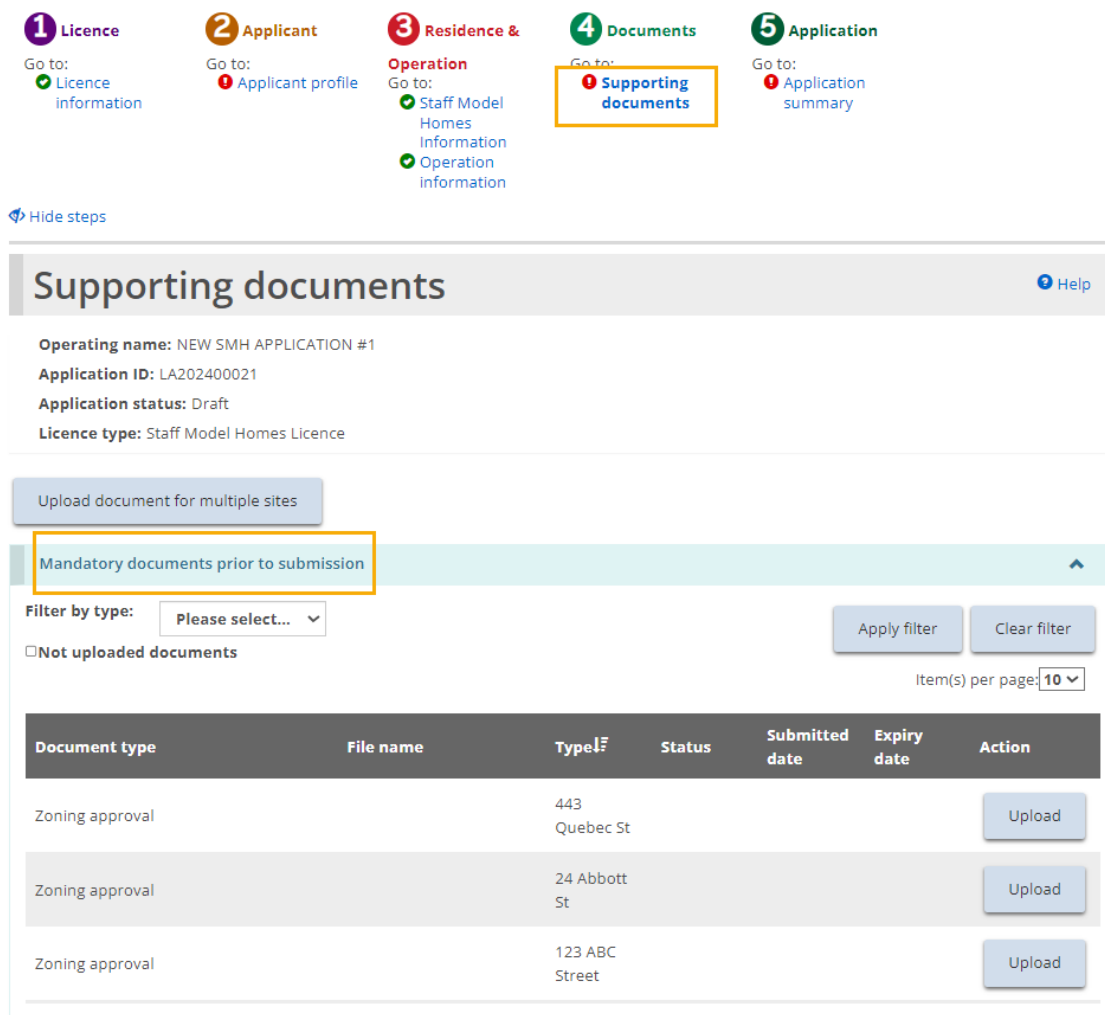
16. Repeat steps for each room.

17. Click . The Supporting documents page appears.

## Step 5: Upload supporting documents

**Note:** You must upload the mandatory supporting documents with your application. Other documents can be added after submission but will be required before your licence is issued.

1. If the Supporting Documents page is not on your screen, click the Supporting Documents link from the steps section.



**1 Licence**  
Go to:  
✔ Licence information

**2 Applicant**  
Go to:  
❌ Applicant profile

**3 Residence & Operation**  
Go to:  
✔ Staff Model Homes Information  
✔ Operation information

**4 Documents**  
Go to:  
❌ Supporting documents

**5 Application**  
Go to:  
❌ Application summary

[Hide steps](#)

### Supporting documents [Help](#)

**Operating name:** NEW SMH APPLICATION #1  
**Application ID:** LA202400021  
**Application status:** Draft  
**Licence type:** Staff Model Homes Licence

Upload document for multiple sites

**Mandatory documents prior to submission**

Filter by type:

Not uploaded documents Item(s) per page:

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	443 Quebec St					<input type="button" value="Upload"/>
Zoning approval	24 Abbott St					<input type="button" value="Upload"/>
Zoning approval	123 ABC Street					<input type="button" value="Upload"/>

2. Upload the documents. For details, see the [Working with Supporting Documents section](#), including the [Uploading a document to multiple sites under one licence section](#).

3. Click . The Application summary page appears.

## Step 6: Review and submit

1. If the Application summary page is not on your screen, click the Application summary link from the steps section.

SOR-RL → Licence Application → Licence Application summary

**1** Licence

Go to:

- ✓ Licence information

**2** Applicant

Go to:

- ✓ Applicant profile

**3** Residence & Operation

Go to:

- ✓ Staff Model Homes Information
- ✓ Operation information

**4** Documents

Go to:

- ✓ Supporting documents

**5** Application

Go to:

- ✓ Application summary

[Hide steps](#)

---

### Application summary [Help](#)

**Operating name:** Maple Star Service Staff Model Homes

**Application ID:** LA202400026      **Submitted date:** 2024-03-29      **Closed date:**

**Application status:** Incomplete      **Assigned Licensor:** Clarke, Laura      **Assigned Program Supervisor:** Clarke, Laura

**Licence type:** Staff Model Homes Licence      **Region:** West

Application summary ^

- [Licence information](#)
- [Applicant profile](#)
- [Staff Model Homes information](#)
- [Operation information](#)
- [Supporting documents](#)
- [Declaration & consent](#)

History of Ministry/Applicant comments ^


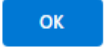


Comments to the Ministry:


0 / 3500 Add

Withdraw
Back
Exit
Submit

2. Review the information in the summary.

**Tip:** To see information under a blue heading, click the sub-heading. To edit the information, click the heading in the steps section.

- To withdraw the application click . A confirmation window appears. To continue click . To cancel the withdrawal, click .
- Click . The system reviews your entries and verifies that the mandatory information/documents are completed.
- If there is an error, a description of the error/omission appears at the top of the page.

 Before you can submit this application, required information in the following screen(s) must be provided:  
Supporting documents

<p><b>1 Licence</b> Go to:  Licence information</p>	<p><b>2 Applicant</b> Go to:  Applicant profile</p>	<p><b>3 Residence &amp; Operation</b> Go to:  Residence information  Operation information</p>	<p><b>4 Documents</b> Go to:  Supporting documents</p>	<p><b>5 Application</b> Go to:  Application summary</p>
--	--	--	---	--

 Hide steps

## Application summary

 There are some errors on the page  
 Please upload all required documents before you submit the application.  
Zoning approval

<p><b>1 Licence</b> Go to:  Licence information</p>	<p><b>2 Applicant</b> Go to:  Applicant profile</p>	<p><b>3 Residence &amp; Operation</b> Go to:  Residence information  Operation information</p>	<p><b>4 Documents</b> Go to:  Supporting documents</p>	<p><b>5 Application</b> Go to:  Application summary</p>
--	--	--	---	--






 Hide steps







## Supporting documents


- The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.



SOR-RL → Licence Application → Applicant Profile

 There are some errors on the page  
 Please add at least one active Director in the Profile page.  
 Please turn ON following for either one Director or Officer in the Profile module: Authorized to receive Ministry communications on behalf of the Licensee  
 Please specify at least two Signing Authorities in the Profile page.  
 At least two supporting documents regarding operator suitability (i.e. CV, resume) for an active officer/director should be uploaded in the Applicant Profile.

<p><b>1 Licence</b></p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Licence information</li> </ul>	<p><b>2 Applicant</b></p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Applicant profile</li> </ul>	<p><b>3 Residence &amp; Operation</b></p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Staff Model Homes Information</li> <li> Operation information</li> </ul>	<p><b>4 Documents</b></p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Supporting documents</li> </ul>	<p><b>5 Application</b></p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Application summary</li> </ul>
---	---	--	--	---

 Hide steps

## Applicant profile Help

<b>Operating name:</b> Maple Star Service Staff Model Homes		
<b>Application ID:</b> LA202400026	<b>Submitted date:</b> 2024-03-29	<b>Closed date:</b>
<b>Application status:</b> Incomplete	<b>Assigned Licensor:</b> Clarke, Laura	<b>Assigned Program Supervisor:</b> Clarke, Laura
<b>Licence type:</b> Staff Model Homes Licence	<b>Region:</b> West	

Update Profile
←

7. If the information is complete, a confirmation message appears. Click OK.
8. The Declaration & consent page appears.

**1** Licence

Go to:  
 Licence information

**2** Applicant

Go to:  
 Applicant profile

**3** Residence & Operation

Go to:  
 Residence information  
 Operation information

**4** Documents

Go to:  
 Supporting documents

**5** Application

Go to:  
 Application summary

[Hide steps](#)

---

## Declaration & consent

[Help](#)

**Name of Children's Residence:** ABC Inc.

**Application ID:** LA201900002

**Application status:** Draft

**Licence type:** Children's Residence

Declaration & consent

**The applicant certifies that the information supplied in support of this application is true, correct, and complete**

I agree    I disagree

**Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA**

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

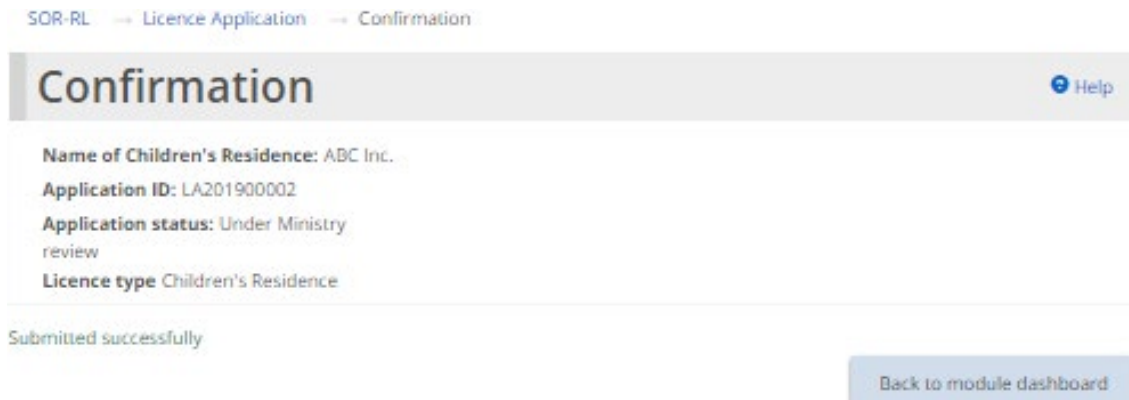
I agree    I disagree

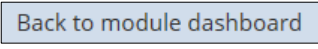
Back
Exit
Confirm

9. Read the Declaration and consent, then answer the questions.

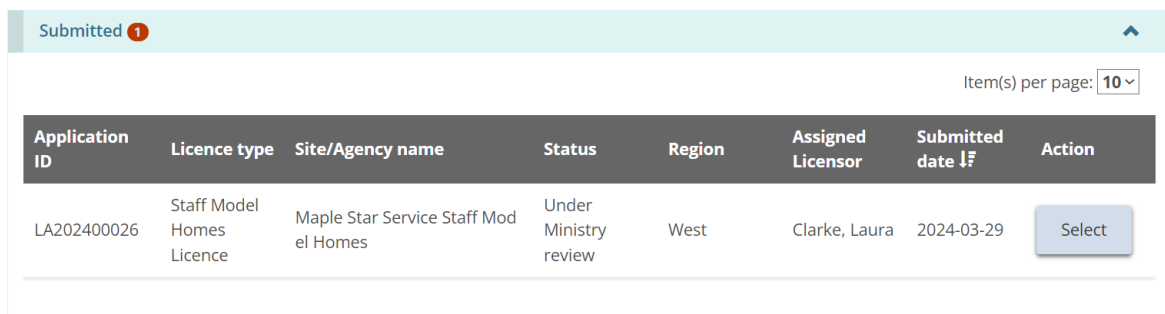
**Note:** An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director. The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see [the "Assign to Me" section](#) for further details.

10. Click . A Confirmation message appears.



11. Click .

12. The application appears in the submitted section of your dashboard with a status of "Under Ministry review".





Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA202400026	Staff Model Homes Licence	Maple Star Service Staff Model Homes	Under Ministry review	West	Clarke, Laura	2024-03-29	Select

## Submitting a Foster Care Agency Licence Application

The instructions in this section are for a Foster Care Agency application only. For instructions on submitting a Children's Residence or Staff Model Home application, reference the previous two sections.

### Step 1: Start the application and enter basic information

**Tip:** As you work on your application, click  to save your entries. You can open your draft application at any time and continue working on it.

- From the SOR-RL home page, click the  **LICENCE APPLICATION** module. The Licence Application module appears.

SOR-RL → Application

### Search Applications

Search for existing Residential Service Licence Application

[Search Applications](#)

### New Application

Apply for a Residential Service Licence

[New Application](#)

---

### My Applications 0

[See dashboard](#)

[View recently accessed](#)

- Click [New Application](#). The Notice of collection of personal information page appears.

SOR-RL → Application → Notice

### Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

[Exit](#) [Next](#)

- Read the notice then click [Next](#). The Licence information page appears.

SOR-RL → Licence Application → Licence information

1 Licence
2 Applicant
3 Residence & Operation
4 Documents
5 Application

Go to: Licence Information
Go to: TBD
Go to: TBD
Go to: TBD
Go to: TBD

[Hide steps](#)

### Licence information [Help](#)


Application ID:	Submitted date:	Closed date:
Application status:	Assigned Licensor:	Assigned Program Supervisor:
Licence type	Region:	

Licence type
▼



Funding type
▼

Licensing history
▼

[Exit](#) [Save](#) [Save & next](#)

Steps Section 

**Tips:** Look at the steps section to monitor your progress.

Symbols indicate the status of each section. A green checkmark  appears after you go to the next page. It indicates that the information on that page is complete. A red exclamation mark  appears after you go to the next page. It indicates that information is missing from that page and must be completed before you can submit the application. The red exclamation mark does not indicate if the information is correct.

To quickly go to a step, click the step from the steps section.

To hide the list of steps, click [Hide steps](#). To show the list of steps, click [Show steps](#).

4. Scroll down to the Licence type section.

Licence type▲

**Please select the Licence type you are applying for: \***

Children's Residence    Foster Care Agency

**Preferred language of Licence: \***

English    French

5. Select "Foster Care Agency".
6. Select the Preferred language of the licence. The page expands.
7. Scroll down to the Funding type information section.

Capacity▲

**Proposed capacity (Total number of beds): \***

**Room size unit of measurement:**

Metre    Inch    Feet

Room name	Room size	Number of beds	Age range	Gender	Floor	Action
<span style="border: 1px solid #ccc; padding: 5px 15px; background-color: #bdbdbd;">Add</span>						

**Note:** If you are applying as an individual, there is only one option.

Funding type▲

**Please select the funding type of the Licence you are applying for (Check all that apply): \***

Private operator

8. Select the funding type information.

9. Scroll down to the Licensing history section.

**Licensing history** ▲

---

**I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children’s Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children’s Residences.]: \***  
 Yes  No

**I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: \***  
 Yes  No

**The Director previously revoked, suspended or refused to issue or renew my licence for a Children’s Residence or to provide residential care under the authority of a licence: \***  
 Yes  No

**I have voluntarily returned my licence to the Ministry to close my Children’s Residence or Foster Care Agency: \***  
 Yes  No

**Are you operating any sites/agencies other than those listed below? \***  
 Yes  No

Licence number <span style="font-size: small;">↓</span>	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
No other Licence is held.					

10. Answer the licensing history questions.

11. More questions may appear depending on your answers. Be sure to answer all the questions.

12. Click Save & next. The Applicant profile page appears.

## Step 2: Review the applicant profile

SOR-RL → Licence Application → Applicant profile

**1** Licence

Go to:

- ✔ Licence information

**2** Applicant

Go to:

- ❗ Applicant profile

**3** Residence & Operation

Go to:

- ❗ Foster Care Agency information
- ❗ Operation information

**4** Documents

Go to:

- ❗ Supporting documents

**5** Application

Go to:

- ❗ Application summary

[Hide steps](#)

---

## Applicant profile [Help](#)

**Name of Foster Care Agency:**  
**Application ID:** LA201900003  
**Application status:** Draft  
**Licence type:** Foster Care Agency




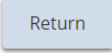
Update Profile

- General information ▼
- Corporation details ▼
- Head office address ▼
- Head office mailing address ▼
- Operating name ▼
- Owners of the corporation ▼
- Directors of the corporation ▼
- Officers of the corporation ▼
- Supporting documents ▼

Back
Exit
Next

1. If the Applicant profile page is not on your screen, click the Applicant profile link from the steps section.
2. Expand and review all the sections of your profile.
3. If changes are required:



- a. Click . The Profile page appears.
  - b. Make the changes as required.
  - c. Save the changes.
  - d. Click . The SOR-RL home page appears.
  - e. To return to your application: Click  then select the draft application from your dashboard.
4. Click . The Foster Care Agency information page appears.

### Step 3: Enter the Foster Care Agency information

SOR-RL → Licence Application → Foster Care Agency information

**1** Licence

Go to:

Licence information

**2** Applicant

Go to:

Applicant profile

**3** Residence & Operation

Go to:

Foster Care Agency information

Operation information

**4** Documents

Go to:

Supporting documents

**5** Application

Go to:

Application summary

[Hide steps](#)

---

**Foster Care Agency information** [Help](#)

**Name of Foster Care Agency:**

**Application ID:** LA201900003

**Application status:** Draft

**Licence type:** Foster Care Agency

Foster Care Agency information ▼

Office address ▼

Foster Care Agency mailing address ▲

**Same as:** \*


Head office address    Lead office address    Other

Back
Exit
Save
Save & next

1. If the Foster Care Agency information page is not on your screen, click the Foster Care Agency information link from the steps section.



2. Scroll down to the Foster Care Agency information section.

**Foster Care Agency information** 

**Prefix:**  **Operating name: \***  **Suffix:**

**Name of Foster Care Agency:**

**Phone number: \***  **Ext:**


**Email:**

**Website:**

**The Foster Care Agency is located in the following municipality: \***

**Municipality:**

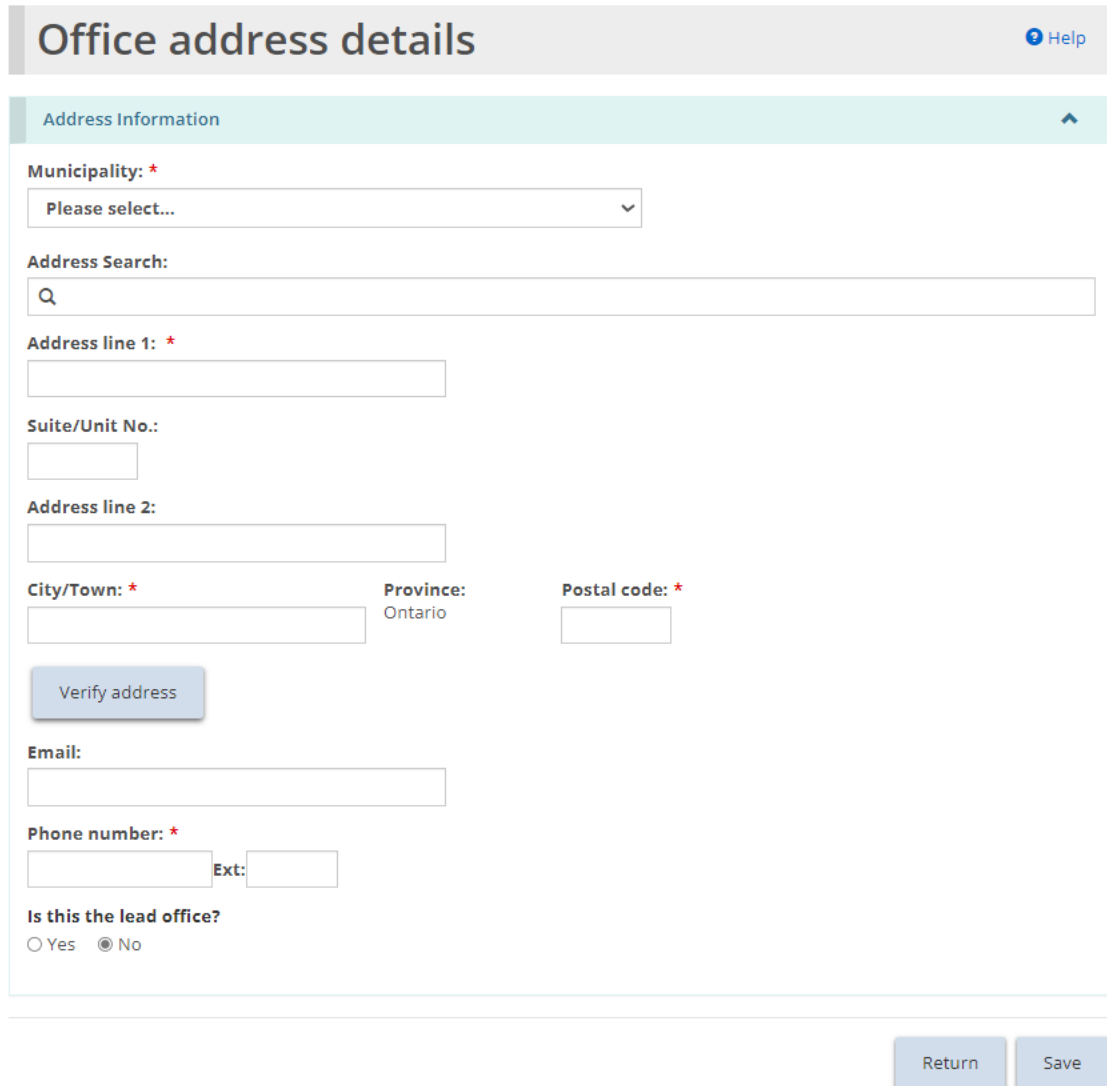
3. Enter the Foster Care Agency information.
4. Scroll down to the Office address section.

**Office address** 

**Please identify all office supporting this program:**

Address	Region	Lead office	Action
<input type="button" value="Add address"/>			

5. Click . The office address page appears.



**Office address details** Help

**Address Information** ^

**Municipality: \***  
Please select... v

**Address Search:**  
Q

**Address line 1: \***  
[Text Input]

**Suite/Unit No.:**  
[Text Input]

**Address line 2:**  
[Text Input]

**City/Town: \*** **Province:** Ontario **Postal code: \***  
[Text Input] [Text Input]

**Verify address**

**Email:**  
[Text Input]


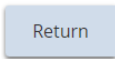
**Phone number: \***  
[Text Input] **Ext.:** [Text Input]

**Is this the lead office?**  
 Yes  No

**Return** **Save**

- Users may manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

**Note:** An address is not required to be verified for it to be saved in the system.

- Enter the office address information. Click .
- Click . The office appears in the table.
- Be sure to list all office addresses that provide support/supervision to the foster care agency.
- Scroll down to the Foster Care Agency mailing address section.

Foster Care Agency mailing address 

Same as: \*  
 Head office address  Lead office address  Other


11. Select/enter the Foster Care Agency mailing address information.

12. Click . The Operation information page appears.

## Step 4: Enter the operation information

SOR-RL → Licence Application → Operation information

<b>1</b> Licence Go to: ✔ Licence information	<b>2</b> Applicant Go to: ✔ Applicant profile	<b>3</b> Residence & Operation Go to: ✔ Foster Care Agency information ✔ Operation information	<b>4</b> Documents Go to: ✔ Supporting documents	<b>5</b> Application Go to: ❌ Application summary
---	---	---	--	---

 Hide steps

---


### Operation information Help

**Name of Foster Care Agency:** Wxy Inc.

**Application ID:** LA201900003

**Application status:** Draft

**Licence type:** Foster Care Agency

Operation information 

Back Exit Save Save & next

1. If the Operation information page is not on your screen, click the Operation information link from the steps section.

2. Enter the Operation Information.

Operation information
▲

**Proposed number of foster homes:**

**Proposed number of foster children:**

**Please provide information on classification and planned utilization of foster homes under the authority of the licence:**

0 / 3500

**General service categories (Check all that apply): \***

- Children's mental health
- Complex medical care
- Developmental services
- French language designation
- Fetal alcohol spectrum disorder
- Problematic substance abuse
- Integrated service for indigenous children and youth
- Secure treatment
- Medically fragile/Technologically dependant and/or palliative
- Respite offered
- Trauma and behavioural issues
- Young parent resource centre
- Lesbian/Gay/Bisexual/Transsexual/Transgender services
- Educational program (e.g., section 23 classrooms)
- Provincial anti-human trafficking coordination office
- Indigenous health and wellness branch
- Cultural needs
- Others

---

Back
Exit
Save
Save & next

3. Click Save & next. The Supporting documents page appears.

## Step 5: Upload supporting documents

SOR-RL → Licence Application → Licence Application Supporting Documents

**1** Licence

Go to:

- ✔ Licence information

**2** Applicant

Go to:

- ✔ Applicant profile

**3** Residence & Operation

Go to:

- ✔ Foster Care Agency information
- ✔ Operation information

**4** Documents

Go to:

- ✔ Supporting documents

**5** Application

Go to:

- ❌ Application summary

[Hide steps](#)

---

## Supporting documents [Help](#)

**Name of Foster Care Agency:** Wxy Inc.

**Application ID:** LA201900003

**Application status:** Draft

**Licence type:** Foster Care Agency

Supporting documents ▼

[Upload additional document](#)

[Back](#) [Exit](#) [Next](#)

1. If the Supporting Documents page is not on your screen, click the Supporting Documents link from the steps section.
2. Upload the documents. For details see the Working with Supporting Documents section.

**Note:** *There are no mandatory documents required with your application. Documents can be added after submission, but documents must be uploaded before your licence will be issued.*

3. Click [Next](#). The Application summary page appears.

## Step 6: Review and submit

SOR-RL → Licence Application → Licence Application summary

**1** Licence

Go to:

- ✔ Licence information

**2** Applicant

Go to:

- ✔ Applicant profile

**3** Residence & Operation

Go to:

- ✔ Foster Care Agency information
- ✔ Operation information

**4** Documents

Go to:

- ✔ Supporting documents

**5** Application

Go to:

- ❌ Application summary

[Hide steps](#)

---

## Application summary [Help](#)

**Name of Foster Care Agency:** Wxy Inc.

**Application ID:** LA201900003

**Application status:** Draft

**Licence type:** Foster Care Agency

---

Application summary ▲

[Licence information](#)

[Applicant profile](#)

[Foster Care Agency information](#)

[Operation information](#)

---


[Supporting documents](#)

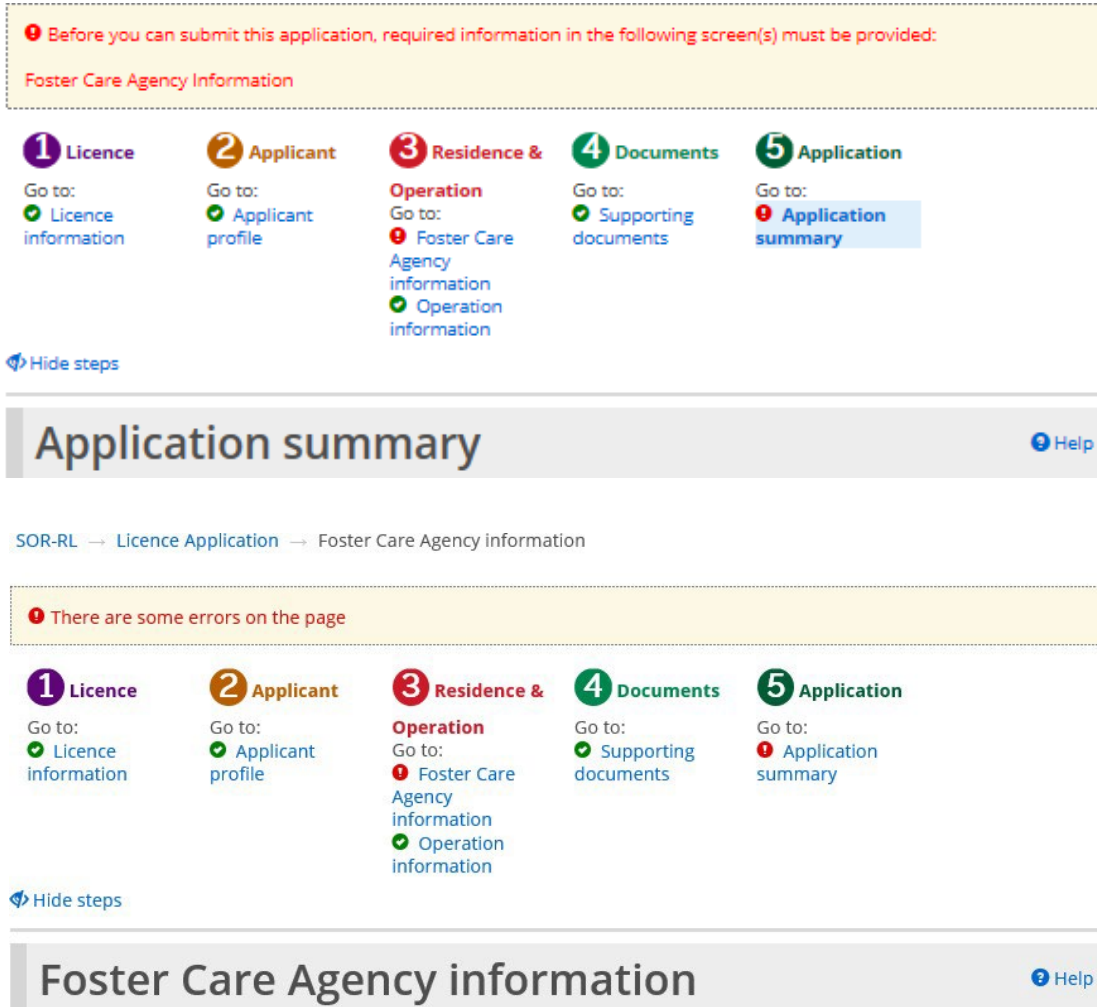
[Withdraw](#)
[Back](#)
[Exit](#)
[Submit](#)

1. If the Application summary page is not on your screen, click the Application summary link from the steps section.
2. Review the information in the summary.

**Tip:** To see information under a blue section sub-heading, click the sub-heading. To edit the information, click the heading in the steps section.

3. To withdraw the application:
4. Click Withdraw.
5. A confirmation window appears.
6. To continue click OK. To cancel the withdrawal, click Cancel.

7. Click . The system will review your entries and verify that the mandatory information/documents are completed.
8. If there is an error, a description of the error/omission appears at the top of the page.



**Before you can submit this application, required information in the following screen(s) must be provided:**

**Foster Care Agency Information**

1 Licence	2 Applicant	3 Residence & Operation	4 Documents	5 Application
Go to: ✔ Licence information	Go to: ✔ Applicant profile	Go to: ❌ Foster Care Agency information ✔ Operation information	Go to: ✔ Supporting documents	Go to: ❌ Application summary

[Hide steps](#)

---

## Application summary [Help](#)

SOR-RL → Licence Application → Foster Care Agency information


**There are some errors on the page**

1 Licence	2 Applicant	3 Residence & Operation	4 Documents	5 Application
Go to: ✔ Licence information	Go to: ✔ Applicant profile	Go to: ❌ Foster Care Agency information ✔ Operation information	Go to: ✔ Supporting documents	Go to: ❌ Application summary

[Hide steps](#)

---

## Foster Care Agency information [Help](#)

9. The error message displays the names of the pages that contain errors. When you go to that page you will see a detailed list of errors or missing information on that page that need to be addressed.
10. If the information is complete, a confirmation message appears.
11. Click . The Declaration & consent page appears.

## Declaration & consent Help

**Name of Foster Care Agency:** Wxy Inc.  
**Application ID:** LA201900003  
**Application status:** Draft  
**Licence type:** Foster Care Agency

---

**Declaration & consent**

**Under Ontario Regulation 156/18 under the Child Youth and Family Services Act, 2017, "Foster Care licensee" means a licensee who provides residential care, directly or indirectly, for three or more children not of common parentage in one or more homes in which parent model Foster Care is provided. I confirm that parent model Foster Care will be provided by not more than two adults on a continuous basis**  
 Yes  No

**The applicant certifies that the information supplied in support of this application is true, correct, and complete**  
 I agree  I disagree

**Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA**  
 I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessities)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

I agree  I disagree

Back
Exit
Confirm

12. Read the Declaration and consent, then answer the questions.

**Note:** An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director, The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the "Assign to Me" section for further details.

13. Click Confirm. A confirmation message appears.



SOR-RL → Licence Application → Confirmation

## Confirmation Help

**Name of Foster Care Agency:** Wxy Inc.  
**Application ID:** LA201900003  
**Application status:** Under Ministry review  
**Licence type:** Foster Care Agency

Submitted successfully

[Back to module dashboard](#)

- Click [Back to module dashboard](#). The application appears in the submitted section of your dashboard with a status of "Under Ministry review".


Submitted 2

Item(s) per page: 10 ▾

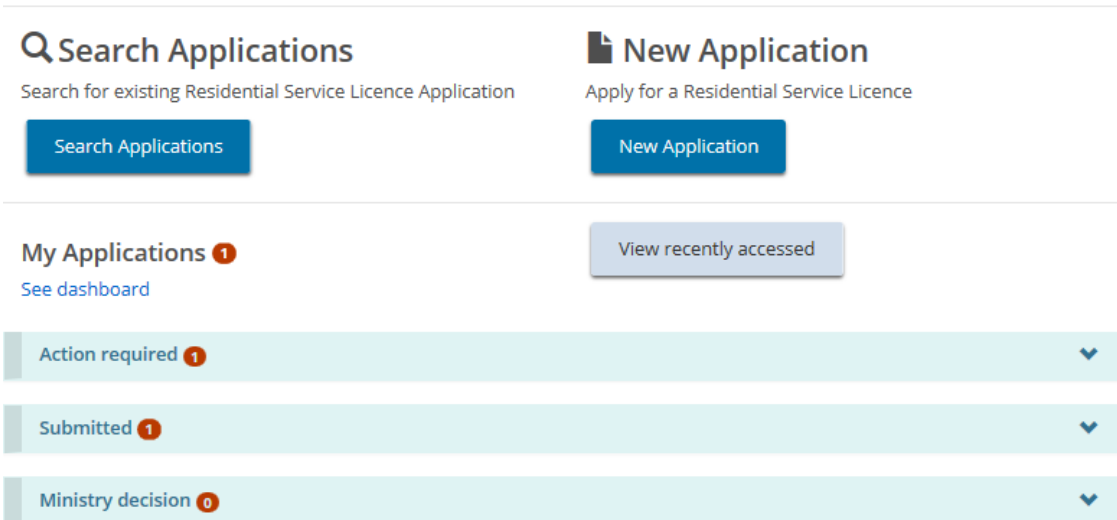
Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date ↓↑	Action
LA201900003	Foster Care Agency	Wxy Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-06	<a href="#">Select</a>

## Continuing to work on a draft application

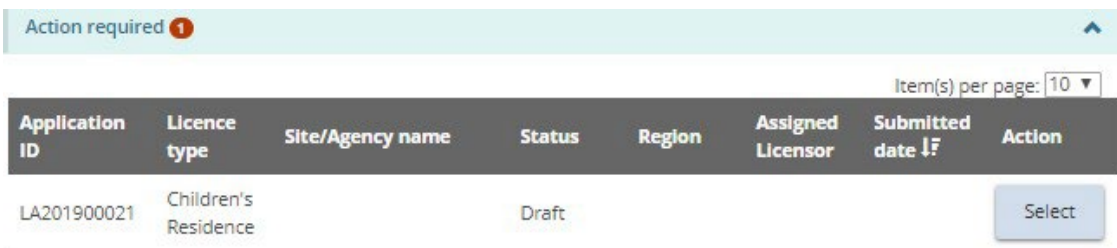
A draft application is an application that has not been submitted. The ministry cannot view a draft application.

- Click the  **LICENCE APPLICATION** module. The Applications module appears.

SOR-RL → Application



2. Expand the Action required section. A table appears showing draft applications.



Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900021	Children's Residence		Draft				Select

3. Click . Continue updating the application.

## Viewing a submitted application

Once an application has been submitted, the applicant is unable to edit the information submitted, unless additional information or revisions are requested by the ministry.

Although information cannot be edited unless requested by the ministry, at any time, you can:

- Upload supporting documents that have not been marked as “Not required” or “Satisfactory” by the ministry or documents that have been marked as “Pending Revision”.
- Update the Owner, Director, Officer information in the Profile module.
- Withdraw the application.

1. Click the **LICENCE APPLICATION** module. The Application module appears.

SOR-RL → Application

**Search Applications**  
Search for existing Residential Service Licence Application  
[Search Applications](#)

**New Application**  
Apply for a Residential Service Licence  
[New Application](#)

**My Applications** 1  
[Hide dashboard](#) [View recently accessed](#)

- Action required 1
- Submitted 1
- Ministry decision 0

2. Under the dashboard, expand the Submitted section.

Submitted 2

Item(s) per page: 10

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LA201900003	Foster Care Agency	Wxy Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-06	<a href="#">Select</a>
LA201900002	Children's Residence	ABC Inc.	Under Ministry review	Toronto	Starr, Debra	2019-12-05	<a href="#">Select</a>

3. Click [Select](#). The Application summary page appears.

SOR-RL → Licence Application → Licence Application summary

• [Application summary](#) • [Supporting documents](#)

## Application summary ? Help

**Name of Children's Residence:** ABC Inc.

**Application ID:** LA201900002      **Submitted date:** 2019-12-05      **Closed date:**

**Application status:** Under Ministry review      **Assigned Licensor:**      **Assigned Program Supervisor:**

**Licence type:** Children's Residence      **Region:** Toronto

---

Application summary ▲

Licence information

Applicant profile

Residence information

Operation information

Supporting documents

Declaration & consent

Withdraw
Exit
Next

4. To see the contents of a section, click the blue section heading.

5. Click Exit.

## Revising/editing a submitted application

A submitted application cannot be revised or corrected unless the ministry changes the status of the application to "Incomplete". Contact the ministry to change the status. Once the status changes, you will see it in the dashboard.

Action required 1 ▲

Item(s) per page: 10 ▼

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date <span style="font-size: small;">↓</span>	Action
LA201900002	Children's Residence	ABC Inc.	Incomplete	Toronto	Qrst, Debra	2019-12-05	<span style="border: 1px solid #ccc; padding: 5px 10px;">Select</span>

1. Open the application with the status "Incomplete".
2. From the Application Summary page, scroll down to the History of

Ministry/Applicant comments section and read the ministry comment.

History of Ministry/Applicant comments ↑

Comment	Date added ↓	Added by	Action
Please check the expiry date.	2019-12-06 08:56 AM	Qrst, Debra(Licensor)	

**Comments to the Ministry:**

0 / 3500
Add

Withdraw
Back
Exit
Submit

3. Make the changes required. Save the changes.
4. Click Application Summary. The Application Summary page appears.
5. If required, add a note back to the ministry then click Add.
6. Click Submit. The Declaration and Consent page appears.
7. Read the declaration and consent, then answer the questions.
8. Click Confirm. A Confirmation message appears.
9. Click Back to module dashboard.
10. The application status changes back to "Under Ministry Review".

## Withdrawing a draft or submitted application

1. Open the application. The Application summary page appears.

SOR-RL → Licence Application → Licence Application summary

• [Application summary](#) • [Supporting documents](#)

## Application summary Help

**Name of Children's Residence:** ABC Inc.

<b>Application ID:</b> LA201900002	<b>Submitted date:</b> 2019-12-05	<b>Closed date:</b>
<b>Application status:</b> Under Ministry review	<b>Assigned Licensor:</b>	<b>Assigned Program Supervisor:</b>
<b>Licence type:</b> Children's Residence	<b>Region:</b> Toronto	

---

Application summary ^

- Licence information
- Applicant profile
- Residence information
- Operation information
- Supporting documents
- Declaration & consent

Withdraw
Exit
Next

2. Click . A confirmation message appears.

3. Click  to continue.

Withdraw Application ^

**Reason for withdrawal: \***

Please select... v

OK
Cancel

4. Select the reason for the withdrawal.

5. Click .

## Decision notification

You will be notified by email when a decision is reached. You will also see the decision in the Ministry decision section.

# Licence Application

[Help](#)

## Search Applications

Search for existing Residential Service Licence Application

[Search Applications](#)

## New Application

Apply for a Residential Service Licence

[New Application](#)

[View recently accessed](#)

## My Applications 1

[See dashboard](#)

Action required 1



Submitted 0



Ministry decision 2



Item(s) per page:

Application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Ministry decision date ↓↑	Action
LA201900002	Children's Residence	ABC Inc.	Approved	Toronto	Starr, Debra	2019-12-11	<a href="#">Select</a>
LA201900003	Foster Care Agency	Wxy Inc.	Approved	Toronto	Starr, Debra	2019-12-11	<a href="#">Select</a>

## Working with supporting documents

---

There are several areas in SOR-RL where you can upload and edit documents. The process is documented here for reference.

**Note:** *The following types of files can be uploaded: graphic (gif, jpeg, png, pdf), documents (pdf, rtf, doc, docx, plain text, ppt), and spreadsheets (xls, xlsx).*

**Note:** *If the document is larger than 10MB, it must be split it into smaller files and uploaded separately. Consult with the ministry if you have questions about large files.*


**Note:** *Do not email documents to the ministry. All communication with the Ministry regarding a licence must be done through SOR-RL. The system notifies recipients of all correspondence and action items. SOR-RL automatically saves communication.*

You can upload documents itemized in a list, or, in some cases, you can upload an additional document.

### Uploading a document from a list

The documents contained in the supporting documents list depend on the module (Licence Application, Director's approval, etc.) and licence type. The list may be divided into mandatory documents, documents required prior to submission, and other mandatory documents.

**Note:** *If the document status of a mandatory document is "Submitted", no further updates can be made. For non-mandatory documents, revised documents may be submitted after the initial submission.*

1. Open the application/licence. The summary page appears.
2. Click **Supporting documents** or  **Supporting documents**. The Supporting documents page appears.



**1** Licence   
 **2** Applicant   
 **3** Residence & Operation   
 **4** Documents   
 **5** Application

Go to: ✔ Licence information   
 Go to: ❌ Applicant profile   
 Go to: ❌ Residence information   
 Go to: ❌ Supporting documents   
 Go to: ❌ Application summary

[Hide steps](#)

## Supporting documents [Help](#)

**Name of Children's Residence:**  
**Application ID:** LA201900021  
**Application status:** Draft  
**Licence type:** Children's Residence

### Mandatory documents prior to submission ▲

Item(s) per page: 10 ▼

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						<a href="#">Upload</a>

### Other mandatory documents ▲

Item(s) per page: 10 ▼

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.					Does not expire	<a href="#">Upload</a>
Staff policies		Policies and procedures			Does not expire	<a href="#">Upload</a>

*Partial page example of a Supporting Documents page from a Children's Residence application*

## Supporting documents

[Help](#)

**Name of Foster Care Agency:**  
**Application ID:** LA201920624  
**Application status:** Draft  
**Licence type:** Foster Care Agency

### Supporting documents

Item(s) per page: 10 

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Supervision and support of foster parent(s)		Policies and procedures			Does not expire	<a href="#">Upload</a>
Serious Occurrences-reporting		Policies and procedures			Does not expire	<a href="#">Upload</a>
Resident orientation/intake package					Does not expire	<a href="#">Upload</a>

*Partial page example of a Supporting Documents page from a Foster Care Agency application.*

**Tip:** To quickly identify the documents that have not yet been uploaded, click on the Status column header to sort the list and move the documents that have not been uploaded to the top of the table.

Licence type: Staff Model Homes Licence

Upload document for multiple sites

Mandatory documents prior to submission

Other mandatory documents

Filter by type:

Not uploaded documents    Item(s) per page:

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the Staff Model Homes.		24 Abbott St			Does not expire	<input type="button" value="Upload"/>
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the Staff Model Homes.		443 Quebec St			Does not expire	<input type="button" value="Upload"/>
Staff policies		Policies and procedures			Does not expire	<input type="button" value="Upload"/>
Site plan	<a href="#">Test Doc for SORRL.docx</a>	24 Abbott St			Does not expire	<input type="button" value="Select"/>
Site plan	<a href="#">Test Doc for SORRL.docx</a>	443 Quebec St			Does not expire	<input type="button" value="Select"/>

*Partial page example of a Supporting Documents page from a Staff Model Home.*

**Tip:** To quickly navigate the documents for a Staff Model Home licence, the user can filter by site/document type or documents that have not yet been uploaded. Additionally, columns can be filtered by clicking on the column header for example "Type" or "Status" or "Document Type".

3. Click  or .

**Note:** See the section below for how to [upload one document to multiple sites \(for Staff Model Homes only\)](#).

4. The Upload supporting document page appears.

## Upload supporting document Help

Upload supporting document

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls,xlsx

**Document type:** Incorporation documents

**Comments:**

0 / 3500

**Issue date**

**File:** \*

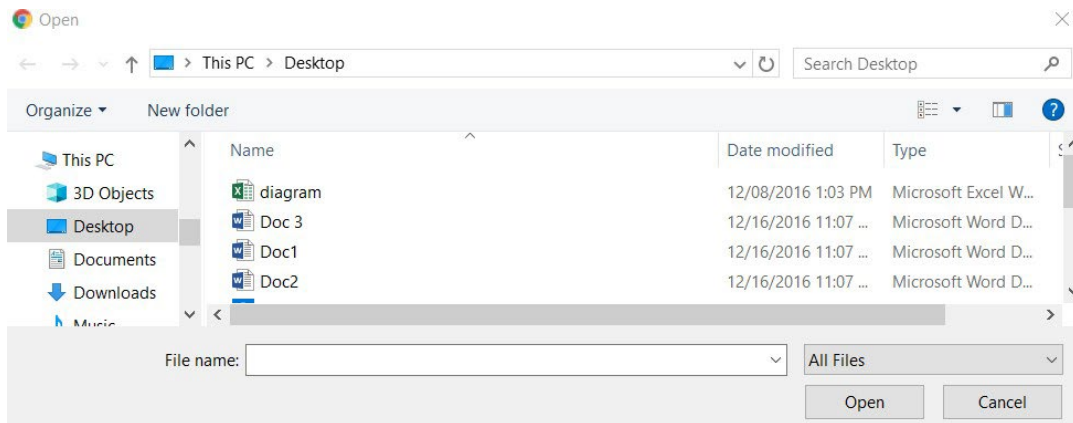
Choose File No file chosen

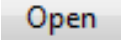

File name	Uploaded by	Date uploaded	Action
No data exists.			

Return
Save

*The page may look different depending on the type of document being uploaded.*

5. You can enter a description of the document in the Comments field.
6. Select the Issue Date of the document if applicable.
7. Click Choose File. The Choose File to Upload page appears.



8. Select the document and click .
9. Click . The file name appears in the table.

## Upload supporting document Help

Upload supporting document ^


The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

**Document type:** Proof of inspection of fire alarm systems and fire extinguishing equipment



**Comments:**

0 / 3500

**Issue date**  

**File: \***

File name	Uploaded by	Date uploaded	Action
<a href="#">Doc 2.docx</a>	Cee, Dee (Registered User)	2019-09-20	<input type="button" value="Remove"/>

10. Click . A confirmation message appears.
11. Click . The document appears in the Supporting documents page with the status of "Submitted".

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.	<a href="#">Doc2.docx</a>		Submitted	2019-10-10	Does not expire	<input type="button" value="Select"/>

**Note:** Once a mandatory document has been uploaded and submitted to the ministry for review, further updates cannot be made.

## Uploading a document to multiple sites under one licence (Staff Model Homes only)

For staff model homes licensees, supporting documents can be uploaded at either the licence level (e.g. policies and procedures), to an individual site (e.g. drinking water system report or site plan), or to multiple sites at one time (e.g. resident orientation intake package). Licence level documents are only required to be uploaded once and apply to the entire licence, not to an individual site.

Please refer to the previous section for instructions on [uploading individual supporting documents](#).

Where the same document may apply to multiple sites, (e.g. zoning approval) the licensee may submit one document and apply it to multiple sites at one time.

1. From the supporting document screen in the applicable module. Select the “Upload document for multiple sites” button.

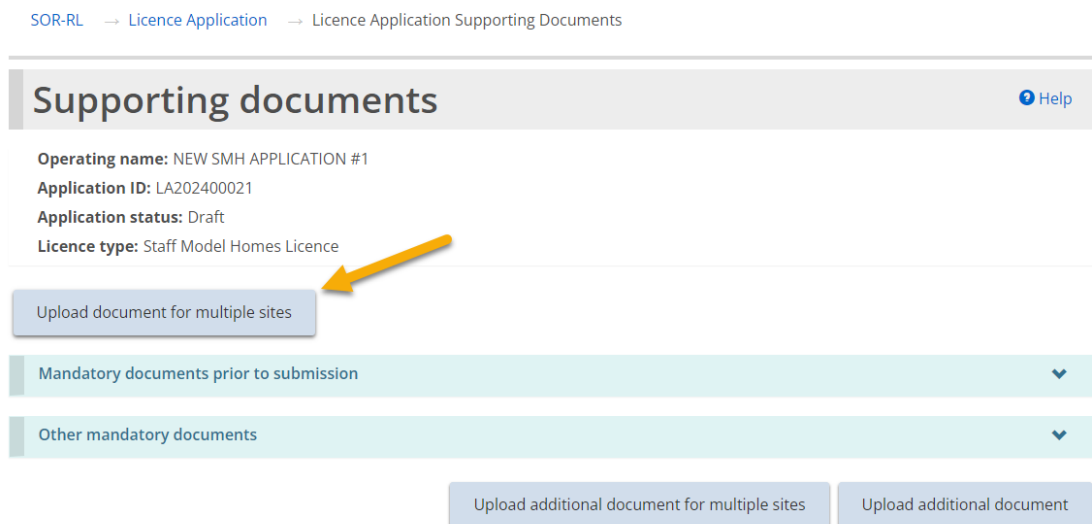
SOR-RL → Licence Application → Licence Application Supporting Documents

### Supporting documents Help

**Operating name:** NEW SMH APPLICATION #1  
**Application ID:** LA202400021  
**Application status:** Draft  
**Licence type:** Staff Model Homes Licence

Upload document for multiple sites
Mandatory documents prior to submission
Other mandatory documents

Upload additional document for multiple sites
Upload additional document



2. Select the applicable document type and each site that this uploaded document applies to from the drop-down menus.

## Upload supporting document for multiple sites Help

Upload supporting document for multiple sites ^

**Document type:** \* 1  
Evidence that the municipalities and school boards in the area where the Staff Mod ▼

**Type:** \* 2  
Please select... ▼  
24 Abbott St  
443 Quebec St

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

**Comments:**  
0 / 3500

**Issue date:**

**File:** \*  
Choose File No file chosen  
 No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

3
Return
Save

3. Upon clicking the “save” button (or ‘submit’ where available, see note below), the uploaded document will be copied to each of the selected sites.

**Note:** *If the user saves a document to multiple sites, but navigates away from this page prior to selecting “submit”, they cannot return to this page to update or submit the documents at a later date. In this instance, the document would have to be updated or submitted individually for each selected site, or submitted to the ministry when the application is submitted.*

This functionality is also available for uploading an additional document type.

SOR-RL → Licence Application → Licence Application Supporting Documents

## Supporting documents

[Help](#)

**Operating name:** NEW SMH APPLICATION #1

**Application ID:** LA202400021

**Application status:** Draft

**Licence type:** Staff Model Homes Licence

Upload document for multiple sites

Mandatory documents prior to submission



Other mandatory documents



Upload additional document for multiple sites

Upload additional document

Back

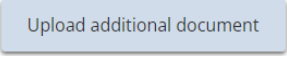
Exit

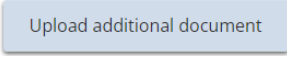
Next

**Note:** Policies and procedures are uploaded once and apply to the whole licence. See [previous section for steps to complete](#). They cannot be assigned to an individual or multiple sites.



## Uploading a document that is not in the supporting document list

If the item (Licence Application, Director's approval, etc.) status is "Draft" or "Incomplete", there will be an  button on the Supporting Documents page. This button allows you to upload other documents.

1. From the application/licence, click [Supporting documents](#). The Supporting documents page appears.
2. Click . The Upload supporting document page appears at the bottom of the page.

### Upload supporting document

[Help](#)

Upload supporting document
▲


The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

**Document type: \***

**Comments:**

0 / 3500

**Issue date**  

**File: \***

Choose File
No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

Return

Save

3. Enter a short description of the document in the Document type field. (Mandatory)

4. Enter a description of the document in the Comments field. (Optional)
5. Select the issue date if applicable.
6. Click **Choose File**. The Choose File to Upload page appears.
7. Select the document and click **Open**.
8. Click **Save**. The file name appears in the table.

File name	Uploaded by	Date uploaded	Action
<a href="#">report.GIF</a>	Cee, Dee (Registered User)	2019-09-20	<a href="#">Remove</a>

9. Click **Return**. The document appears in the Additional documents table.

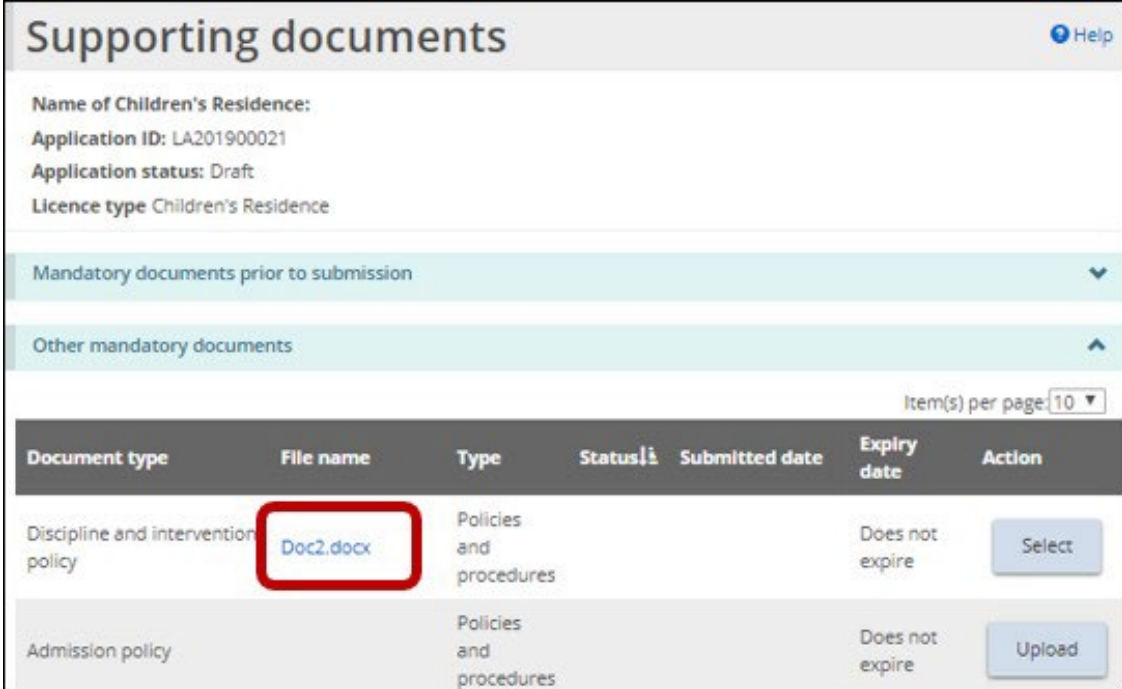
**Additional documents** ^

Item(s) per page:  v

Document type!	File name	Status	Submitted date	Expiry date	Action
Resume	<a href="#">report.GIF</a>				<input type="button" value="Select"/>

## Viewing the contents of an uploaded document

1. From the application/licence, click **Supporting documents**. The Supporting documents page appears.



**Supporting documents** Help

Name of Children's Residence:  
 Application ID: LA201900021  
 Application status: Draft  
 Licence type: Children's Residence

Mandatory documents prior to submission

Other mandatory documents

Item(s) per page: 10

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Discipline and intervention policy	<a href="#">Doc2.docx</a>	Policies and procedures			Does not expire	Select
Admission policy		Policies and procedures			Does not expire	Upload

- From the Supporting documents page, click the blue file name link. Depending on your browser, a message appears, or the document name appears at the bottom of your screen.
- Click **Open** or click the document name at the bottom of the page. The document opens.
- When you are done, close the document.

## Removing a draft document

**Note:** A document cannot be removed once it is submitted. If a document has been uploaded and saved, it may be removed.

- From the application/licence, click **Supporting documents**. The Supporting documents page appears.
- Click **Select**. The Upload supporting document page appears.

## Upload supporting document Help

Upload supporting document ▲

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

**Document type:** Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.

**Comments:**

0 / 3500

**Issue date**

**File: \***

Choose File No file chosen

File name	Uploaded by	Date uploaded	Action
<a href="#">Doc2.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-30	<span style="border: 1px solid #ccc; border-radius: 15px; padding: 2px 10px;">Remove</span>

Return
Save
Submit

3. Click Remove . A confirmation message appears. Click OK to continue.
4. Click Return .

## Working with a submitted document

You will receive an email if a supporting document needs to be updated. In addition, some documents with an expiry date will need to be updated. You can see all the supporting documents requiring updates and those nearing expiry in the Supporting Documents module.

## Supporting Documents

[Help](#)

### Action required

No action required list found

### Documents nearing Expiry

Total item(s): 2

Item(s) per page:

Document type	Licence number	Last satisfactory date	Expiry date
Proof of inspection of fire alarm systems and fire extinguishing equipment	<a href="#">DA201900421</a>	2019-10-18	2019-12-31
Zoning approval	<a href="#">DA201900421</a>	2019-10-18	2019-12-31

## Updating a document when action is required

- From the SOR-RL home page, click [SUPPORTING DOCUMENTS](#). The Supporting Documents module appears. Documents requiring updates have the status of "Pending Revision".

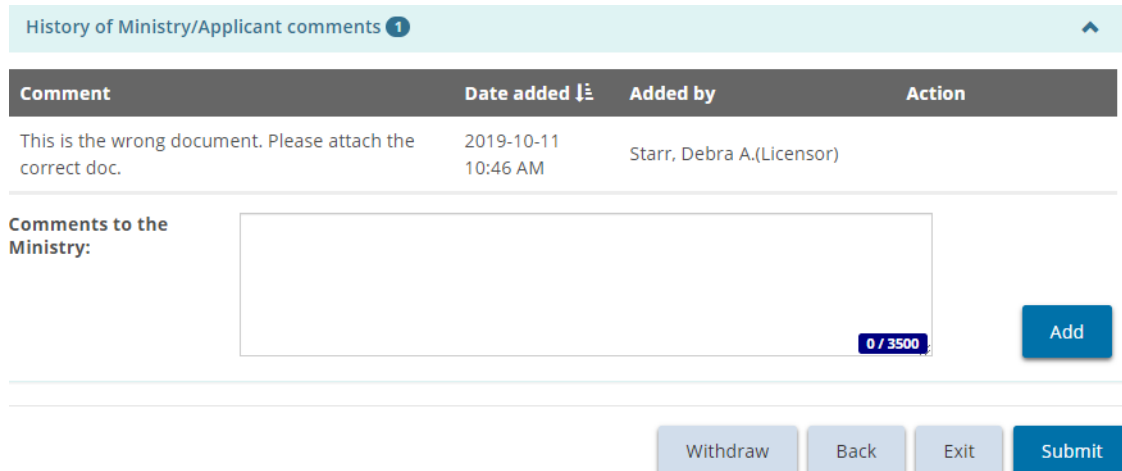
### Mandatory documents prior to submission

Item(s) per page:


Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	<a href="#">Doc1.docx</a>		Pending revision	2019-10-10		<a href="#">Select</a>

- Select the document to be updated.
- Select the Issue date.
- Click [Choose File](#). The Choose File to Upload page appears.
- Select the document and click [Open](#).
- Click [Submit](#). The document is submitted to the ministry for review.

7. Click **Ministry action**.
8. Enter a reply to the ministry in the History of Ministry/Applicant comments section.



History of Ministry/Applicant comments <sup>1</sup>

Comment	Date added 	Added by	Action
This is the wrong document. Please attach the correct doc.	2019-10-11 10:46 AM	Starr, Debra A.(Licensor)	

Comments to the Ministry:

**Add**

**Withdraw** **Back** **Exit** **Submit**

9. Click **Add** then click **Submit**. A confirmation message appears.
10. Click **OK**. The declaration and consent message appears.
11. Read the declaration and consent then answer the questions.
12. Click **Confirm**.

## Updating a document that is nearing expiry

You will be sent a reminder notification before a document expires.

1. From the SOR-RL home page, click **SUPPORTING DOCUMENTS**. The Supporting Documents module appears.

SOR-RL → Supporting Documents

## Supporting Documents Help

Action required ▼

Documents nearing Expiry ▲

Total item(s): 7 Item(s) per page: 10 ▼

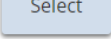
Document type	Licence number	Last satisfactory date	Expiry date
Fire department approval	<a href="#">LI00500</a>		2019-12-31
Fire department approval	<a href="#">LI00548</a>		2019-11-01
Liability insurance coverage	<a href="#">LI00500</a>		2019-12-31
Liability insurance coverage	<a href="#">LI00550</a>		2019-11-11
Liability insurance coverage	<a href="#">LI00548</a>		2019-11-03
Proof of inspection of fire alarm systems and fire extinguishing equipment	<a href="#">LI00500</a>		2019-12-31
Zoning approval	<a href="#">LI00500</a>		2019-12-31

- Click the blue licence number link. The Licence summary page appears.
- Click **Supporting documents** . The Supporting documents page appears.

### Supporting documents ▲

Item(s) per page: 10 ▼

Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Zoning approval	<a href="#">Doc 3.docx</a>		Submitted		NA	Starr, Debra A.	<a href="#">LI00548</a>	Select
Proof of inspection of fire alarm systems and fire extinguishing equipment	<a href="#">Doc 3.docx</a>		Submitted		NA	Starr, Debra A.	<a href="#">LI00548</a>	Select
Liability insurance coverage	<a href="#">Doc2.docx</a>		Satisfactory	2019-11-03	NA	Starr, Debra A.	<a href="#">LA201920659</a>	Select
Fire department approval	<a href="#">Doc 3.docx</a>		Satisfactory	2019-11-01	NA	Starr, Debra A.	<a href="#">LA201920659</a>	Select

- Click the  button of the document type you want to update/upload.
- The Upload supporting document page appears.

[SOR-RL](#) → [Supporting Documents](#) → [Licence Management supporting documents](#) → [Upload supporting documents](#)

## Upload supporting document [Help](#)

**Upload supporting document** ▲


The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

**Document type:** Liability insurance coverage

**Comments:**

0 / 3500

**Issue date:**  

**File:** \*

Choose File

 No file chosen

File name	Uploaded by	Date uploaded	Action
No data exists.			

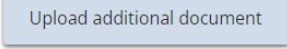
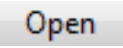


**Revision history** ▲

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	<a href="#">Doc2.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-25		2019-11-03

Return

Save

Submit

- Click .
- Select the file and click .
- Click . The file name appears in the list.
- Click . The file is submitted to the ministry for review.



10. When you open the document link again, the Revision history section displays all the submitted versions of the document.

Revision history
▲

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V2	<a href="#">Doc 3.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-30		

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Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	<a href="#">Doc2.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-25		2019-11-03

Return
Save
Submit

## Working with Monthly Reporting

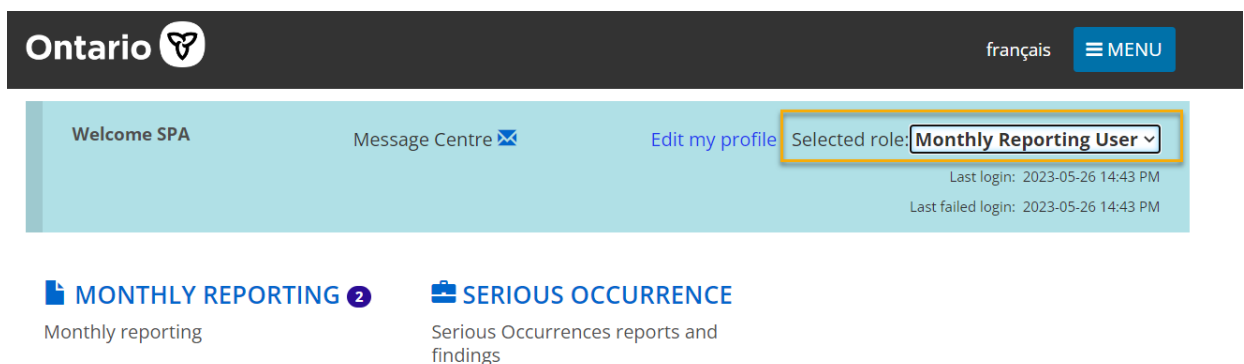
For foster care, children's residence, and staff model home licensees, a monthly reporting module has been created to help facilitate the monthly reporting of complaints and mechanical restraints to the CYFSA Director as required by the new regulatory requirements (July 1, 2023).

Youth justice facilities are only required to submit the complaint report to the Provincial Director through the new monthly reporting module in SOR-RL. The current process for monthly reporting of mechanical restraints will remain in place for these facilities.

**Note:** Submission of the monthly report through SOR-RL does not replace the reporting of mechanical restraints or serious complaints as serious occurrences (SORs) to the ministry. All serious complaints and mechanical restraints which meet the SO Reporting criteria set out in the [MCCSS SOR Guidelines](#) must be reported as SOs to the ministry through SOR-RL. Any errors or updates identified on the monthly report must also be rectified through the established SOR process.

## Monthly Report User

The Monthly Reporting module is only accessible to users with the Monthly Reporting User role assigned to their profile. It can be accessed from the drop-down menu in the top right corner of the SOR-RL landing page.



The screenshot shows the top navigation bar of the SOR-RL system. On the left is the Ontario logo. On the right, there is a language selector for 'français' and a 'MENU' button. Below the navigation bar is a light blue header area containing: 'Welcome SPA', 'Message Centre' with an envelope icon, 'Edit my profile', and a dropdown menu for 'Selected role: Monthly Reporting User'. Below the dropdown menu, it shows 'Last login: 2023-05-26 14:43 PM' and 'Last failed login: 2023-05-26 14:43 PM'. At the bottom of the header area, there are two main menu items: 'MONTHLY REPORTING' with a sub-label 'Monthly reporting' and a help icon, and 'SERIOUS OCCURRENCE' with a sub-label 'Serious Occurrences reports and findings'.

The Monthly Reporting User will have read and write access to the Monthly Reporting module as well as read-only access to the Serious Occurrence module. This access is necessary to ensure they can verify the information populated in the monthly report template. This role can be assigned to any SOR-RL user, by users

with the Service Provider Administrator (SPA) role with a Local Registration Authority (LRA) designation.

For privacy purposes, for children's residences, this role is assigned on a site-specific basis. For a service provider with multiple sites, each Monthly Reporting User can be assigned to any or all sites, but they only have access to the monthly report(s) and SORs for their assigned sites. For foster care and staff model homes, monthly reporting users are assigned at the licence level rather than the site level, and therefore have access to monthly reports and SORs for the entire licence.

**Note:** Only staff deemed appropriate to have access to the information in both the Monthly Reporting and Serious Occurrence modules should be assigned this role in SOR-RL by the SPA with LRA designations.

## Assigning New Monthly Report User Role

The process for assigning the Monthly Reporting User role is the same as assigning other roles to a user in SOR-RL. It is completed by users with the Service Provider Administrator (SPA) role with an LRA designation, in the Administration module, under "Manage Users". When adding the Monthly Reporting User role to a user, one or more sites can be selected at the same time the role is added. The assigned sites can be modified later.

SOR-RL → Administration → Manage user → External user details

## User details

**General information**

**Title:**

**First name:** SPA

**Last name:** 1016

**Phone number:**

**Email:** spa\_1016@yopmail.com

**Login name:** SPA\_1016@YOPMAIL.COM

**Status:** Active

[Edit](#)

**Edit role**

**Local registration authority:** No

**User type:**

- SOR Initiator
- Monthly Reporting User
- Service Provider Admin
- Site Designate

**Sites:**

[Drop role](#) [Add a new role](#)

[Return](#) [Deactivate](#) [Save](#) [Generate password](#)

## Timelines

SOR-RL auto-generates a monthly report template on the 1<sup>st</sup> calendar day of each month based on SORs reported to the ministry through SOR-RL for the previous reporting month. Per O. Reg. 155/18 of the CYFSA, the completed monthly report is required to be submitted to the CYFSA Director (Provincial Director for youth justice) by the 5<sup>th</sup> calendar day of the month.

## Autogenerated Report Functionality

All serious complaints and mechanical restraints which meet the SO Reporting criteria set out in the [MCCSS SOR Guidelines](#) must be reported as SOs to the ministry through SOR-RL. Mechanical restraint and rights-based serious complaint SORs that are submitted in SOR-RL auto-populate into the monthly report template.

Mechanical restraint SORs auto-populate based on the date of the occurrence and rights-based serious complaint SORs auto-populate based on the date the provider became aware of/received the serious complaint. The fields which auto-populate from an SOR cannot be edited in the Monthly Reporting module.

The content of each monthly report refreshes each time it is opened while it is in pending, pending revision, or overdue status. This means that while in these statuses, any updates or revisions made to a mechanical restraint or serious complaint SOR which occurred in the previous reporting month, will be reflected in the monthly report to be submitted to the ministry.

**Note:** *If a change to information auto-populated in the Monthly Reporting module must be made, the SOR itself must be revised, through the SO status "Additional Information/Revision Required". If the information in the monthly report is incorrect, the SOR itself must be updated. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.*

## Submitting Monthly Reports

Before submitting a monthly report, Monthly Reporting Users are required to review the mechanical restraint or complaint report templates, liaise with the SOR Initiator to ensure any outstanding revisions to the SORs have been made, and complete the mandatory fields on the monthly reporting details page.

When a monthly report is first opened in SOR-RL, the first page that will load is the summary page. On this page, Monthly Reporting Users will be able to assign the monthly report to themselves and see the summary of all details currently captured in the monthly report, including any comments made to and/or received from the ministry.

## Monthly Report Assign to Me Functionality

All Monthly Reports must be assigned to a Monthly Reporting User. If only one user at a licensed site has the role, Monthly Reports will automatically be assigned to them. Where multiple staff have this role, the monthly report will remain unassigned until one of the users assigns themselves a report. In order to do so, the user must

press the “assign to me” button in the monthly report at the bottom of the summary page.

SOR-RL → Monthly Reporting → Complaints reporting summary

• **Complaints reporting summary**

---

## Complaints reporting summary Print Help

**Name of Foster Care Agency:**  
**Foster Care Agency address:**  
**Licence number:**                      **Complaints reporting ID:** CR202300044                      **Status:** Overdue

**Licence type:** Foster Care Agency                      **Reporting period:** April 2023                      **Overdue:** Yes  
**Licensor:** Clarke, Laura                      **Due date:** 2023-05-20                      **Submitted date:**


This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 0) ^

History of Ministry/Licensee comments ^

No comments have been added.



Exit
Assign To Me

Once a monthly report has been assigned to a user, a different user can reassign it to themselves by following the same steps.

Once a report has been assigned to a user, the assignment will appear in their Monthly Reporting Dashboard.

SOR-RL → Monthly Reporting

# Monthly reporting Print Help

## Search Monthly Reporting

Search for Monthly Reporting

Search Monthly Reporting


### Monthly Reporting 1

Hide dashboard

View recently accessed

Action required 1

Item(s) per page: 10

Reporting ID	Reporting type	Site/Agency name	Reporting period	Status	Due date	Assigned to	Action
CR202300044	Complaints		April 2023	Overdue	2023-05-20	<div style="border: 2px solid orange; padding: 5px; display: inline-block;"> <span style="background-color: orange; border-radius: 50%; padding: 2px 6px; font-weight: bold; color: white;">2</span>                      SPA_292@MAILINATOR.COM   </div>	Select

## Details Page

All mandatory fields required to be completed before submitting a monthly report to the ministry are located on the reporting details page.

## Serious Complaint Monthly Reports

A rights-based serious complaint that has been filed as an SOR will auto-populate into the monthly report. Additional details are required to be manually input. To add these details, on the Complaints reporting details page, click on the pencil icon on the right-hand side of the heading of each serious occurrence. These headings also contain the serious occurrence ID (SOID) hyperlink, which opens a read only summary of the SOR when selected.

SOR-RL → Monthly Reporting → Complaints reporting details



• **Complaints reporting details**

1

• Complaints reporting summary

• Complaints reporting confirmation

## Complaints reporting details

 Print  Help

**Name of Children's Residence:**

**Residence address:**

**Licence number:**

**Complaints reporting**

**Status:** Overdue

**ID:** CR202300003

**Licence type:** Children's Residence

**Reporting period:** April 2023

**Overdue:** Yes


**Licensor:** McAdam, Judith

**Due date:** 2023-05-20

**Submitted date:**

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2) 

#1: SO202300371

2



**Date of analysis:**

**Date complaint received:** 2023-04-10



**Complainant:** Service Provider


**Subject of complaint:** Service-related  
Select type of incident: Physical environment (e.g. water quality, noise level)



SOR-RL → Monthly Reporting → Complaints reporting details  
 → Additional details for a serious complaint reported as an SOR

## Additional details for a serious complaint reported as an SOR

 Print  Help

Additional details for a serious complaint reported as an SOR 

**Serious Occurrence ID:** [SO202300284](#)

**Date of analysis: \***  

**Date complaint received:** 2023-04-25

**Complainant:** Service Provider

**Subject of complaint:** About an individual receiving a service

**Details of the complaint:** See Serious Occurrence [SO202300284](#) for details on complaint previously submitted to the Ministry. Any changes to the submitted serious occurrence must go through the SOR reporting process, and cannot be made on this monthly reporting template.

**Steps taken to resolve the complaint and result:** **Has the investigation/review been completed:** Yes

**Has the individual been informed of the results:** No

**Indicate whether a complaint is debriefed with person who complains:** Yes

**Whether debriefed with person who is subject of complaint:** Pending

**Was the agency's complaint policy and procedure followed for this complaint? \***

Yes  
 No

**Resolved by: \***

**Does the current written complaint procedure require any changes to improve effectiveness? \***

Yes  
 No

**Required changes: \***  

**After completing an analysis of the agency policy and procedure are there any changes required related to the way the agency respects the rights of children and young persons in their care? \***

Yes  
 No

**Required changes: \***  

Return

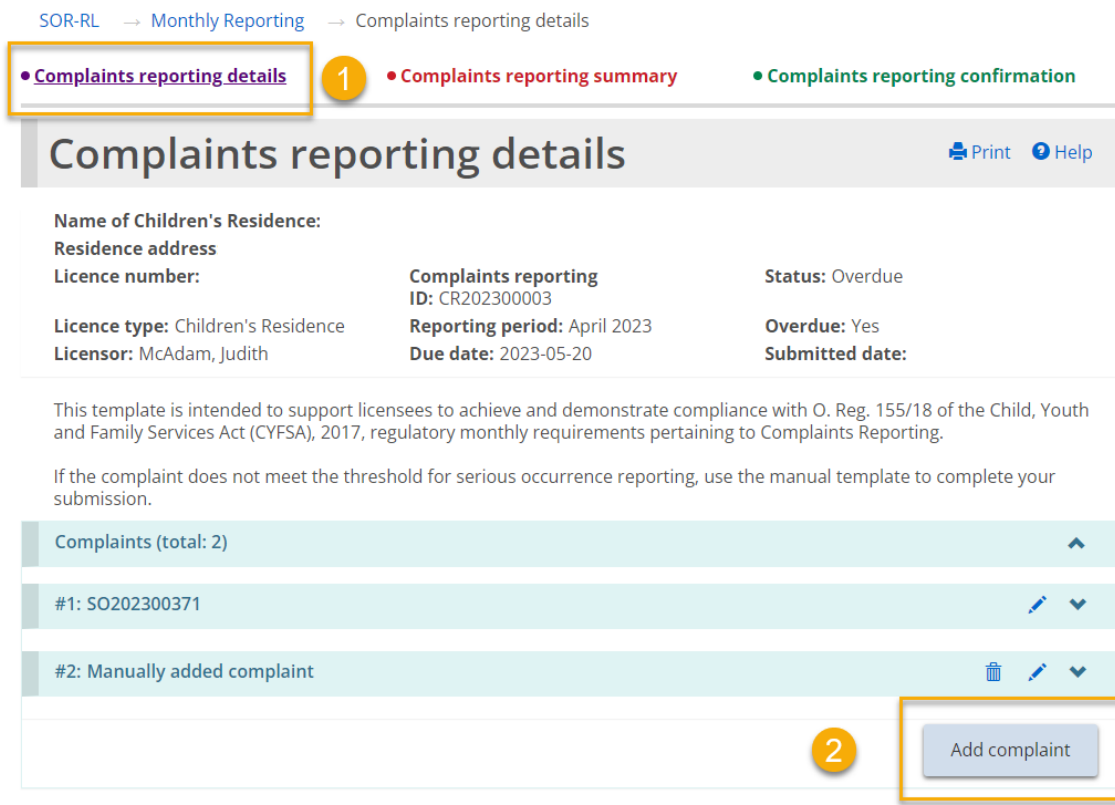
Save

**Note:** If any details relating to a serious complaint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.

## Manually Added Complaints

Rights-based complaints which do not meet the criteria for SO reporting must still be manually recorded in the monthly report.

- To add an additional complaint manually, navigate to the bottom of the Complaints reporting details screen and click on the "add complaint" button.



SOR-RL → Monthly Reporting → Complaints reporting details





● **Complaints reporting details** 1 ● Complaints reporting summary ● Complaints reporting confirmation

### Complaints reporting details Print Help

**Name of Children's Residence:**  
**Residence address**  
**Licence number:**                      **Complaints reporting ID:** CR202300003                      **Status:** Overdue  
**Licence type:** Children's Residence                      **Reporting period:** April 2023                      **Overdue:** Yes  
**Licensor:** McAdam, Judith                      **Due date:** 2023-05-20                      **Submitted date:**

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2)	
#1: SO202300371	 
#2: Manually added complaint	  


2 **Add complaint**


- A new screen will then display the fields which must be manually completed.

## Add complaint

[Print](#) [Help](#)

Add complaint ^

**Date of analysis: \***  

**Date complaint received: \***  

**Complainant: \***

- Placing Agency
- Client
- Another Client
- Service Provider
- Client's Family/Guardian
- Other person working with Client
- Community Member(s)
- Other

**Subject of complaint: \***

**Details of the complaint: \***

Required information to include:

- Precipitating factors that led to the incident and what efforts were made to de-escalate the complaint;
- What happened and where in chronological order;
- Service provider response to the incident/action taken;
- Current status of the complaint;
- Services and supports being provided to individuals involved in the complaint; and
- Further action/follow-up to be taken (where applicable) by the service provider, such as information on how the service provider plans to mitigate, reduce or prevent complaints from occurring in the future.

Do not include personal information, including names or other identifiers. Use non-descriptive identifiers, such as Individual #1 or Parent A, when referencing individuals.

An SOR must be submitted when the criteria for SOR submission is met as submitting a complaint analysis on this report will not replace that process.

0 / 3500

<p><b>Steps taken to resolve the complaint and result:</b></p>	<p><b>Has the investigation/review been completed: *</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><b>Has the individual been informed of the results: *</b></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><b>Indicate whether a complaint is debriefed with person who complains: *</b></p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending</p> <p><b>Whether debriefed with person who is subject of complaint: *</b></p> <p><input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending</p>	
<p><b>Was the agency's complaint policy and procedure followed for this complaint? *</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p><b>Please provide details: *</b></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	
<p><b>Does the current written complaint procedure require any changes to improve effectiveness? *</b></p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p><b>Required changes: *</b></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	
<p><b>After completing an analysis of the agency policy and procedure are there any changes required related to the way the agency respects the rights of children and young persons in their care? *</b></p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p><b>Please provide details: *</b></p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	

## Confirming monthly report is complete

After completing all the fields, users must confirm that the monthly report is complete on the Complaints reporting details page prior to submitting the report.



SOR-RL → Monthly Reporting → Complaints reporting details

• **Complaints reporting details**

• Complaints reporting summary

• Complaints reporting confirmation

## Complaints reporting details

 Print  Help

**Name of Children's Residence:**

**Residence address:**

**Licence number:**

**Complaints reporting ID:** CR202300003

**Status:** Overdue

**Licence type:** Children's Residence

**Reporting period:** April 2023

**Overdue:** Yes


**Licensor:** McAdam, Judith

**Due date:** 2023-05-20




**Submitted date:**

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.


If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2) 

#1: SO202300371  

#2: Manually added complaint   

Add complaint

Other information 

Is the Complaints report complete? \*

Yes  No

Return

Exit

Save

Save & next

## Mechanical Restraint Monthly Reports

For the mechanical restraint monthly report, mechanical restraints will auto populate where they have been reported as an SOR, or can be manually added where it does not meet the SOR reporting guidelines. Review the SO reporting criteria set out in the [MCCSS SOR Guidelines](#) to determine if a mechanical restraint must be reported as an SO to the ministry through SOR-RL.

SOR-RL → Monthly Reporting → Mechanical Restraints reporting details

● **Mechanical Restraints reporting details**

● **Mechanical Restraints reporting summary**

● **Mechanical Restraints reporting confirmation**

## Mechanical Restraints reporting details

 Print  Help

**Name of Foster Care Agency:**

**Foster Care Agency address:**

**Licence number:**

**Mechanical Restraints reporting ID:** MR202300273

**Status:** Overdue

**Licence type:** Foster Care Agency

**Reporting period:** April 2023

**Overdue:** Yes

**Licensor:** McAdam, Judith

**Due date:** 2023-05-23

**Submitted date:** 2023-05-18

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

Mechanical Restraints (total: 0) 

Other information 

There are no Mechanical Restraints to report for this month.

Is the Mechanical Restraints report complete? \*

Yes  No

Return

Exit

Save

Save & next

**Note:** If any details relating to a mechanical restraint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.

## Manually Added Mechanical Restraints

Mechanical restraints that do not meet the criteria for SO reporting must still be manually recorded in the monthly report. Review the SO reporting criteria set out in the [MCCSS SOR Guidelines](#) to determine if a mechanical restraint must be reported as an SO to the ministry through SOR-RL.

1. To add an additional mechanical restraint manually, navigate to the bottom of the Mechanical Restraint reporting details screen and click on the “Add Mechanical Restraint” button.

SOR-RL → Monthly Reporting → Mechanical Restraints reporting details

• [Mechanical Restraints reporting details](#)
• [Mechanical Restraints reporting summary](#)
• [Mechanical Restraints reporting confirmation](#)

---

## Mechanical Restraints reporting details Print Help

**Operating name:** Falcon Homes  
**Staff Model Home address:** 208 Newton Road North, Baltimore  
**Licence number:** 9000611      **Mechanical Restraints reporting ID:** MR202401173      **Status:** Pending revision  
**Licence type:** Staff Model Homes Licence      **Reporting period:** March 2024      **Overdue:** No  
**Licensors:** Clarke, Laura      **Due date:** 2024-04-14      **Submitted date:** 2024-04-04

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

Mechanical Restraints (total: 2) ^

# 1: SO202400165	▼
# 2: Manually added Mechanical Restraint	<span>🗑️</span> <span>✎️</span> <span>▼</span>


Add Mechanical Restraint

2. A new screen will then display the fields which must be manually completed.


Add Mechanical Restraint
▲

**Site name: \***

**Site address:**

**Mechanical Restraint use start date \***  

**Mechanical Restraint use start time \***

**Mechanical Restraint use end date \***  

**Mechanical Restraint use end time \***

**Duration of time of restraint:**

**Child first name: \***

**Child last name: \***

**Child age: \***

**Type of Mechanical Restraint used: \***

- Linking Chain
- Leg Irons/Leg Shackles/Shackles
- Zip Lock Strap/Nylon Restraint Zip Ties
- Handcuffs
- Handcuffs with Waist Chain
- Other non-approved mechanical restraint type
- Restraint Belt/Belly Chain
- Velcro Handcuffs
- Soft Handcuffs (Nylon)

**Description of risk that existed before the Mechanical Restraint was used: \***

- Risk of self-harm
- Risk of harming another client
- Risk of harming staff
- Risk of harming a community member
- Other

## Confirming monthly report is complete

After completing all required fields, users must confirm that the monthly report is complete on the mechanical restraint reporting details page prior to submitting the report.



SOR-RL → Monthly Reporting → Mechanical Restraints reporting details

- [Mechanical Restraints reporting details](#)
- [Mechanical Restraints reporting summary](#)
- [Mechanical Restraints reporting confirmation](#)

## Mechanical Restraints reporting details Print Help

<b>Operating name:</b> Falcon Homes		
<b>Staff Model Home address:</b> 208 Newton Road North, Baltimore		
<b>Licence number:</b> 9000611	<b>Mechanical Restraints reporting ID:</b> MR202401173	<b>Status:</b> Pending revision
<b>Licence type:</b> Staff Model Homes Licence	<b>Reporting period:</b> March 2024	<b>Overdue:</b> No
<b>Licensor:</b> Clarke, Laura	<b>Due date:</b> 2024-04-14	<b>Submitted date:</b> 2024-04-04

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

**Mechanical Restraints (total: 2)** ^

# 1: SO202400165 v

# 2: Manually added Mechanical Restraint 🗑️ ✎️ v





Add Mechanical Restraint

**Other information** ^

Is the Mechanical Restraints report complete? \* 
 Yes  No

## Multiple Incidents (Categories) in a Single SOR

Where multiple mechanical restraints or right-based serious complaints have been reported in the same SOR (please refer to the [MCCSS SOR Guidelines](#), for more information on when more than one category can be added to an SOR), each restraint or complaint will have its own instance on the monthly report. For example, if three mechanical restraints related to a single youth were reported in the same SOR (three mechanical restraint categories added), each one would be reflected separately in the monthly report.

Mechanical Restraints (total: 3) 	
# 1: SO202300292 	
# 2: SO202300292 	
# 3: SO202300292 	

The Monthly Reporting user is required to verify and confirm that all instances of rights-based serious complaints or mechanical restraints are captured correctly in the auto-generated monthly report template prior to submitting to the ministry.

**Note:** *If any details relating to a mechanical restraint or a serious complaint which was reported as an SOR in SOR-RL require revisions or updates, these must be completed within the SOR itself, through the Serious Occurrence module by the SOR Initiator, following the established SO reporting procedures. Changes to SORs and any reported details cannot be made through the Monthly Reporting module.*

## Nil Report

Where there have been no mechanical restraints or complaints during a reporting period, the Monthly Reporting User provides their attestation and submits a NIL monthly report to the ministry. This is completed on the reporting details page of the report.

SOR-RL → Monthly Reporting → Mechanical Restraints reporting details

- Mechanical Restraints reporting details
1
- Mechanical Restraints reporting summary
- Mechanical Restraints reporting confirmation

## Mechanical Restraints reporting details Print Help

<b>Name of Foster Care Agency:</b>		
<b>Foster Care Agency address:</b>		
<b>Licence number:</b>	<b>Mechanical Restraints reporting ID:</b> MR202300273	<b>Status:</b> Overdue
<b>Licence type:</b> Foster Care Agency	<b>Reporting period:</b> April 2023	<b>Overdue:</b> Yes
<b>Licensors:</b> McAdam, Judith	<b>Due date:</b> 2023-05-23	<b>Submitted date:</b> 2023-05-18

This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory requirements pertaining to the Monthly reporting on the use of Mechanical Restraint that is not a Personal Assistance Service Device.

Submission of this report does not replace the serious occurrence reporting process and any errors/updates must be completed through the serious occurrence reporting process.

Mechanical Restraints (total: 0)
2
^

Other information
^

There are no Mechanical Restraints to report for this month.

**Is the Mechanical Restraints report complete? \*** 
 Yes
  No
 
3

Return
Exit
Save
Save & next
4

## Submitting the Monthly Report on the Summary Page

After completing the required fields on the details page, return to the summary page to add a comment if appropriate (mandatory when overdue or after a report has been returned in "pending revision" status) and submit the monthly report to the

ministry by pressing Submit.



SOR-RL → Monthly Reporting → Complaints reporting summary

• Complaints reporting details

• **Complaints reporting summary**

• Complaints reporting confirmation

## Complaints reporting summary

 Print  Help

**Name of Children's Residence:**

**Residence address:**

**Licence number**

**Complaints reporting ID:** CR202300003

**Status:** Overdue

**Licence type:** Children's Residence

**Reporting period:** April 2023

**Overdue:** Yes


**Licensor:** McAdam, Judith

**Due date:** 2023-05-20


**Submitted date:**


This template is intended to support licensees to achieve and demonstrate compliance with O. Reg. 155/18 of the Child, Youth and Family Services Act (CYFSA), 2017, regulatory monthly requirements pertaining to Complaints Reporting.

If the complaint does not meet the threshold for serious occurrence reporting, use the manual template to complete your submission.

Complaints (total: 2) 

#1: SO202300371 

#2: Manually added complaint 

Other information 

Is the Complaints report complete?  Yes

History of Ministry/Licensee comments  

No comments have been added.

**Comments to the Ministry: \***

0 / 3500

Add

Back

Exit

Submit



After pressing the Submit button, the Monthly Reporting User will be required to complete an attestation, verifying the accuracy of the content being reported in the monthly report.

● [Mechanical Restraints reporting details](#)

● [Mechanical Restraints reporting summary](#)

● [Mechanical Restraints reporting confirmation](#)

## Mechanical Restraints reporting confirmation

 Print  Help

**Name of Foster Care Agency:**

**Foster Care Agency address:**

**Licence number:**

**Mechanical Restraints reporting ID:** MR202300222

**Status:** Pending revision

**Licence type:** Foster Care Agency

**Reporting period:** April 2023

**Overdue:** Yes

**Licensor:** Clarke, Laura

**Due date:** 2023-06-04

**Submitted date:** 2023-05-24

### Mechanical Restraints reporting attestation

I, SPA\_292@MAILINATOR.COM, confirm that all mechanical restraints, that are not a PASD, which have occurred within this licensed program during this reporting period have been reported as a Serious Occurrence and are captured on this monthly report.

I agree 1

2

Back

Exit

Confirm

## Overdue Status

Where a monthly report has not been submitted within the required timeframe, the status of the monthly report will change from “pending” or “pending revision” to “overdue”. Automated notification emails are then sent to the Monthly Reporting User and the Service Provider Administrator, as well as the licensor, licensing manager, and program supervisor (youth justice only). These notification emails are sent at predefined intervals until the report is submitted to the ministry.

**Note:** When a monthly report is in “overdue” status, a comment must be added on the summary page before it can be submitted to the ministry.

## Working with a Director's Approval

---

The applicant/licensee must request a Director's Approval if there is an exceptional situation, for instance a Children's Residence using a bedroom in a basement, or a Foster Care Agency placing more than four children in a foster home.

The following is a list of the types of Director's Approvals that can be submitted:

### For a Children's Residence:

- Secure de-escalation
- Sleeping accommodation – sharing a bedroom, 7 years or older, opposite sex
- Sleeping accommodation – basement bedroom
- Overcapacity
- Alternative to outdoor play space

### For a Children's Residence – Youth Justice:

- Mechanical restraint equipment
- Secure de-escalation
- Sleeping accommodation - basement bedroom
- Sleeping accommodation - alternate arrangement
- Alternative to outdoor play space
- Electronic surveillance
- Wilderness trip
- Overcapacity

### For a Foster Care Agency:

- Placement in Foster Home more than four
- Placement in foster home – more than two children under 2 years of age
- Sleeping accommodation – bedroom (no window, detached attic, basement, stairway, hall)
- Sleeping accommodation - no bed, mattress, bedding suitable to age and size
- Sleeping accommodation – Shared bedroom, aged 7 or over  
Sleeping accommodation – Sharing bed or room with adult

### For a Staff Model Homes Licence:

- Secure de-escalation
- Sleeping accommodation – sharing a bedroom, 7 years or older, opposite sex
- Sleeping accommodation – basement bedroom
- Alternative to outdoor play space

In most cases, the Director's Approval is requested for a specific timeframe.

There are no changes to the licence details and as such the licence is not changed. A letter is sent when the request is approved or denied.


## Requesting a Director's Approval

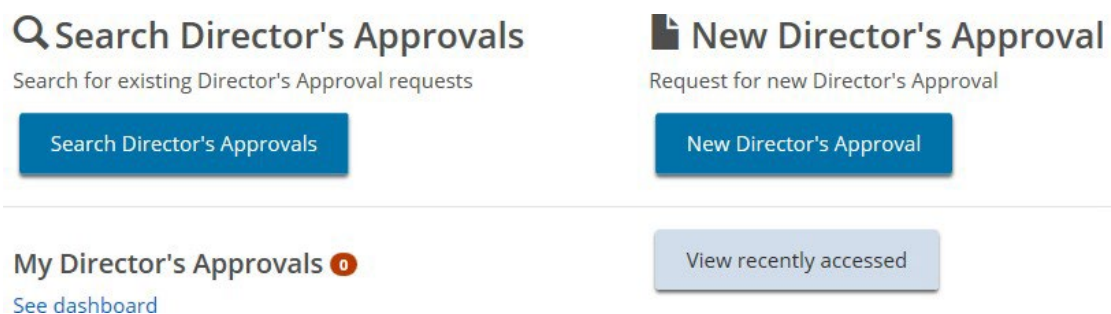
A request for a Director's Approval can be linked to a Children's Residence or Staff Model Homes licence application, or an existing licence (including a renewal or change request). For a foster care licence, a request for a Director's Approval can be linked to an existing Foster Care Agency licence, but not to an application. For Staff Model Homes, each Director's Approval request must be site-specific. A separate Director's Approval must be completed for each site.

If you have already submitted a request for a Director's Approval for an application, you must wait until a decision has been reached before submitting another request.

The examples in this section are based on an existing licence.

### Step 1: Start the approval and enter the director's approval details

1. Click the  **DIRECTOR'S APPROVAL** module. The Director's Approval module appears.



2. Click . The Select Application/Licence page appears.

3. Select the application or licence that the approval is for.
4. If you have a Children's Residence or Staff Model Homes licence and have an in-progress change request or renewal, the following page appears. On this page, you can link the Director's Approval request to an in-progress renewal or change request.



**Link Renewal /Change Request** [Help](#)

Link this Director's Approval to an in-progress: \*

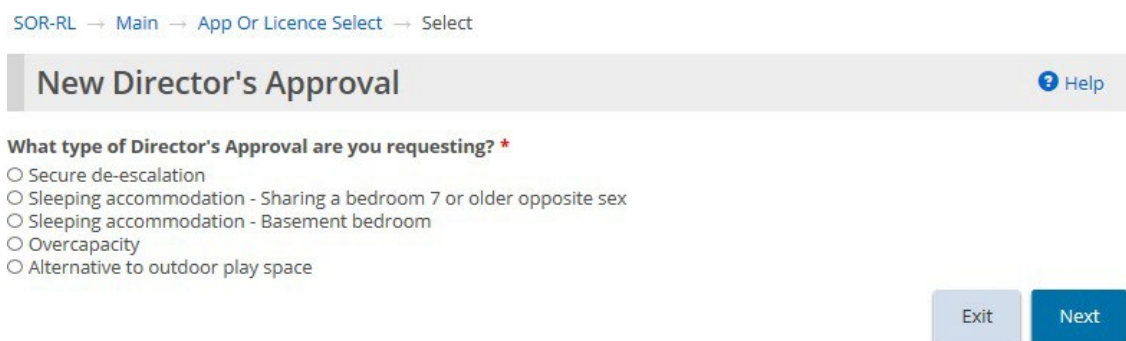
Renewal application

Change Request

None

[Back](#) [Exit](#) [Next](#)

5. Make your selection then click [Next](#).
6. The New Director's Approval page appears.



SOR-RL → Main → App Or Licence Select → Select

**New Director's Approval** [Help](#)

What type of Director's Approval are you requesting? \*

Secure de-escalation

Sleeping accommodation - Sharing a bedroom 7 or older opposite sex

Sleeping accommodation - Basement bedroom

Overcapacity

Alternative to outdoor play space

[Exit](#) [Next](#)

7. Children's Residence example
8. If you are linking the Director's Approval to a change request, the following page appears.



**New Director's Approval** [Help](#)

What type of Director's Approval are you requesting? \*

Sleeping accommodation - Basement bedroom

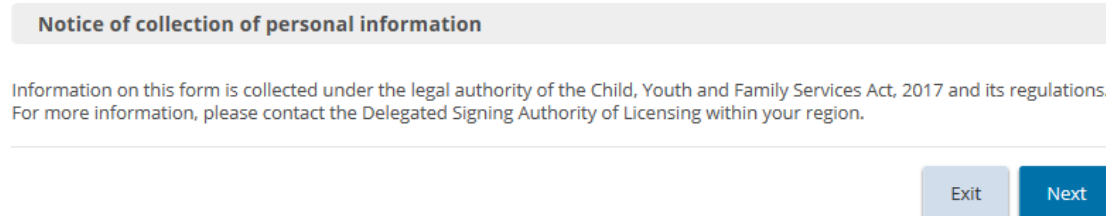
[Back](#) [Exit](#) [Next](#)


9. Select the type of Director's Approval required. (Only one type can be selected. If you require more than one type, you must create a separate



request for each one.)

10. Click . The Notice of Collection of personal information page appears.



11. Read the notice of collection of personal information then click . The Director's Approval details page appears. (The page that appears depends on the type of Director's Approval you selected).

**1** Details

Go to:

- Director's Approval details

[Hide steps](#)

**2** Supporting documents

Go to:

- Supporting documents

**3** Submit request

Go to:

- Director's Approval summary

## Director's Approval details

Help

Type of Director's Approval:  
 Director's Approval ID:                      Director's Approval status:  
 Origin ID: None

Sleeping accommodation - Sharing a bedroom 7 or older opposite sex ^

**Requested start date: \***

**Requested end date: \***

**Reason(s) for requesting that children of the opposite sex share a bedroom: [Please identify the placing agency (where applicable) and confirm that the placing agency is supportive of this proposed sleeping arrangement.]: \***

0 / 3500

**Details of children/young persons: \***

Last name	First name	Date of birth	Gender	Action
				Add

**Room size unit of measurement:**

Metre    Inch    Feet

**Please indicate which bedroom is to be used: \***

Room 1

Room name	Room size	# of beds	Age range	Gender	Floor

Exit
Save
Save & next

12. Expand the sections and answer the questions.

**Note:** If you are applying for an overcapacity director's approval, be sure to add information about existing occupants of the room.

**Note:** For the following types of director's approvals, the applicant/licensee must specify a start and end date: Sleeping accommodation - Sharing a bedroom 7 or older opposite sex; Overcapacity; Sleeping accommodation - Alternate arrangement; and all Foster Care requests

- Click . The Supporting documents page appears.

## Step 2: Upload supporting documents

SOR-RL → Director's Approval → Select Application/Licence → Director's Approval Supporting Documents

**1 Details**

Go to:

- Director's Approval details

**2 Supporting documents**

Go to:

- Supporting documents**

**3 Submit request**

Go to:

- Director's Approval summary

[Hide steps](#)

---

### Supporting documents [Help](#)

**Name of Children's Residence:** ABC Inc.


**Type of Director's Approval:** Sleeping accommodation - Sharing a bedroom 7 or older opposite sex

**Director's Approval ID:** DA201900048     **Director's Approval status:** Draft

**Origin ID:** LA201900002

[Upload additional document](#)

[Back](#)   [Exit](#)   [Next](#)

- If the Supporting Documents page is not on your screen, click the Supporting Documents link from the steps section.
- Depending on the type of request, there may be mandatory documents to be submitted. You may also have documents that substantiate your request. Upload the documents as applicable.
- Click . The Director's Approval summary page appears.

## Step 3: Review and submit

SOR-RL → Director's Approval → Select Application/Licence → Director's Approval summary

**1** Details

Go to:

[Director's Approval details](#)

**2** Supporting documents

Go to:

[Supporting documents](#)

**3** Submit request

Go to:

[Director's Approval summary](#)

[Hide steps](#)

---

## Director's Approval summary [Print](#) [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Type of Director's Approval:** Sleeping accommodation - Sharing a bedroom 7 or older opposite sex  
**Director's Approval ID:** DA201900048    **Director's Approval status:** Draft  
**Origin ID:** LA201900002

[Director's Approval summary](#)

▲

[Director's Approval details](#)

Edit

[Supporting documents](#)

▲

[Director's Approvals](#)

▲


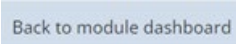
Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	Action
DA201900048	Sleeping accommodation - Sharing a bedroom 7 or older opposite sex	Draft			<a href="#">Select</a>

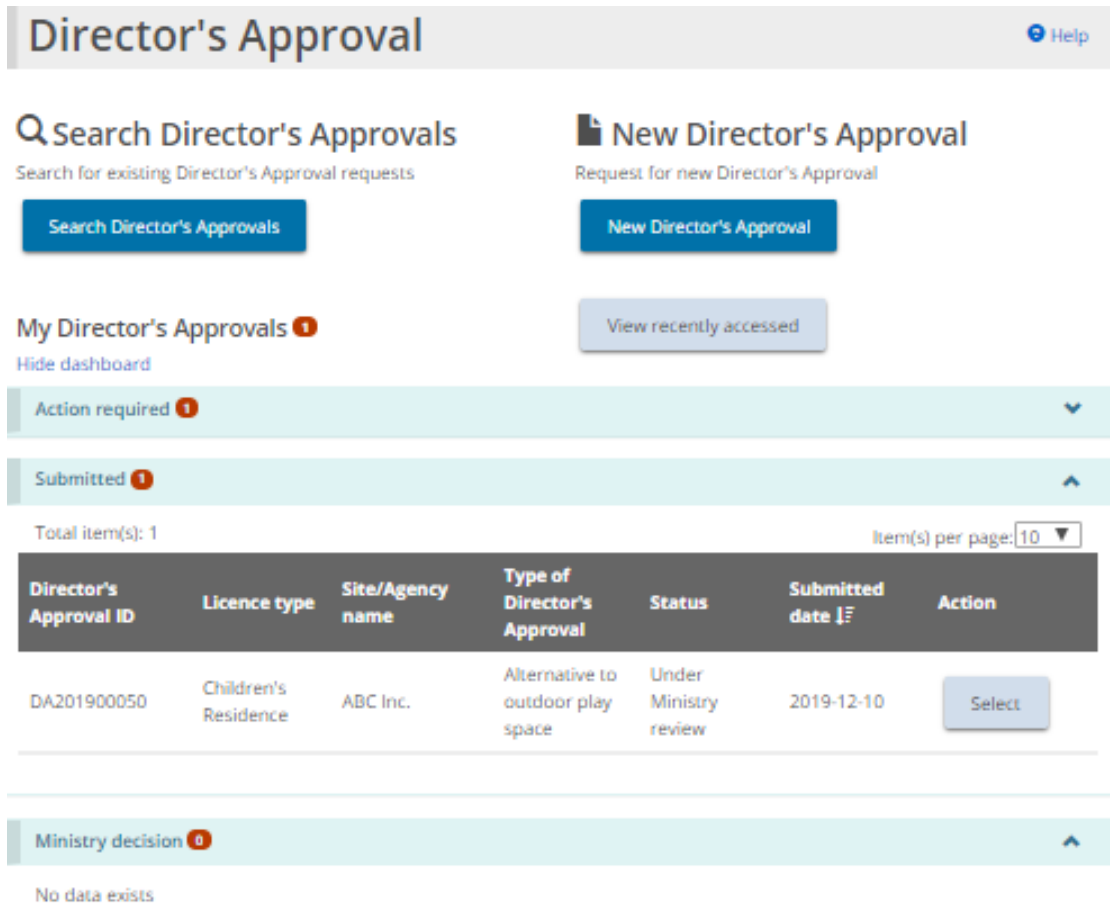
[Withdraw](#)
[Back](#)
[Exit](#)
[Submit](#)

1. If the Director's Approval summary page is not on your screen, click the Director's Approval summary link from the steps section.
2. Review the information in the summary.

**Tip:** To see information under a blue section sub-heading, click the sub-heading.

3. To edit the information, click the Edit link.
4. To withdraw a director's approval request, click Withdraw. A confirmation window appears. Click OK. To cancel the action, click Cancel.
5. Click Submit. A confirmation message appears.
6. Click OK. The Declaration & consent page appears.

7. Read the declaration and consent and then answer the questions, then click . A confirmation message appears.
8. Click . The request appears in the submitted section of your dashboard with a status of "Under Ministry review".



**Director's Approval** [Help](#)

**Search Director's Approvals**  
Search for existing Director's Approval requests  
[Search Director's Approvals](#)

**New Director's Approval**  
Request for new Director's Approval  
[New Director's Approval](#)

**My Director's Approvals** 1  
[Hide dashboard](#) [View recently accessed](#)

**Action required** 1

**Submitted** 1

Total item(s): 1 Item(s) per page: 10

Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Submitted date	Action
DA201900050	Children's Residence	ABC Inc.	Alternative to outdoor play space	Under Ministry review	2019-12-10	<a href="#">Select</a>

**Ministry decision** 0  
No data exists

## Viewing the ministry decision

An email will be sent advising of the ministry decision once a Director's Approval has been reviewed.

1. Click [DIRECTOR'S APPROVAL](#). The Director's Approval menu appears.

### Search Director's Approvals

Search for existing Director's Approval requests

[Search Director's Approvals](#)

### New Director's Approval

Request for new Director's Approval

[New Director's Approval](#)

### My Director's Approvals 0

[See dashboard](#)

[View recently accessed](#)

- Click [See dashboard](#). The Director's Approval appears in the Ministry decision section.

Ministry decision 1 ^

Total item(s): 1 Item(s) per page: 10 ▾

Director's Approval ID	Licence type	Site/Agency name	Type of Director's Approval	Status	Ministry decision date 	Action
DA201900064	Children's Residence	ABC Inc.	Alternative to outdoor play space	Approved	2019-12-12	<a href="#">Select</a>

- Click [Select](#). The Director's Approval summary page appears.

[Directors Approval application](#) [Supporting documents](#)

## Director's Approval summary Print Help

**Name of Children's Residence:** ABC Inc.  
**Type of Director's Approval:** Alternative to outdoor play space  
**Director's Approval ID:** DA201900064    **Director's Approval status:** Approved    **Licence number:** LI00002  
**Origin ID:** None  
**Licence type:** Children's Residence    **Assigned Licensor:** Starr, Debra    **Submitted date:** 2019-12-11  
**Closed date:** 2019-12-12

---

Director's Approval summary ^

[Director's Approval details](#)  
[Supporting documents](#)  
[Declaration & consent](#)

---

Letters ^

Letter type	File name	Date created	Action
Response letter	Stage 2 Summary Report_IN201900035_EN_2019Dec12.pdf - Print friendly version	2019-12-12	Select
Response letter	Alternative to Outdoor Play Space_EN.pdf - Print friendly version	2019-12-12	Select

---

Inspection overview ^

Inspection ID	Inspection type	Inspection date	Assigned Licensor	Action
IN201900035	Monitoring Inspection	Dec 11, 2019	Starr, Debra	Select

---

Director's Approvals ^

Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date
DA201900064	Alternative to outdoor play space	Approved	2019-12-12	2019-12-31

Withdraw
Exit
Next

- On this page you can view the request details, the letters, and, if an inspection was completed as part of the Director's Approval review, the inspection overview as well as any conditions imposed if applicable. Expand the blue "Supporting Documents" link to see the documents that you

uploaded.




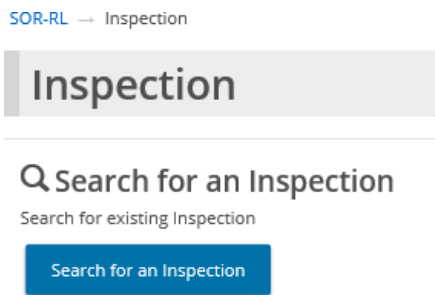
## Viewing inspection reports and findings

---

A licensing inspection may be performed for a new licence application, licence renewal application, and licence change request application. A monitoring inspection may be required for other applications, like a director's approval application, complaint application, and serious occurrence. In addition, licensors can also create an ad hoc inspection for an existing licence at any time.

### Opening an inspection report

1. From the SOR-RL home page, click  **INSPECTIONS**. The Inspection module appears.



2. Click . The Search for an Inspection page appears.

SOR-RL → Inspection → Search inspection

## Search for an Inspection Help

Search by

**Licence number:**

**Licence issued:**

**Site/agency name:**

**Licence type:**

**Inspection type:**

- New Application Inspection
- Renewal Inspection
- Change Request Inspection
- Monitoring Inspection

**Inspection date:** From:   To:

**Inspection ID:**

**Search**

3. Enter the search criteria then click . The search results appear.

## Search for an Inspection Help

Search by

Search results 2

Item(s) per page:

Inspection ID	Inspection type	Site/agency name	Assigned Licensor	Action
IN201900002	New Application Inspection	Wxy Inc.	Starr, Debra	<input type="button" value="Select"/>
IN201900001	New Application Inspection	ABC Inc.	Starr, Debra	<input type="button" value="Select"/>

4. Click . The Inspection summary page appears.

[SOR-RL](#) → [Inspection](#) → [Search Inspection](#) → Inspection summary

- [Inspection summary](#)

## Inspection summary Help

**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence      **Application ID:** [LA201900002](#)      **Licensor:** Starr, Debra  
**Inspection ID:** IN201900001      **Inspection type:** New Application Inspection

Inspection details
▼

Non-compliances
▼

Comments and recommendations
▼

Inspection documents
▼

Records to inspect
▼

Exit

*The page example is similar for Foster Care Agency inspections.*

## Examples of inspection sections

The following are examples of the Inspection Summary sections:




### *Inspection details section*

Inspection details
▲


<b>Date Inspection created in SOR-RL:</b>	2019-12-06
<b>Inspection start date:</b>	2019-12-10
<b>Inspection type:</b>	New Application Inspection
<b>Stage 1 completion date:</b>	2019-12-10
<b>Stage 2 completion date:</b>	
<b>Conducted by:</b>	Starr, Debra
<b>Item(s) addressed during this Inspection:</b>	<a href="#">LA201900002</a>

**Tip:** Click the blue link to see the items addressed during the inspection.


*Non-compliances section*

Non-compliances 							
							Item(s) per page: 10 
Non-compliance ID 	Checklist section	Checklist question	Observed Non-compliance	# of findings	Date to be completed	Status	Action
NC201900032	Physical Inspection	3.3 Smoke alarms	Not working on first floor.	N/A	2019-12-20	Pending follow-up	<input type="button" value="Select"/>

*Comments and recommendations section*


Comments and recommendations 	
<b>Comments</b>	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> <span style="float: right; background-color: #0056b3; color: white; padding: 2px 5px;">0 / 3500</span>
<b>Recommendations</b>	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> <span style="float: right; background-color: #0056b3; color: white; padding: 2px 5px;">0 / 3500</span>

*Inspection documents section*

Inspection documents 		
Document type	Updated date	
Interim Summary Report (Print Friendly Version)	2019-10-16	<input type="button" value="View history"/>
<a href="#">Stage 1 Summary Report (Print Friendly Version)</a>	2019-10-16	<input type="button" value="View history"/>
<b>Stage 2 reports</b>		
<a href="#">Stage 2 Final Report (Print Friendly Version)</a>	2019-10-16	
<a href="#">Checklist Report (Print Friendly Version)</a>	2019-10-16	

**Tip:** Click the blue link to see the report.

*Records to inspect section*

Records to inspect 

**Staff selected**

Staff name	Last date interviewed	Number of times staff has been interviewed
No data exists.		

**Children selected**

Name	Last date interviewed	Number of times child has been interviewed
No data exists.		

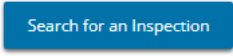
## Working with non-compliances

During an inspection, the licensor may post one or more non-compliances on your application or licence. The non-compliances must be cleared before your licence, renewal, etc. can be issued.

### Viewing non-compliances for a licence

There are two ways to see a list of non-compliances for a licence:

#### Method 1:

1. From the SOR-RL home page click [INSPECTIONS](#).
2. Click . The Search Inspection page opens.

SOR-RL → Inspection → Search Inspection

**Search for an Inspection**
[Help](#)

Search by
^

**Licence number:**

**Licence issued:** Please select v

**Site/agency name:**

**Licence type:** Please select v

**Inspection type:**

- New Application Inspection
- Renewal Inspection
- Change Request Inspection
- Monitoring Inspection

**Inspection date range:** From:  📅 To:  📅

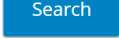
**Inspection ID:**

**Show site inspections in results:** No v

Search
Clear

**Note:** Site-based inspection results are only applicable to Staff Model Home licence

types.

3. Enter the search criteria for the Inspection and click .
4. The Inspection summary screen opens. Navigate to the non-compliances section to review and action non-compliances.

- [Inspection summary](#)

## Inspection summary Help

**Name of Foster Care Agency:** \_\_\_\_\_

**Licence number:** \_\_\_\_\_ **Licence issued:** Licence **Licence expiry date:** 2023-07-29

**Licence type:** Foster Care Agency **Licensor:** McAdam, Judith

**Inspection ID:** IN202300601 **Inspection type:** Renewal Inspection

---

**Inspection details** ^

**Date Inspection created in SOR-RL:** 2023-12-14

**Inspection start date:** \_\_\_\_\_

**Inspection type:** Renewal Inspection

**Stage 1 completion date:** \_\_\_\_\_

**Stage 2 completion date:** \_\_\_\_\_


**Conducted by:** McAdam, Judith

**Item(s) addressed during this Inspection:** [LR202300222](#)

---

**Non-compliances** ^

Item(s) per page: 10




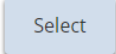
Non-compliance ID 	Checklist section	Checklist question	Observed Non-compliance	# of findings	Date to be completed	Status	Action
NC202400043 (FW_NC004)	Policies and procedures	1.1 Policies and Procedures - Applicable laws	1	N/A	2024-01-12	Removed by Ministry	Select
NC202400042 (FW_NC005)	Multiple Non-compliance	Multiple Non-compliance	not in compliance	N/A	2024-01-12	Requirement not met	Select
NC202400002 (FW_NC002)	Foster Worker/Staff File Review Summary	1.0 Complaint Received			2024-01-12	Overdue	Select
NC202400001 (FW_NC003)	Foster Worker/Staff File Review Summary	4.0 Mechanical Restraints			2024-01-12	Overdue	Select
NC202300727 (FW_NC001)	Policies and procedures	1.0 Policies and Procedures - Applicable Persons		N/A	2023-12-24	Overdue	Select

1

**Note:** This non-compliance view from the inspection summary page offers a comprehensive view of all non-compliances applicable to this inspection.

## Method 2:



1. From the SOR-RL home page, click  **NON-COMPLIANCE**. The Non-Compliance module appears.
2. Click .
3. Enter the search criteria for the licence and click .
4. Click .


## Responding to a non-compliance that require action


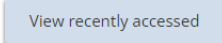
1. Using either Method 1 or 2 above, navigate to the non-compliance. Press the “select” button beside the non-compliance to open it.

SOR-RL → Non-Compliance



### Non-compliance

**Q Search Non-compliances**  
Search for existing Non-compliances


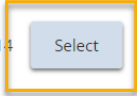
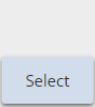


**My Non-compliance(s) ** 

[Hide dashboard](#)

**Action required ** 

Item(s) per page:

Non-compliance ID	Site/agency name	Licensee name 	Date to be completed	Status	Assigned Licensor	Submitted date	Action
NC202200320	Stepping Stones Foster Care Inc. Geranimo foster care	Stepping Stones Foster Care Inc.	2022-10-22	Overdue	Clarke, Laura	2022-07-14	
NC202200321	Stepping Stones Foster Care Inc. Geranimo foster care	Stepping Stones Foster Care Inc.	2022-11-18	Overdue	Clarke, Laura	2022-10-14	

*This screenshot is the view of non-compliances from the non-compliance module.*

- The Non-compliance summary page appears showing the non-compliance details.

[Supporting Documents](#) • [Non-compliance summary](#) [Hide steps](#)

---

## Non-compliance summary [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Application ID:** LA201900002      **Licensors:** Starr, Debra  
**Inspection ID:** IN201900001      **Non-compliance ID:** NC201900032      **Non-compliance status:** Pending follow-up

---

**Non-compliance details** ^

<b>Checklist section</b>	Physical Inspection
<b>Checklist question</b>	3.3 Smoke alarms
<b>Date of Non-compliance</b>	2019-12-10
<b>Legislation section</b>	Minister's Reg s.112
<b>Legislation subsection</b>	(3)(b)
<b>Observed Non-compliance</b>	Not working on first floor.
<b>Compliance requirements</b>	Replace smoke alarm
<b>Date to be completed</b>	2019-12-20
<b>Submitted date</b>	2019-12-10

**Supporting documents**

---

**History of Ministry/Applicant comments** v

---

Back
Exit
Assign To Me

- The user may have to scroll to the bottom of the summary screen and click



- Once an action is assigned to a user, the summary page updates to include a History of Ministry/Applicant comments section.

## Non-compliance summary Help

**Name of Children's Residence:** ABC Inc.  
**Application ID:** LA201900002      **Licensor:** Starr, Debra  
**Inspection ID:** IN201900001      **Non-compliance ID:** NC201900032      **Non-compliance status:** Pending follow-up

Non-compliance details ▼

History of Ministry/Applicant comments ▲

No comments have been added.

**Comments to ministry:**  Add

Back
Exit
Submit

5. Enter your response to the non-compliance in the Comments to ministry field. Click Add.
6. If you are required to add supporting documents as part of your response, click Upload additional document. The Supporting documents page appears.

SOR-RL → Non-Compliance → Non-Compliance Supporting Document

• Supporting Documents
• Non-compliance summary
Hide steps

## Supporting documents Help

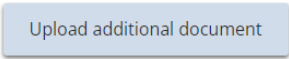

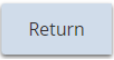

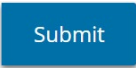

**Name of Children's Residence:** 5.0 Regression Test  
**Application ID:** LA202300181      **Licensor:** Clarke, Laura  
**Inspection ID:** IN202300339      **Non-compliance ID:** NC202300386      **Non-compliance status:** Pending follow-up

Additional documents ▲

No supporting documents have been added.

Upload additional document

Exit
Next

7. Click  and upload the document.
8. Click  then click .
9. Click . The Non-compliance summary page appears.
10. Review your response and click . A confirmation message appears.
11. Click . A submitted message appears at the top of the page.
12. The non-compliance status changes to “Under ministry review” and can be found in the Submitted section.

## Non-compliance ? Help

---

### Search Non-compliances

Search for existing Non-compliances

Search Non-compliances

**My Non-compliance(s)** 0 View recently accessed

Hide dashboard

Action required 0
^

Submitted 1
^

Item(s) per page: 10 ▾

Non-compliance ID	Site/agency name	Licensee name	Date to be completed ↓↑	Status	Assigned Licensor	Submitted date	Action
NC201900032	ABC Inc.	Wxy Inc.	2019-12-20	Under Ministry review	Starr, Debra	2019-12-10	<div style="border: 1px solid #ccc; padding: 2px 10px; display: inline-block;">Select</div>

## Working with conditions

---

When your license is approved, there may be one or more, one-time or recurring (deliverable) conditions.

Examples of a condition is the requirement to submit a document. Another example is to confirm that an action was taken. A condition can also be a combination of submitting a document and confirming that an action was taken.

The top part of the Condition page outlines important information including the condition ID number, the condition status and the licence the condition is linked to.

**Name of Foster Care Agency:** Wxy Inc.

**Licence number:** LI00001

**Condition ID:** CN201900076

**Origin ID:** AM20190081

**Licence issued:** Licence with conditions

**Condition status:** Active

**Date of issue:** 2019-12-20


**Licensor:** Qrst, Debra

**Note:** See [Appendix C: Statuses](#) for a list of condition statuses.

## Viewing all conditions on a licence


There are two ways to view the conditions on a licence; through the Licence Management module and the Conditions module.

### Method 1:

1. From the SOR-RL home page, click  **LICENCE MANAGEMENT**. The Licence Management module appears.
2. Select the licence. The Licence summary page appears.
3. Scroll down to the Condition section.

Condition <span style="float: right;">^</span>							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Show occurrence"/>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Show occurrence"/>
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<input type="button" value="Select"/>

## Method 2:

1. From the SOR-RL home page, click  **CONDITIONS**. The Conditions module page appears.
2. Click  and enter the search criteria.
3. Click . The list of conditions for that licence appears.

## Viewing your condition occurrence workload

1. From the SOR-RL home page, click  **CONDITIONS**. The Conditions module appears.

# Conditions

## Search conditions

Search for conditions

Search conditions

### Condition - Occurrence workload 0

[See dashboard](#)

View recently accessed

### Condition 0

[See dashboard](#)

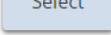
- Click the [See dashboard](#) link under Condition - Occurrence Workload. The dashboard appears.

Action required 7

Item(s) per page: 10 ▼

Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date	Comply by date	Action
CN201900076-1	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-02-05	Select
CN201900076-2	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-03-05	Select
CN201900076-3	Send safety plans for each child/youth in care	Wxy Inc.	Licence Amendment	Active		2020-04-06	Select

**Note:** In the above example, there are 2 conditions, but the conditions have more than one occurrence. The occurrence IDs are the same for a condition except for the last number.

- To open an occurrence, click . The Condition summary page appears.

## Condition summary Help

**Name of Foster Care Agency:** Wxy Inc.  
**Licence number:** LI00001      **Condition ID:** CN201900076      **Origin ID:** AM20190081  
**Licence issued:** Licence with conditions      **Condition status:** Active  
**Date of issue:** 2019-12-20      **Licensor:** Qrst, Debra

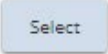
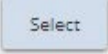
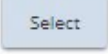
---

**Condition details** ^

<b>Condition type:</b>	Deliverable condition
<b>Condition:</b>	Send safety plans for each child/youth in care
<b>Reasons:</b>	.
<b>Condition requirement:</b>	Supporting document requirement
<b>Legislation / policy / standard reference:</b>	
<b>Frequency:</b>	Monthly
<b>Reporting period start date:</b>	2020-01-01
<b>Reporting period end date:</b>	2020-03-31
<b>Approved date:</b>	Dec 20, 2019

---

**Occurrence details** ^

Occurrence ID	Occurrence status	Submitted date	Reporting period start date	Reporting period end date	Comply by date	Action
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05	
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05	
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06	

- Example of a deliverable condition requiring a confirmation and a document to be submitted.

## Complying with a condition

- Open the condition occurrence. The Occurrence summary page appears.



• [Supporting documents](#)

• [Occurrence summary](#)

## Occurrence summary Help

<b>Name of Foster Care Agency:</b> Wxy Inc.	<b>Condition ID:</b> CN201900076	<b>Origin ID:</b> AM20190081
<b>Licence number:</b> LI00001	<b>Condition status:</b> Active	
<b>Licence issued:</b> Licence with conditions	<b>Licensor:</b> Qrst, Debra	
<b>Date of issue:</b> 2019-12-20		

Occurrence details
▼

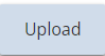

Supporting documents
▼

Comments 0
▲

No comments have been added.

Exit
Back
Assign To Me

2. The user may need to click Assign To Me before responding to the condition. The Occurrence Summary page updates
3. If your condition includes uploading a supporting document:
  - a. Click [Supporting documents](#). The Supporting documents page appears displaying the Mandatory documents prior to submission.

- b. Click  and upload the document.
- c. Click . The Occurrence Summary page appears. The document you added can be seen in the Supporting documents section.

- d. Click .

5. If a confirmation is included in the condition, the Confirmation page appears.

- [Supporting documents](#)
- [Occurrence summary](#)
- [Confirmation](#)

**Confirmation** [Help](#)

---

**Name of Foster Care Agency:** Wxy Inc.  
**Licence number:** LI00001      **Condition ID:** CN201900077      **Origin ID:** AM20190081  
**Licence issued:** Licence with conditions      **Condition status:** Active  
**Date of issue:** 2019-12-20      **Licensor:** Qrst, Debra

---



**Condition:** During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care

I, Deb Dddd , confirm this condition has been met for the following reporting period:  Yes  No

---

**Reporting period start date:** 2020-10-01  
**Reporting period end date:** 2020-12-31

Back
Exit

- a. Confirm the condition by answering the question.
- b. When you click "Yes", the  button appears.
- c. Click . A confirmation message appears. The occurrence can be found under the Submitted section of the dashboard.

## Viewing completed condition occurrences

1. From the SOR-RL home page, click  **CONDITIONS**. The Condition module page appears.

## Condition

### Search conditions

Search for conditions

[Search conditions](#)

### Condition - Occurrence workload 1

[See dashboard](#)

[View recently accessed](#)

### Condition 0

[See dashboard](#)

2. Click See dashboard under the Condition-Occurrence workload section. The Submitted section appears.

Submitted 1 ^

Item(s) per page: 10 ▾

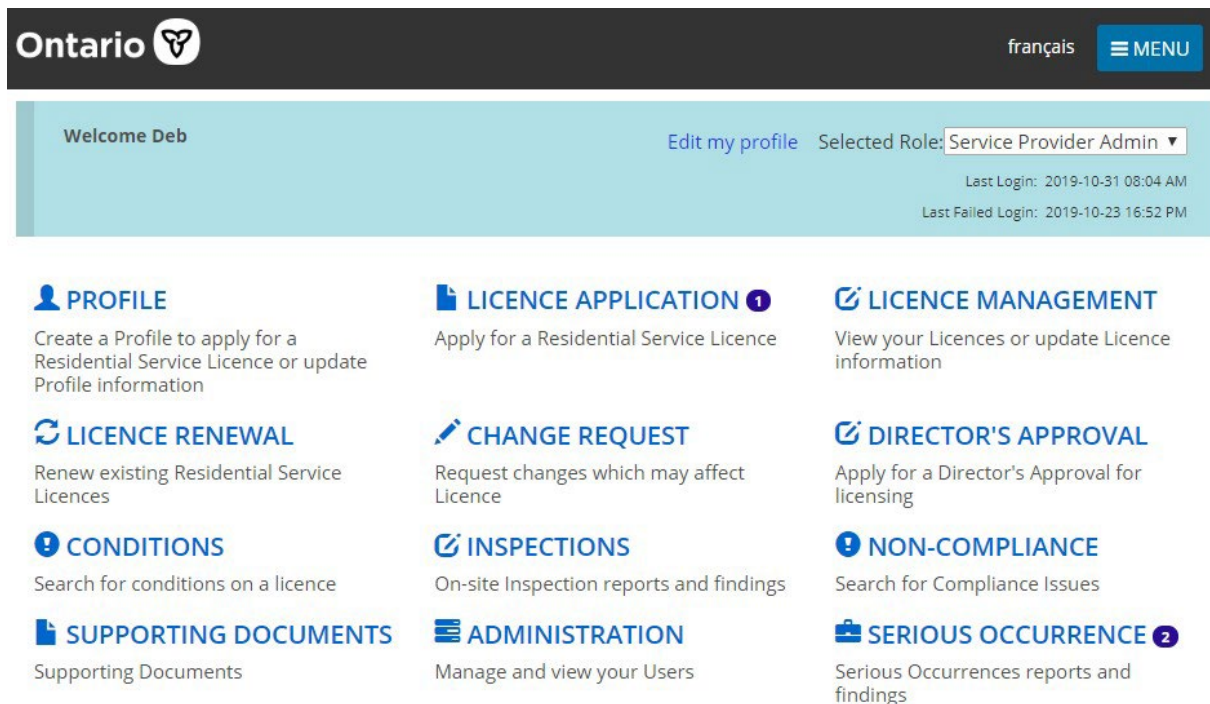
Occurrence ID	Condition	Site/Agency name	Origin	Occurrence status	Submitted date ↓	Comply by date	Action
CN201900077-4	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Wxy Inc.	Licence Amendment	Under Ministry review	2020-01-06	2021-01-05	<a href="#">Select</a>

3. To see the details, click [Select](#).

## Licence management

You will be notified when you receive the decision about your application. When your licence is approved, you will have access to the following modules:

- Profile
- Licence Application
- Licence Management
- Licence Renewal
- Change Request
- Director's Approval
- Conditions
- Inspections
- Non-Compliance
- Supporting Documents
- Administration
- Serious Occurrence



The screenshot shows the Ontario SOR-RL user interface. At the top, there is a navigation bar with the Ontario logo, a language selector for 'français', and a 'MENU' button. Below this is a user header area with 'Welcome Deb', an 'Edit my profile' link, and a dropdown menu for 'Selected Role: Service Provider Admin'. It also displays 'Last Login: 2019-10-31 08:04 AM' and 'Last Failed Login: 2019-10-23 16:52 PM'. The main content area is a grid of 12 modules, each with an icon, title, and brief description:

- PROFILE**: Create a Profile to apply for a Residential Service Licence or update Profile information
- LICENCE APPLICATION** 1: Apply for a Residential Service Licence
- LICENCE MANAGEMENT**: View your Licences or update Licence information
- LICENCE RENEWAL**: Renew existing Residential Service Licences
- CHANGE REQUEST**: Request changes which may affect Licence
- DIRECTOR'S APPROVAL**: Apply for a Director's Approval for licensing
- CONDITIONS**: Search for conditions on a licence
- INSPECTIONS**: On-site Inspection reports and findings
- NON-COMPLIANCE**: Search for Compliance Issues
- SUPPORTING DOCUMENTS**: Supporting Documents
- ADMINISTRATION**: Manage and view your Users
- SERIOUS OCCURRENCE** 2: Serious Occurrences reports and findings

## Viewing a list of your licences

1. From the SOR-RL home page, click **LICENCE MANAGEMENT**. The Licence management page appears showing a list of your licences. From this

page you can see the licence summary/details and the history of the licence.

SOR-RL → Licence Management

## Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>

My Licence Management workload 0  
[See dashboard](#)

## Viewing the licence summary

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The Licence management module appears.

SOR-RL → Licence Management

## Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<input type="button" value="Select"/> <input type="button" value="View history"/>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<input type="button" value="Select"/> <input type="button" value="View history"/>

My Licence Management workload 0  
[See dashboard](#)

- Click  . The Licence summary page appears.

SOR-RL → Licence Management → Licence summary

- [Licence summary](#)
- [Update residence details](#)
- [Supporting Documents](#)

## Licence summary Help

**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued  
**Licence number:** [LI00002](#)      **Date of issue:** 2019-12-11  
**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

- Licence information
- Licensee profile
- Children's Residence information
- Operation information
- Staff summary
- Supporting documents

[Exit](#) [Next](#)

*Children's Residence example*



SOR-RL → Licence Management → Licence summary

- [Licence summary](#)
- [Update Foster Care Agency details](#)
- [Supporting Documents](#)

## Licence summary Help

<b>Name of Foster Care Agency:</b> Wxy Inc.	<b>Licensor:</b> Starr, Debra	<b>Licence status:</b> Issued
<b>Licence type:</b> Foster Care Agency	<b>Date of issue:</b> 2019-12-11	
<b>Licence number:</b> LI00001	<b>Licence expiry date:</b> 2019-12-31	
<b>Licence issued:</b> Licence		

- Licence information
- Licensee profile
- Foster Care Agency information
- Operation information
- Staff summary
- Supporting documents

[Exit](#) [Next](#)

*Foster Care Agency example*

SOR-RL → Licence Management → Licence summary

• [Licence summary](#) • [Update Staff Model Homes details](#) • [Supporting Documents](#)

## Licence summary Help

Operating name:  
 Licence type: Staff Model Homes Licence      Licensor: Clarke, Laura  
 Licence number: 9000615      Date of issue:  
 Licence issued: Licence      Licence expiry date:  
 Licence status: Issued  
 Last Policy & Procedures review date:  
 Program Supervisor: McAdam, Judith

Licence information ^

Preferred language of licence:	English
Funding type:	Private operator
Licence status date:	

Licence document	Issue date ↓↑	Communication document type	Action
No data exists.			

Licensee profile v

Staff Model Homes information v

Operation information v

Staff summary v

Supporting documents v

Exit
Next

### Staff Model Homes Licence example

**Tip:** The top of the page, also known as the “tombstone”, displays the basic licence information including the name of the children’s residence/staff model homes licence/foster care agency, licence type, licensor, licence status, licence number, date of issue, licence issued, and licence expiry date.

The Licence Summary page is divided into three tabs: Licence summary, Update [Licence] details, and Supporting Documents. Let’s begin with the Licence Summary tab.

• [Licence summary](#) • [Update Foster Care Agency details](#) • [Supporting Documents](#)

## Licence summary Help

## Licence information

1. From the Licence summary page, expand the Licence information banner.

SOR-RL → Licence Management → Licence summary

• [Licence summary](#) • [Update residence details](#) • [Supporting Documents](#)

### Licence summary Help

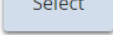
**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence    **Licensor:** Starr, Debra    **Licence status:** Issued  
**Licence number:** LI00002    **Date of issue:** 2019-12-11  
**Licence issued:** Licence    **Licence expiry date:** 2019-12-31

^

**Youth Justice Facility:** No  
**Preferred language of licence:** English  
**Funding type:** Private operator  
**Licence status date:**

Licence document	Issue date ↓↑	Communication Document type	Action
LICENCE.pdf <a href="#">[Print friendly version]</a>	2019-12-11	Licence	<a href="#">Select</a>

*Children's Residence example*

2. To view a licensing document, click  or click the blue link.
3. To print the document, click the blue link. The document opens a printable format. Press <Ctrl P> to open the print menu.

## Licensee profile

1. From the Licence summary page, expand the Licensee profile banner.


Licensee profile ^

<b>Licensee type:</b>	Corporation
<b>Preferred language of correspondence:</b>	English
<b>Corporation number:</b>	234242323
<b>Corporation name:</b>	Wxy Inc.
<b>Phone number:</b>	(111) 111-1111
<b>Email:</b>	deb@jjj.com
<b>Website:</b>	
<b>The corporation is:</b>	For profit
<b>Is the corporation a society?</b>	Yes
<b>Is the applicant/licensee an existing Transfer Payment Recipient?</b>	No
<b>Head office address:</b>	2 Main Street Xyz, Ontario, L3R3M4, CANADA
<b>Head office mailing address:</b>	2 Main Street Xyz, Ontario, L3R3M4, CANADA
<b>Is the corporation operating a business under a name that is different than its corporation name?</b>	Yes

**Operating name**

Name 
ABC Inc.

**Owners of the corporation**

Name	Role	Share percentage	Effective date 	Signing authority	Action
Zxxx, Jack	Individual	100%	2019-12-05	Yes	<button>Select</button>


**Directors of the corporation**

[Show inactive](#)

Name	Date elected 	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Jxxxx, Bob	2019-12-05		Yes	Yes	<button>Select</button>

**Officers of the corporation**

[Show inactive](#)

Name	Role	Date elected 	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
Xzzz, Joe	President	2019-12-05		Yes	No	<button>Select</button>

Supporting documents

Item(s) per page: 10 ▼

Document type <sup>1</sup>	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by
Incorporation documents	<a href="#">Doc1.docx</a>	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Zxxx, Jack	<a href="#">Doc2.docx</a>	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra
Documentation regarding Operator suitability (i.e. CV, resume) for Officer - Xzzz, Joe	<a href="#">Doc3.docx</a>	Satisfactory	2019-12-05	Does not expire	2019-12-10	Starr, Debra


**Tip:** To make changes to the profile information, see the [Editing a Profile](#) section.

## Children's Residence/Staff Model Homes/Foster Care Agency information

**Note:** Licence information differs between the three licence types. As such, the information below is organized by licence type.

### Children's Residence

1. From the Licence summary page, expand the Children's Residence information banner.

**Children's Residence information** 

**Name of Children's Residence:** ABC Inc.

**Phone number:** (111) 111-1112

**Email:**

**Website:**

**Ownership:** Own

**Municipality:** City of Toronto

**Region:** Toronto



**Residence address:** 1 Xyz Street Markham, Ontario, L3R3M4, CANADA

**Residence mailing address:** 1 Xyz Street Markham, Ontario, L3R3M4, CANADA

**Safe Drinking Water Act**

Is water provided through service connections with a municipal residential water system? Yes

**Residence contacts** [Show inactive](#)

Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Dddd, Jim	Supervisor	(111) 111-1111	2019-12-01		jim@mailinator.com	



[Add contact](#)

**Note:** A Children's Residence licence displays the address of the location where the residence is located which may not be the same as the head office address in the profile. The head office can be anywhere, but the children's residence must be in Ontario and is the one mentioned in the Licence.

**Note:** Only the Children's Residence contacts can be edited and/or added from this section. Other changes, such as a change to the residence name, must go through a formal change request process. See the [Requesting a change to a licence](#) section.


- To see the Children's Residence contacts, scroll down to the Residence contacts section.

**Residence contacts** [Show inactive](#)

Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Dddd, Jim	Supervisor	(111) 111-1111	2019-12-01		jim@mailinator.com	

[Add contact](#)

**Note:** This page shows all active contacts. To see all contacts, click [Show inactive](#).

- To view contact details, to edit contacts, or to deactivate contacts, click the edit icon . The Residence Contact Details page appears.

SOR-RL → Licence Management → Licence summary → Residence contact details

## Residence Contact details Help

**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued  
**Licence number:** LI00002      **Date of issue:** 2019-12-11  
**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

### Contact information ▲

**First name: \***


**Last name: \***

**Role: \***


**Phone number: \***  
 Ext:

**Mobile No.:**

**Email: \***

**Date activated: \***  
 

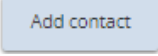
**Status:** Active

**Date deactivated: \***  
 

**Deactivation reasons:**  
0 / 2500

- Make the changes. If deactivating a contact, click  and make the updates.


b. Click  then click .

4. To add contacts, click . The Residence Contact Details page appears.

SOR-RL → Licence Management → Licence summary → Residence contact details

## Residence Contact details

**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued  
**Licence number:** LI00002      **Date of issue:** 2019-12-11  
**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

**Contact information** 

**First name: \***


**Last name: \***

**Role: \***

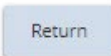

**Phone number: \***  
 Ext:


**Mobile No.:**

**Email: \***

**Date activated \***  
 

**Status:** Active

a. Enter the contact information. Click , then click . The contact appears on the Residence contacts list on the Licence Summary page.

## Staff Model Homes

1. From the Licence summary page, expand the Staff Model Homes information banner.



**Staff Model Homes information** ▲

**Operating name:** Maple Start Staff Model Homes

**Phone number:**

**Email:**

**Website:**

**Municipality:**

**Region:** East

**Staff Model Homes Licence address (same as Head Office address):** 3038000 Jane Building B Street North, Concord, Ontario, L4K 5B8

**Staff Model Homes mailing address:**

---

**Staff Model Homes contacts** [Show inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Boleyn, Ann	SMH Supervisor	(518) 281-9312	2024-03-31		spa_015@yopmail.com	

[Add contact](#)

**Note:** A staff model home licence address reflects the address of the licence, which is likely the same as the head office address in the profile. The license address does not reflect the address of individual staff model home sites. Staff Model Home site addresses are indicated in the next section, Operation Information.

**Note:** Only the Staff Model Homes contacts can be edited and/or added from this section. Other changes, such as a change to the operating name, must go through a formal change request process. See the [Requesting a change to a licence](#) section.

- To see the Staff Model Homes contacts, scroll down to the Staff Model Homes contacts section.

**Staff Model Homes contacts** [Show inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
r, j	House Manager	(519) 123-4567	2024-05-15		spa_025@yopmail.com	

[Add contact](#)

**Note:** This page shows all active contacts. To see all contacts, click [Show inactive](#).

**Note:** Contacts for the staff model homes licence are recorded at the licence level.

- To view contact details, to edit contacts, or to deactivate contacts, click the edit icon . The Staff Model Homes contacts page appears.

## Staff Model Homes contacts Help

<b>Operating name:</b> I	<b>Licensor:</b> Clarke, Laura	<b>Licence status:</b> Issued
<b>Licence type:</b> Staff Model Homes Licence	<b>Date of issue:</b>	<b>Last Policy &amp; Procedures review date:</b>
<b>Licence number:</b> 9000615	<b>Licence expiry date:</b>	<b>Program Supervisor:</b> McAdam, Judith
<b>Licence issued:</b> Licence		

**Contact information** ^

**First name: \***


**Last name: \***

**Role: \***


**Phone number: \***  
 Ext:

**Mobile No.:**

**Email: \***

**Date activated: \***  
 

**Status:** Active

**Date deactivated: \***  
 

**Deactivation reasons:**  
0 / 3500

a. Make the changes. If deactivating a contact, click  and make the updates.

b. Click  then click .

4. To add a staff model home licence level contact, click . The Staff Model Homes Contacts page appears.

**Staff Model Homes contacts** [Help](#)

<b>Operating name:</b>	<b>Licensor:</b> McAdam, Judith	<b>Licence status:</b> Issued
<b>Licence type:</b> Staff Model Homes Licence	<b>Date of issue:</b> 2024-08-20	<b>Last Policy &amp; Procedures review date:</b> 2024-08-20
<b>Licence number:</b> 0006880	<b>Licence expiry date:</b> 2024-12-31	<b>Program Supervisor:</b> Clarke, Laura

**Contact information** ^

**First name: \***


**Last name: \***

**Role: \***

**Phone number: \***  
 **Ext:**

**Mobile No.:**

**Email: \***

**Date activated \***  
 

**Status:** Active

- c. Enter the contact information. Click  , then click  . The contact appears on the Staff Model Homes contacts list on the Licence Summary page.

**Staff Model Homes information** ^

Operating name:

Phone number:

Email:

Website:

Municipality:



Region:

Staff Model Homes Licence address (same as Head Office address):

Staff Model Homes mailing address:

---

**Staff Model Homes contacts** [Show inactive](#)

Name 	Role	Phone number	Date activated	Date deactivated	Email	Action
Tudor, Henry	General manager SMH	(519) 132-3123	2024-04-01		spa_015@yopmail.com	

## Foster Care Agency

1. From the Licence summary page, expand the Foster Care Agency information banner.

**Foster Care Agency information** ^

Name of Foster Care Agency:

Phone number:



Email:

Website:

Municipality:

Region:

---

Office address	Lead office 	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	

---

Foster Care Agency mailing address:

**Note:** Only the Foster Care Agency office address can be added or edited on this page. Other changes, such as a change to the Foster Care Agency name, must go through a formal change request process. See the [Requesting a change to a licence](#) section.

2. To add an office, from the Foster Care Agency information section, click

. The Office address page appears.

## Office address details Help

Address Information ^

**Municipality: \***

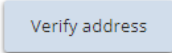
**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

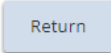

**City/Town: \*** **Province:** Ontario **Postal code: \***



**Email:**


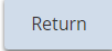
**Phone number: \***  
 **Ext.:**


**Is this the lead office?**  
 Yes  No

- a. Manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.


**Note:** An address is not required to be verified for it to be saved in the system.

- b. Enter the office information, including indicating whether the office is the lead office.
- c. Click  then click . The office appears on the Licence summary page.

Office address	Lead office ↓	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	

[Add office](#)

- To edit an office, from the Foster Care Agency information banner, click the edit icon  .

**Foster Care Agency information** 

**Name of Foster Care Agency:** Wxy Inc.


**Phone number:** (111) 111-1111

**Email:**

**Website:**

**Municipality:** City of Toronto

**Region:** Toronto

Office address	Lead office ↓	Email	Phone number	Action
4 Xyz Street Markham, Ontario, L3R3M4, CANADA	Yes		(111) 111-1111	

[Add office](#)

- The Office address page appears.

**Office address** [Help](#)

**Name of Foster Care Agency:** Stepping Stones Foster Care Inc. Geranimo foster care  
**Licence type:** Foster Care Agency      **Licensors:** Clarke, Laura      **Licence status:** Deemed to continue  
**Licence number:** 0002074      **Date of issue:** 2019-01-31      **Last Policy & Procedures review date:** 2017-01-31  
**Licence issued:** Licence with conditions      **Licence expiry date:** 2022-07-31      **Program Supervisor:** Clarke, Laura

**Address Information** ▲

**Municipality:**

**Region:** West

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

**City/Town: \***       **Province:** Ontario      **Postal code: \***

     Address is verified.

**Email:**

**Phone number: \***  
      Ext:

**Is this the lead office?**  No

**Note:** *If the office is the lead office, only the phone number and email are editable.*

5. Edit the information.

6. Click  then click .

## Operation information

**Note:** *Operation information differs between the three licence types. As such, the information below is organized by licence type.*

### Children’s residence

This section displays a brief description of the premises, program, and capacity. There is also a list of the children that have been added.

**Note:** Some changes such as those to the capacity and to children, can be made without a change request. Other changes must go through a formal change request process. See the [Requesting a change to a licence](#) section.

1. From the Licence summary page, expand the Operation information banner.

Operation information
▲

---

<b>Brief description of premises:</b>	My home
<b>Program:</b>	Full time
<b>Number of respite beds:</b>	
<b>Program description:</b>	xxx
<b>Age range:</b>	16 years and above
<b>Gender:</b>	Female, Male
<b>General service categories:</b>	Children's mental health
<b>Referral sources:</b>	Families/caregivers

---

**Capacity**  
 Approved capacity (Total number of beds): 1  
 Room size unit of measurement:  Metre  Inch  Feet

Room name <small>↓</small>	Room size	# of beds	Age range	Gender	Floor	Action
Room 1	6 x 6	1	16 years and above	Male	First floor	<input type="button" value="Select"/>

---

**Children information** [Show discharged](#)

Name <small>↓</small>	Date of birth	Last date interviewed	Status	Action
No data exists.				

2. To view capacity/room information, scroll down to the Operation information – Capacity section.

- a. To see the room information, click  .

3. To view Children information, scroll down to the Operation information – Children information section.



Children information

[Show discharged](#)

Name	Date of birth	Last date interviewed	Status	Action
No data exists.				

[Add child](#)

**Note:** The name of children will be displayed in full or with initials depending on your system role.

- a. To add a child, click [Add child](#). The Child details page appears.

SOR-RL → Licence Management → Licence summary → Child details


## Child details [Help](#)

Name of Children's Residence: ABC Inc.  
 Licence type: Children's Residence      Licensor: Starr, Debra      Licence status: Issued  
 Licence number: LI00002      Date of issue: 2019-12-11  
 Licence issued: Licence      Licence expiry date: 2019-12-31


**Child information**

First name: \*

Last name: \*

Date of birth: \*  

Gender: \*  Male  Female  X

Date of admission: \*  

Legal status: \*

Status: Active


Last date interviewed:

[Return](#) [Save](#)


- b. Enter the child information. Click [Save](#) then click [Return](#). The child appears in the Children information list on the Licence Summary page.

Children information

[Show discharged](#)

Name	Date of birth	Last date interviewed	Status	Action
Ssssss, Sally	2000-01-01		Active	

[Add child](#)

- c. To edit or discharge a child, click the edit icon . The Child details page appears.

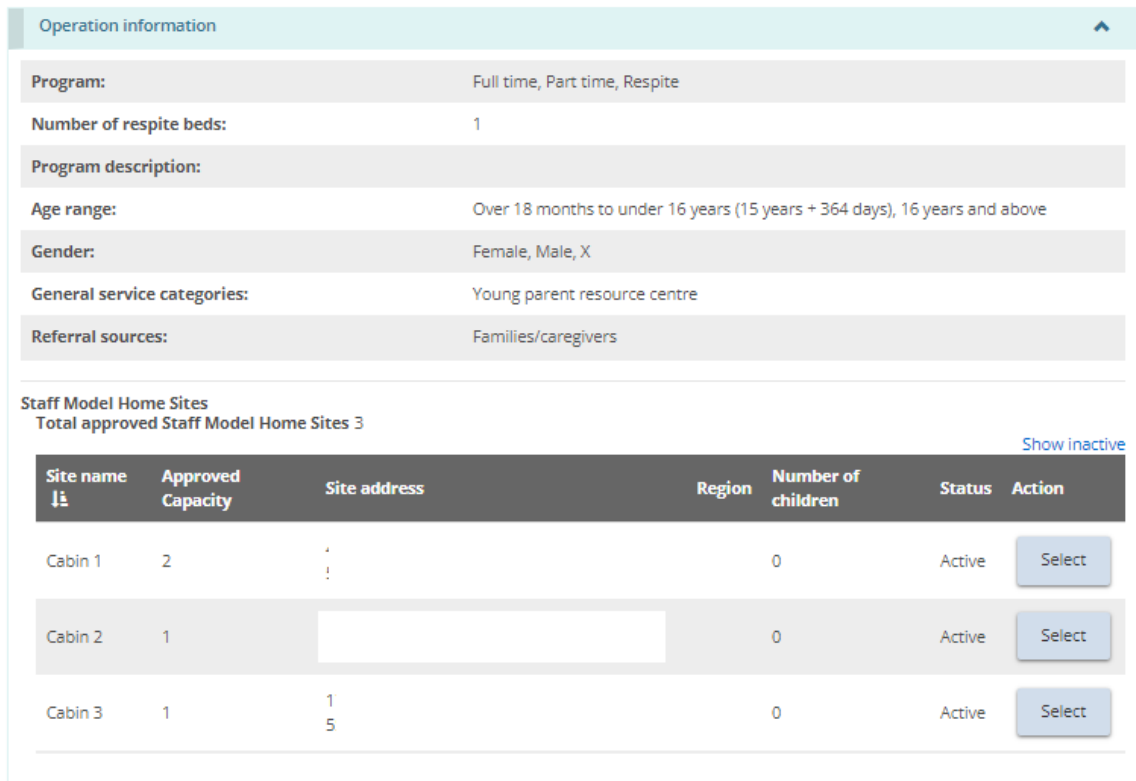
- d. Make the changes. Click  then click .

## Staff Model Homes

This section displays the program details for the Staff Model Homes licence and a brief description of the premises, program and capacity for each Staff Model Homes site. There is also a list of the children that have been added to each site.

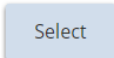
**Note:** Some changes to the sites/capacity/children/contact details can be made without a change request. Other changes must go through a formal change request process, including the addition or removal of a site from a Staff Model Home licence. See the [Requesting a change to a licence](#) section.

1. From the Licence summary page, expand the Operation information banner.



The screenshot shows the 'Operation information' banner expanded, displaying details for the program, respite beds, age range, gender, service categories, and referral sources. Below this is a table of Staff Model Home Sites with columns for Site name, Approved Capacity, Site address, Region, Number of children, Status, and Action.

Site name	Approved Capacity	Site address	Region	Number of children	Status	Action
Cabin 1	2	4 !		0	Active	Select
Cabin 2	1			0	Active	Select
Cabin 3	1	1 5		0	Active	Select

2. To view Staff Model Home sites information, scroll down to the Staff Model Home Sites list.
3. To view information for each Staff Model Homes site, click . The Staff Model Home Site details page displays.

SOR-RL → Licence Management → Licence summary → Staff Model Home Site details

## Staff Model Home Site details Help

<b>Operating name:</b> N	<b>Licensor:</b> Clarke, Laura	<b>Licence status:</b> Issued
<b>Licence type:</b> Staff Model Homes Licence	<b>Date of issue:</b>	<b>Last Policy &amp; Procedures review date:</b>
<b>Licence number:</b> 9000615	<b>Licence expiry date:</b>	<b>Program Supervisor:</b> McAdam, Judith
<b>Licence issued:</b> Licence		

### Staff Model Home Site information ^

<b>Site address:</b>	<input type="text"/>
<b>Site name:</b>	Cabin 1
<b>Phone number:</b>	
<b>Email:</b>	
<b>Ownership:</b>	Rental
<b>Municipality:</b>	
<b>Region:</b>	

**Safe Drinking Water Act**

Is water provided through service connections with a municipal residential water system?

[Update Staff Model Home Site information](#)

### Staff Model Home Site contacts ^

[Show inactive](#)

Name	Role	Phone number	Date activated	Date deactivated	Email	Action
Clarke, Petula	Cabin 1 manager	(434) 134-2342	2024-04-01		spa_015@yopmail.com	<a href="#">✎</a>

[Add contact](#)

Site description ▲

Brief description of premises:

Brief description of clients served:

---

Capacity ▲

Approved capacity (Total number of beds): 2  
 Room size unit of measurement:  Metre  Inch  Feet

Room name <span style="font-size: small;">⌵</span>	Room size	# of beds	Age range	Gender	Floor	Action
J	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Female, X, Male	Second floor	Select
K	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Male, X, Female	Second floor	Select

Children information Show discharged

Name <span style="font-size: small;">⌵</span>	Date of birth	Last date interviewed	Status	Action
No data exists.				

[Add child](#)

---

Site status ▲

Status: Active

[Return](#)

**Note:** The Staff Model Home site address reflects the location of the approved site and may not be the same as the head office address in the profile. The head office can be anywhere, but the staff model home sites must be in Ontario.

- To view Staff Model Home site contact details, scroll down to the Staff Model Homes contact banner.

Staff Model Home Site contacts ▲

Show inactive

Name <span style="font-size: small;">⌵</span>	Role	Phone number	Date activated	Date deactivated	Email	Action
Clarke, Petula	Cabin 1 manager	(434) 134-2342	2024-04-01		spa_015@yopmail.com	

[Add contact](#)

- To add a contact at the staff model home site level, click Add Contacts. The Staff Model Home Site contact details page appears.

SOR-RL → Licence Management → Licence summary → Staff Model Home Site details → Staff Model Home Site contact details

## Staff Model Home Site contact details Help

<b>Operating name:</b>	<b>Licensor:</b> Clarke, Laura	<b>Licence status:</b> Issued
<b>Licence type:</b> Staff Model Homes Licence	<b>Date of issue:</b>	<b>Last Policy &amp; Procedures review date:</b>
<b>Licence number:</b> 9000615	<b>Licence expiry date:</b>	<b>Program Supervisor:</b> McAdam, Judith
<b>Licence issued:</b> Licence		

**Contact information** ▲

**First name: \***


**Last name: \***

**Role: \***

**Phone number: \***  
 **Ext:**


**Mobile No.:**

**Email: \***

**Date activated \***  
 

**Status:** Active

Return Save

- a. Enter the contact information. Click Save, then click Return. The site contact appears on the Staff Model Home site contacts list on the Staff Model Home Site details page.
  - b. Repeat these steps for all site contacts.
6. To edit or deactivate a site contact, click the edit icon . The Staff Model Home Site contact details page appears.

## Staff Model Home Site contact details Help

**Operating name:** Maple Start Staff Model Homes

**Licence type:** Staff Model Homes Licence      **Licensor:** Clarke, Laura      **Licence status:** Issued

**Licence number:** 9000615      **Date of issue:**      **Last Policy & Procedures review date:**

**Licence issued:** Licence      **Licence expiry date:**      **Program Supervisor:** McAdam, Judith

---

**Contact information** ^

**First name: \***


**Last name: \***

**Role: \***


**Phone number: \***  
 Ext:

**Mobile No.:**

**Email: \***

**Date activated \***  
 

**Status:** Active

**Date deactivated: \***  
 


**Deactivation reasons:**  
0 / 3500

a. Make the changes. If deactivating a contact, click  and make the updates. Click  then click . The Staff Model Home Site details page displays.

7. To view capacity/room information, scroll down to the capacity section.

Capacity ^

Approved capacity (Total number of beds): 2  
 Room size unit of measurement:  Metre  Inch  Feet


Room name 	Room size	# of beds	Age range	Gender	Floor	Action
J	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Female, X, Male	Second floor	<input type="button" value="Select"/>
K	10 x 5	2	0 to 18 months, Over 18 months to under 16 years (15 years + 364 days), 16 years and above	Male, X, Female	Second floor	<input type="button" value="Select"/>

a. To see the room information, click .

8. To view the Children information, scroll down to the Children information section.

**Children information**

[Show discharged](#)

Name 	Date of birth	Last date interviewed	Status	Action
No data exists.				

**Note:** The name of children will be displayed in full or with initials depending on your system role.

9. To add a child, click . The Child details page appears.

SOR-RL → Licence Management → Licence summary → Staff Model Home Site details → Child details


## Child details Help

**Operating name:** N  
**Licence type:** Staff Model Homes Licence    **Licensor:** Clarke, Laura  
**Licence number:** 9000615    **Date of issue:**  
**Licence issued:** Licence    **Licence expiry date:**    **Licence status:** Issued  
**Last Policy & Procedures review date:**  
**Program Supervisor:** McAdam, Judith


**Child information** ▲


**First name:** \*

**Last name:** \*

**Date of birth:** \*  

**Gender:** \*  Male  Female  X

**Date of admission:** \*  



**Legal status:** \*  


**Status:** Active

**Last date interviewed:**

- a. Enter the child information. Click  then click . The child appears in the Children information list on the Staff Model Home Site details page.

**Children information** [Show discharged](#)

Name 	Date of birth	Last date interviewed	Status	Action
Ssssss, Sally	2000-01-01		Active	

10. To edit or discharge a child, click the edit icon . The Child details page appears.

- a. Make the changes. Click  then click .

11. Repeat steps for all staff model home sites listed and active children.

## Foster Care Agency

1. From the Licence summary page, expand the Operation information banner.



**Operation information** ^

---

**Proposed number of Foster Homes in New Licence application:** 1

**Proposed number of foster children in New Licence application:** 1

**Information on classification and planned utilization of Foster Homes under the authority of the licence:**

**General service categories:** Children's mental health

---

**Foster Homes**  
 Current number of active Foster Care homes: 0  
 Current number of foster children: 0

[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
No data exists.								

[Add Foster Home](#)

- To view foster home information, scroll down to the Foster Homes section.

**Foster Homes**  
 Current number of active Foster Care homes: 0  
 Current number of foster children: 0

[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
No data exists.								

[Add Foster Home](#)

### Adding a foster home

- To add a foster home, from the Licence Summary page, expand the Operation information banner and scroll down to the Foster Homes section.

**Foster Homes**

Current number of active Foster Care homes: 0

Current number of foster children: 0


[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
------------------	---------------------	---------	---	--	-----------------------------------	----------	--------	--------

No data exists.

Add Foster Home

2. Click . The Foster Home information page appears.

Foster Home information 

Foster home name: \*

Foster Parent details

Title:

First name: \*

Last name: \*

Email:

Phone number

Mobile phone #:

Children information

[Show discharged](#)

Name	Date of birth	Last date interviewed	Status	Action
------	---------------	-----------------------	--------	--------

No data exists.

Add child

**# of Beds currently occupied by foster children under 18 placed by my foster agency:**

**# of Beds currently occupied by foster children under 18 placed by other foster agencies:**

**Name of other foster agencies :**

**Over capacity Director's Approval:** 0

**# of children under 18 living in the same home excluding those identified above:**


**# of individuals over 18 living in the same home including foster parents: \***


**Bed type: \***

- Other
- Therapeutic
- Respite
- Specialized
- Customary care
- Kinship
- Regular


**Ownership: \***

Family dwelling  Licensee owned/Rented

**Date activated: \***  
 

**Foster home approval date: \***  
 

**Status:** Active

**Foster Home location address** 

**Address Search:**

**Address line 1: \***

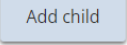
**Suite/Unit No.:**

**Address line 2:**

**City/Town: \***  **Province:** Ontario **Postal code: \***

3. Enter the foster home information.

**Note:** There can be more than one parent. Additional parents can be added once the page is saved. See instructions further below.

4. To add a child, click . The Child details page appears.


### Child details [Help](#)


**Name of Foster Care Agency:** Wxy Inc.  
**Licence type:** Foster Care Agency      **Licensor:** Starr, Debra      **Licence status:** Issued  
**Licence number:** LI00001      **Date of issue:** 2019-12-11  
**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

**Child information** ▲

**First name: \***

**Last name: \***

**Date of birth: \***  

**Date of admission: \***  

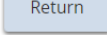
**Legal status: \*** Please select... ▼

**Name of child's worker:**

**Status:** Active

**Last date interviewed:**

Return
Save

- a. Enter the child information. Click , then click . The child appears in the Foster Home information page.

5. Scroll down to the Foster home location address section.

Foster Home location address
▲

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

**City/Town: \***

**Province:**  
Ontario

**Postal code: \***

- a. Manually populate the address fields or utilize the predictive address search field. An address verification mechanism is available.

**Note:** An address is not required to be verified for it to be saved in the system.

**Note:** The Foster Home location address reflects the location of the approved home and will not be the same as the head office address in the profile. The head office can be anywhere, but the foster home sites must be in Ontario.


6. Click .
7. An additional foster parent can now be added. To add a foster parent, press . The Foster parent details page appears.

Foster Parent details ^

**Title:**

**First name: \***

**Last name: \***

**Date activated: \***  

**Status:** Active

a. Enter the foster parent information. Click  then click . The foster parent appears in the list.

8. Once done, click  then click . The foster care home appears in the list.

**Foster Homes**  
 Current number of active Foster Care homes: 1  
 Current number of foster children: 0

[Show inactive](#)

Foster Home name ↓	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	


### Editing a foster home or foster children

1. From the Licence Summary page, expand the Operation information banner and scroll down to the Foster homes section.

**Foster Homes**

Current number of active Foster Care homes: 1  
 Current number of foster children: 0

[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	

Add Foster Home

2. Click the edit icon . The Foster Home page appears.

**Foster Home** [Help](#)

Name of Foster Care Agency: Wxy Inc.  
 Licence type: Foster Care Agency      Licensor: Qrst, Debra      Licence status: Issued  
 Licence number: LI00001      Date of issue: 2019-12-11  
 Licence issued: Licence with conditions      Licence expiry date: 2019-12-31

Foster Home information 

Foster Home name: \*

[Show inactive](#)

Title	Foster parent name	Last date interviewed	Status	Action
	Bbbbb, Bob		Active	

Add parent

Email:

Phone number:

Mobile phone #:

**Children information:**

[Show discharged](#)

Name ↓	Date of birth	Last date interviewed	Status	Action
--------	---------------	-----------------------	--------	--------

No data exists.

Add child

# of beds currently occupied by foster children under 18 placed by my foster agency: 0

# of beds currently occupied by foster children under 18 placed by other foster agencies:

Name of other foster agencies :

Over capacity Director's Approval: 0

# of children under 18 living in the same home excluding those identified above:

# of individuals over 18 living in the same home including foster parents: \*


**Bed type: \***

- Other
- Therapeutic
- Respite
- Specialized
- Customary care
- Kinship
- Regular

**Ownership: \***

- Family dwelling
- Licensee owned/Rented

**Date activated: \***


**Foster Home approval date: \***

Status: Active

Deactivate

**Date deactivated: \***

**Closure: \***

- Voluntarily
- Non-voluntarily

**Deactivation reasons:**

0 / 3500



Foster Home location address ^

**Address Search:**

**Address line 1: \***

**Suite/Unit No.:**

**Address line 2:**

**City/Town: \*** 
**Province:** Ontario
**Postal code: \***

3. Make the changes required.
4. To edit or discharge a child, scroll down to the Children information section.

**Children information** [Show discharged](#)

Name	Date of birth	Last date interviewed	Status	Action
Jjjj, Jack	2000-01-01		Active	

5. Click the edit icon . The Child Details page appears.


### Child details Help


Name of Foster Care Agency: Wxy Inc.	Licensor: Starr, Debra	Licence status: Issued
Licence type: Foster Care Agency	Date of issue: 2019-12-11	
Licence number: LI00001	Licence expiry date: 2019-12-31	
Licence issued: Licence		


#### Child information ^

First name: \*

Last name: \*

Date of birth: \*  


Date of admission: \*  

Legal status: \*  

Name of child's worker:

Status: Active

Last date interviewed:

Date of discharge: \*  

6. Make required changes or click . Enter the discharge date.
7. Click  then click .
8. If discharged, the child's status changes to "Discharged" and the child's name disappears from the Children information list on the Licence Summary page.


### Deactivating a foster home

**Note:** *There cannot be any active children in the home before being deactivated.*

1. From the Licence Summary page, expand the Operation information banner and scroll down to the Foster homes section.

Foster Homes  
 Current number of active Foster Care homes: 1  
 Current number of foster children: 0

[Show inactive](#)

Foster Home name	Foster parent names	Address	# of beds currently occupied by foster children under 18 placed by my foster agency	# of beds currently occupied by foster children under 18 placed by other foster agencies	Over capacity Director's Approval	Bed type	Status	Action
DEF home	Bob Bbbbb	2 DEF Street, Markham	0	0	0	Regular	Active	

[Add Foster Home](#)

2. Click the edit icon . The Foster Home page appears.

3. Click [Deactivate](#).

**Status:** Active

[Deactivate](#)

**Date deactivated:** \*

**Closure:** \*  
 Voluntarily  Non-voluntarily

**Deactivation reasons:**

0 / 3500

4. Enter the date deactivated, and indicate whether the closure was voluntary or non-voluntary.

5. Enter the Deactivation reasons.

6. Click [Save](#) then click [Return](#).

## Director's Approval

**Note:** This section will only be displayed on the Licence Summary page if there is a Director's Approval for the licence.

**Note:** Changes to a Director's Approval cannot be made here, however a Director's Approval can be withdrawn.

1. From the Licence summary page, expand the Director's Approvals banner.

Director's Approvals					
Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	Action
DA201900421	Sleeping accommodation - Basement bedroom	Approved	2019-10-18	2019-10-25	Select
DA201900427	Sleeping accommodation - Sharing a bedroom 7 or older opposite sex	Approved	2019-10-22	2019-10-24	Select


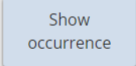
2. Click  to see the details. The Director's Approval summary page appears.

3. To withdraw a Director's Approval, click .

## Conditions

**Note:** A Conditions banner will only be displayed on the Licence Summary page if conditions are applied on the licence.

1. From the Licence summary page, expand the Condition banner.

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN202300400	Adding a condition	Active	One time	2023-10-25	2023-10-31	Change Request	 

2. Click . The Condition summary page appears.

## Condition summary Help

**Name of Foster Care Agency:** Wxy Inc.  
**Licence number:** LI00001      **Condition ID:** CN201900076      **Origin ID:**  
**Licence issued:** Licence with conditions      **Condition status:** Active  
**Date of issue:** 2019-12-20      **Licensor:** Qrst, Debra

---

**Condition details** ^

<b>Condition type:</b>	Deliverable condition
<b>Condition:</b>	Send safety plans for each child/youth in care
<b>Reasons:</b>	-
<b>Condition requirement:</b>	Supporting document requirement
<b>Legislation / policy / standard reference:</b>	
<b>Frequency:</b>	Monthly
<b>Reporting period start date:</b>	2020-01-01
<b>Reporting period end date:</b>	2020-03-31
<b>Approved date:</b>	Dec 20, 2019

---

**Occurrence details** ^

Occurrence ID	Occurrence status	Submitted date	Reporting period start date	Reporting period end date	Comply by date	Action
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05	Select
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05	Select
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06	Select

Show occurrence

3. To see the occurrences only, click Show occurrence.

Condition							
Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900077	During the term of the licence, the licensee shall advise the ministry's program advisor when a youth has been placed in care	Active	Quarterly	2020-01-01	2020-12-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Show occurrence"/>
CN201900076	Send safety plans for each child/youth in care	Active	Monthly	2020-01-01	2020-03-31	Licence Amendment	<input type="button" value="Select"/> <input type="button" value="Hide occurrence"/>

Occurrence ID	Status	Submitted date	Reporting period start date	Reporting period end date	Comply by date
CN201900076-1	Active		2020-01-01	2020-01-31	2020-02-05
CN201900076-2	Active		2020-02-01	2020-02-29	2020-03-05
CN201900076-3	Active		2020-03-01	2020-03-31	2020-04-06

Condition ID	Condition	Status	Frequency	Reporting period start date	Reporting period end date	Origin	Action
CN201900075	The Licensee will not expand the number of approved parent model foster homes beyond 10 homes within the licensed period	Active	Not applicable	Not applicable	Not applicable	Licence Amendment	<input type="button" value="Select"/>

**Tip:** For more information about conditions, see the [Working with conditions](#) section.

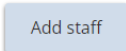
## Staff summary

1. From the Licence summary page, expand the Staff Summary banner.

Staff summary							
Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
Ggggg, George	Assistant	2019-10-01	full time	2019-10-01	2019-10-18	Active	

[Show inactive](#)

**Tip:** Click the [Show Inactive](#) link to include inactive staff in the list.

2. To add a staff member, click . The Staff details page appears.

^

**First name: \***

**Last name: \***

**Current position title: \***


**Qualifications: \***


- Certificate
- Diploma
- Degree
- Have Relevant Experience and Skills
- First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person
- Student

**Is the staff person a member of a regulatory college body or professional association?**  Yes  No


**Employment type: \***

- Persons otherwise engaged by the licensee (This includes but may not be limited to third party agency staff)
- Persons employed by the licensee

**Employment start date: \***  

**Position start date: \***  

**Employment time: \***  Full-Time  Part-Time  Relief

**Date of first shift in this residence \***  

**Last date interviewed:**

**On leave:**

**Status:** Active

- a. Enter the staff information.
- b. For Staff Model Homes, staff can be added to 1 or more Staff Model Homes site.

SOR-RL → Licence Management → Licence summary → Staff details

## Staff details Help

**Operating name:** Iv  
**Licence type:** Staff Model Homes Licence      **Licensor:** Clarke, Laura      **Licence status:** Issued  
**Licence number:** 9000615      **Date of issue:**      **Last Policy & Procedures review date:**  
**Licence issued:** Licence      **Licence expiry date:**      **Program Supervisor:** McAdam, Judith

### Staff information

**First name: \***

**Last name: \***

**Current position title: \***

**Assigned sites: \*** Please select...

Cabin 1

Cabin 2

Cabin 3

**Qualifications: \***

Degree

Have Relevant Experience and Skills

First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person

Student

**Is the staff person a member of a regulatory college body or professional association?**       Yes     No

**Employment type: \***

Persons otherwise engaged by the licensee (This includes but may not be limited to third party agency staff)

Persons employed by the licensee

**Employment start date: \***

**Position start date: \***

**Employment time: \***       Full-Time     Part-Time     Relief

**Date of first shift in this residence \***

**Last date interviewed:**

**On leave:**     

**Status:**      Active

Return
Save


- c. Click Save then click Return. The staff appears on the Staff Summary list on the Licence Summary page.

### Staff summary Show inactive

Name of staff member	Current position title	Position start date	Employment time	Date of first shift in this residence	Last date interviewed	Status	Action
Ggggg, George	Assistant	2019-10-01	full time	2019-10-01	2019-10-18	Active	

Add staff



3. To edit or deactivate a staff member, click the edit icon . The Staff details page appears.

SOR-RL → Licence Management → Licence summary → Staff details

## Staff details Help

<b>Name of Foster Care Agency:</b>	- Family Foster Care	
<b>Licence type:</b> Foster Care Agency	<b>Licensor:</b> McAdam, Judith	<b>Licence status:</b> Deemed to continue
<b>Licence number:</b> 0002567	<b>Date of issue:</b> 2019-01-01	<b>Last Policy &amp; Procedures review date:</b> 2016-11-18
<b>Licence issued:</b> Licence	<b>Licence expiry date:</b> 2023-07-29	<b>Program Supervisor:</b> McAdam, Judith

**Staff information** ▲

**First name:** \*

**Last name:** \*

**Current position title:** \*


**Qualifications:** \*


- Certificate
- Diploma
- Degree
- Have Relevant Experience and Skills
- First Nations, Inuk or Métis (FNIM), Elder, Knowledge Keeper, Healer, Medicine Person, Traditional Person or Cultural Person
- Student

**Is the staff person a member of a regulatory college body or professional association?**  Yes  No

**Employment type:** \*

- Persons otherwise engaged by the licensee (This includes but may not be limited to third party agency staff)
- Persons employed by the licensee
- Foster Worker

**Employment start date:** \*  

**Position start date:** \*  

**Employment time:** \*

Full-Time  Part-Time  Relief

**Last date interviewed:**

**On leave:**

**Status:** Active

Return
Save

- a. Make the changes required.
- b. If the staff member is on leave, click the On leave checkbox.
- c. To deactivate a staff member, click End employment. Enter the employment end date.
- d. Click Save then click Return.

## Supporting documents

Supporting documents are listed at the bottom of the Licence Summary tab, for reference only.

**Note:** Documents cannot be uploaded, edited or deleted from this tab. Documents can only be viewed or downloaded. See the [Uploading Supporting Documents](#) section of this guide for information on how to upload documents from the Licence Management module.

1. From the Licence Summary page, expand the Supporting Documents banner.

Supporting documents <span style="float: right;">Item(s) per page: 10</span>							
Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID
Supervision and support of foster parent(s)		Policies and procedures		Does not expire	NA	NA	
Serious Occurrences-reporting		Policies and procedures		Does not expire	NA	NA	
Safety Planning	<a href="#">Test Doc for SORRL.docx</a>	Policies and procedures	Satisfactory	Does not expire	2023-09-26	Clarke, Laura	0002074
Resident orientation/intake package				Does not expire	NA	NA	
Relief, emergency and on call services		Policies and procedures		Does not expire	NA	NA	
Program description		Policies and procedures		Does not expire	NA	NA	
Private interviewing		Policies and procedures		Does not expire	NA	NA	
Pre-Service Qualifications	<a href="#">Test Doc for SORRL.docx</a>	Policies and procedures	Submitted	Does not expire	NA	NA	0002074
Police records check policy		Policies and procedures		Does not expire	NA	NA	
Placement of foster children policy		Policies and procedures		Does not expire	NA	NA	

1 2 3 4 Next

Exit Next

2. To view a document, click on the blue file name link. The file will download to your computer.

## Updating licence details from the licence summary

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The Licence management module appears.

SOR-RL → Licence Management

### Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>

My Licence Management workload 0  
[See dashboard](#)

2. Click [Select](#). The Licence summary page appears.

SOR-RL → Licence Management → Licence summary

• **Licence summary** • Update residence details • Supporting Documents

## Licence summary Help

<b>Name of Children's Residence:</b> ABC Inc.		
<b>Licence type:</b> Children's Residence	<b>Licensor:</b> Starr, Debra	<b>Licence status:</b> Issued
<b>Licence number:</b> LI00002	<b>Date of issue:</b> 2019-12-11	
<b>Licence issued:</b> Licence	<b>Licence expiry date:</b> 2019-12-31	

Licence information
▼

Licensee profile
▼

Children's Residence information
▼

Operation information
▼

Staff summary
▼

Supporting documents
▼

Exit
Next

*Children's Residence example*

**Note:** The Licence Summary page is divided into three tabs: Licence summary, Update Licence details, and Supporting Documents.

3. From the top of the licence summary page, click Update Licence details.

**Note:** The name of the tab depends on the type of licence.

- **Update residence details**
- **Update Foster Care Agency details**
- **Update Staff Model Homes details**

4. The Update licence details tab appears.

SOR-RL → Licence Management → Update residence details

• [Licence summary](#) • [Update residence details](#) • [Supporting Documents](#)

**Update residence details** [Help](#)

---

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued

**Licence number:** LI00002      **Date of issue:** 2019-12-11

**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

---

**Children's Residence information** ▲

**Phone number:** \*

(111) 111-1112      Ext:

**Email:** \*

**Website:**

**Ownership:** \*

Rental     Own

**Municipality:**                      City of Toronto

**Region:**                                Toronto

**Preferred language of licence:** \*

English     French

---

**Safe Drinking Water Act** ▲

**Is water provided through service connections with a municipal residential water system?** \*

Yes     No

---

**Residence mailing address** ▲

**Same as residence address?** \*

Yes     No

---

*Children's Residence example*

SOR-RL → Licence Management → Update Staff Model Homes details

• Licence summary • Update Staff Model Homes details • Supporting Documents

## Update Staff Model Homes details

Operating name: 1	Licensor: Clarke, Laura	Licence status: Issued
Licence type: Staff Model Homes Licence	Date of issue:	Last Policy & Procedures review date:
Licence number: 9000615	Licence expiry date:	Program Supervisor: McAdam, Judith
Licence issued: Licence		

**Staff Model Homes information**

Phone number: \*  
 Ext

Email: \*

Website:

Preferred language of licence: \*  
 English  French

**Staff Model Homes mailing address**

Same as Staff Model Homes Licence address? \*  
 Yes  No

Country: \*

Address Search:

Address line 1: \*

Suite/Unit No.:

Address line 2:

City/Town: \*  Province: \*  Postal code: \*

*Staff Model Homes example*

5. Make the changes required and click .

## Viewing/uploading supporting documents from the licence summary

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The Licence management module appears.

SOR-RL → Licence Management

### Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>

My Licence Management workload 0  
[See dashboard](#)

2. Click [Select](#). The Licence summary page appears.



SOR-RL → Licence Management → Licence summary

• [Licence summary](#) • [Update residence details](#) • [Supporting Documents](#)

## Licence summary Help

**Name of Children's Residence:** ABC Inc.

<b>Licence type:</b> Children's Residence	<b>Licensor:</b> Starr, Debra	<b>Licence status:</b> Issued
<b>Licence number:</b> LI00002	<b>Date of issue:</b> 2019-12-11	
<b>Licence issued:</b> Licence	<b>Licence expiry date:</b> 2019-12-31	

Licence information
▼

Licensee profile
▼

Children's Residence information
▼

Operation information
▼

Staff summary
▼

Supporting documents
▼

Exit
Next

*Children's Residence example*

**Note:** The Licence Summary page is divided into three tabs: Licence summary, Update Licence details, and Supporting Documents.

3. From the top of the licence summary page, click [Supporting documents](#). The Supporting documents tab appears.

SOR-RL → Licence Management → Licence Management Supporting Documents

• [Licence summary](#) • [Update residence details](#) • [Supporting Documents](#)

## Supporting documents Help

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence    **Licensor:** Starr, Debra    **Licence status:** Issued

**Licence number:** LI00002    **Date of issue:** 2019-12-11

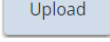
**Licence issued:** Licence    **Licence expiry date:** 2019-12-31

---

Supporting documents ▲

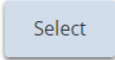
Item(s) per page: 10 ▼

Document type	File name	Type	Status	Expiry date	Date of last Ministry review	Reviewed by	Origin ID	Action
Zoning approval	<a href="#">Doc2.docx</a>		Satisfactory		2019-12-06	Starr, Debra	LA201900002	Select
Written evidence of consultation with community facilities and services that will provide services to the residents to be served by the children's residence.				Does not expire	NA	NA		Upload

4. To upload a document that has not yet been uploaded, click .

**Note:** You cannot upload a document directly from this page if the document has already been uploaded through a Licence Application, a Director's Approval or a Change Request. See the [Working with Supporting Documents](#) section.

5. To view the contents of an uploaded document, click the blue document link in the File name column.

6. To view details about a document that has already been uploaded or to see the submitted document versions, click . The Upload supporting document page appears.

## Upload supporting document Help

Upload supporting document ^

**Document type:**  
Zoning approval

**Comments:**

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
No data exists.					

---

Revision history ^

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V3	<a href="#">Doc2.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-18		2019-12-31

---

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V2	<a href="#">Doc2.docx</a>	Ddd, Deb (Service Provider Admin)	2019-10-17		2019-10-31

---

Version	File name	Uploaded by	Date uploaded	Issue date	Expiry date
V1	<a href="#">Doc2.docx</a>	Ddd, Deb (Registered User)	2019-10-11		2019-11-30

- Click the blue file name link to see the document details.

## Viewing the licence history

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The Licence management module appears.


SOR-RL → Licence Management

### Licence Management Help

List of Licences 2 ^

Licence number ↓↑	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<div style="text-align: right;"> <div style="margin-bottom: 5px;">Select</div> <div style="margin-bottom: 5px;">View history</div> </div>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<div style="text-align: right;"> <div style="margin-bottom: 5px;">Select</div> <div style="margin-bottom: 5px;">View history</div> </div>

My Licence Management workload 0  
[See dashboard](#)

2. Click . The Licence history page appears.

SOR-RL → Licence Management → License history

• Licence history
• Licence inspection reports

## Licence history Help

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence     
 **Licensor:** Starr, Debra     
 **Licence status:** Issued

**Licence number:** [LI00002](#)     
 **Date of issue:** 2019-12-11

**Licence issued:** Licence     
 **Licence expiry date:** 2019-12-31

---

**History of Licence** ▲

Per Page

Date	Activity	Licensor	Action
2019-12-11	New Licence application	Starr, Debra	<input type="button" value="Select"/>

The Licence history page is divided into two tabs: Licence history, and Licence Inspection reports. Let us begin with the Licence History tab.

The Licence History tab displays a list of activities that have occurred on the licence including new Licence Applications, Renewal applications, Licence Amendments, Change Requests, and Director's Approvals. The list also indicates when the licence status has changed.

## Licence history Help

**Name of Foster Care Agency:** Stepping Stones Foster Care Inc. Geranimo foster care

**Licence type:** Foster Care Agency      **Licensor:** Clarke, Laura      **Licence status:** Deemed to continue

**Licence number:** 0002074      **Date of issue:** 2019-01-31      **Last Policy & Procedures review date:** 2017-01-31

**Licence issued:** Licence with conditions      **Licence expiry date:** 2022-07-31      **Program Supervisor:** Clarke, Laura

---

History of Licence ^

Per Page

Date	Activity	Licensor	Action
2023-10-25	Change Request	Clarke, Laura	Select
2023-10-16	Change Request	Pulfer, chloe	Select
2023-04-01	Director's Approval	Clarke, Laura	Select
2020-08-01	Expiry Date is due [No Renewal has been submitted]	Clarke, Laura	Select
2020-02-01	Expiry Date is due [No Renewal has been submitted]	Clarke, Laura	Select

3. To see an activity item in detail, click  .

## Viewing inspection reports from the license history

1. From the SOR-RL home page, click [LICENCE MANAGEMENT](#). The Licence management module appears.

SOR-RL → Licence Management

### Licence Management Help

List of Licences 2

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	Issued	2019-12-31	<a href="#">Select</a> <a href="#">View history</a>

My Licence Management workload 0  
[See dashboard](#)

2. Click [View history](#). The Licence history page appears.

SOR-RL → Licence Management → License history

• [Licence history](#) • [Licence inspection reports](#)

## Licence history Help

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued

**Licence number:** LI00002      **Date of issue:** 2019-12-11

**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

---

History of Licence ▲

Per Page

Date	Activity	Licensor	Action
2019-12-11	New Licence application	Starr, Debra	Select

Exit
Next

The Licence history page is divided into two tabs: Licence history, and Licence Inspection reports. Let us proceed to the second tab, Licence inspection reports. If an inspection was done, a copy of the report can be found in the Licence Inspection reports tab.

3. Click the • [Licence inspection reports](#) tab.

• [Licence history](#) • [Licence inspection reports](#)

## Licence Inspection reports Help

4. The Licence inspection reports page appears.

**Note:** The page examples are similar for Children's Residence licences, Staff Model Home licences, and Foster Care Agency licenses. Only the Children's Residence page examples appear in the instructions below.



SOR-RL → Licence Management → License Inspection reports

• Licence history • **• Licence Inspection reports**

## Licence Inspection reports Help

**Name of Children's Residence:** ABC Inc.  
**Licence type:** Children's Residence    **Licensor:** Qrst, Debra    **Licence status:** Issued  
**Licence number:** [LI00002](#)    **Date of issue:** 2019-12-11  
**Licence issued:** Licence    **Licence expiry date:** 2019-12-31

List of Licence inspections ^

Inspection ID	Inspection date	Inspection type	Assigned Licensor	Issues addressed	Action
IN201900043	2019-12-12	Renewal	Qrst, Debra	<a href="#">LR201900031</a>	Select
IN201900035	2019-12-11	Monitoring	Qrst, Debra	<a href="#">DA201900064</a>	Select
IN201900001	2019-12-06	New Application	Qrst, Debra	<a href="#">LA201900002</a>	Select

Back
Exit

- Click Select to view the inspection details. The Inspection summary page appears.

[SOR-RL](#) → [Licence Management](#) → [License Inspection reports](#) → [Inspection summary](#)

- [Inspection summary](#)

## Inspection summary

[Help](#)

**Name of Children's Residence:** ABC Inc.

**Licence number:** [L100002](#)

**Licence issued:** Licence

**Licence expiry date:** 2019-12-31

**Licence type:** Children's Residence

**Licensors:** Qrst, Debra

**Inspection ID:** IN201900035

**Inspection type:** Monitoring Inspection

Inspection details



Non-compliances



Comments and recommendations



Inspection documents



Records to inspect




Exit

## Viewing the Licence Management dashboard

### Confirming/amending children/parent/staff lists

During an inspection, your licensor may add staff, children, or parents not already listed in SOR-RL. Anyone added needs to be confirmed by the licensee from the licence management dashboard.

1. From the SOR-RL home page, click  **LICENCE MANAGEMENT**. The Licence management module appears.
2. Click See dashboard. The dashboard expands.


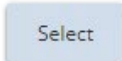
SOR-RL → Licence Management

## Licence Management

List of Licences **2**

My Licence Management workload **1**  
[Hide dashboard](#)

Action required

Child Name 	Added Date	Status	Action
Aaaa, Alvin	2019-12-12	Pending confirmation	

3. Click . The page requiring action appears.

SOR-RL → Licence Management → Child details

## Child details Help

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued

**Licence number:** LI00002      **Date of issue:** 2019-12-11


**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

---


Child information ^

**First name: \***

**Last name: \***

**Date of birth: \***  

**Gender: \***  Male  Female  X

**Date of admission: \***  

**Legal status: \***

**Status:** Pending confirmation

**Last date interviewed:** 2019-12-11

---

*Example of a child's information pending confirmation*

- Review/edit the information as required. Click . If a message appears, click . The page expands.

SOR-RL → Licence Management → Child details

## Child details Help

**Name of Children's Residence:** ABC Inc.

**Licence type:** Children's Residence      **Licensor:** Starr, Debra      **Licence status:** Issued

**Licence number:** LI00002      **Date of issue:** 2019-12-11

**Licence issued:** Licence      **Licence expiry date:** 2019-12-31

---

**Child information** ▲

**First name: \***

**Last name: \***

**Date of birth: \***  📅

**Gender: \***       Male     Female     X

**Date of admission: \***  📅

**Legal status: \***  ▼

**Status:** Active

**Last date interviewed:** 2019-12-11

**Date of discharge: \***  📅

- Click  then click . The item disappears from the action required list in your Licence Management dashboard.

## Requesting a change to a licence

---

A Licensee can submit the following types of change requests:

- Change capacity (Children's Residence, Staff Model Home)
- Change program description (All licence types)
- Change site/floor plan or renovation (Children's Residence, Staff Model Home)
- Change Children's Residence name (Children's Residence, Staff Model Home)
- Change Foster Care Agency name (Foster Care Agency)
- Change Foster Care Lead office address (Foster Care Agency)
- Licence closure (All licence types)
- Add or Remove a site (Staff Model Home only)

Change requests are given a number beginning with CR.

**Note:** A request to increase capacity in a children's residence needs to be entered as a capacity change request. If the purpose of a renovation is to change the home's capacity, the change request must be filed as a capacity change request, and information on the renovations must be entered on the 'renovations' page.


**Note:** The licensed capacity of a Staff Model Home site can only change to/from one or two.

**Note:** The purpose of a capacity change request is different from that of a site/floor plan or renovation change request. A licensee cannot apply for both, and renovations may not necessarily change capacity. Hence, similar information is asked in different types of change requests.

**Note:** A Foster Care Agency licence lead office can be changed via a Change Request.

**Note:** Changing an address on a Foster Care Agency licence generates an updated licence with a new address.

## Filing a change request

1. From the SOR-RL home page, click  [CHANGE REQUEST](#). The Change Request module appears.

[SOR-RL](#) → [Change Request](#)

## Search Change Request

Search for existing Change Requests

[Search Change Request](#)

## Request new changes

Request new changes

[Request new changes](#)

## My Change Requests 0

[See dashboard](#)

[View recently accessed](#)

- Click [Request new changes](#). The Select Licence page appears.

### Select Licence [Help](#)

List of Licences ^

Item(s) per page: 10 ▾

Licence number ↓↑	Licence type	Site/Agency name	Address	Licence expiry date	Action
LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	2019-12-31	<a href="#">Select</a>
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	<a href="#">Select</a>

- Select the licence the change request is for.
- The Request new changes page appears (page contents differ depending on the licence type).

### Request new changes [Help](#)

Request new changes

**What type of change are you requesting (click all that apply)? \***

- Change capacity
- Change program description
- Change site/floor plan or renovation
- Change Children's Residence name
- Licence closure

[Back](#)
[Exit](#)
[Next](#)

*Example of a Children's Residence page*

SOR-RL → Change Request → Select Licence → New Change Request

**Request new changes** Help

Request new changes ^

**What type of change are you requesting (click all that apply)? \***

- Change capacity, add, deactivate sites
- Change site/floor plan or renovation for sites
- Change program description
- Change operating name
- Licence closure

Exit
Next

*Example of a Staff Model Home page*

SOR-RL → Change Request → Select Licence → New Change Request

**Request new changes** Help

Request new changes ^

**What type of change are you requesting (click all that apply)? \***

- Change program description
- Change Foster Care Lead office address
- Change Foster Care Agency name
- Licence closure

Exit
Next

*Example of a Foster Care Agency page*

5. Select the type of change being requested. You can select more than one type.

6. Click .


7. If you select "Change capacity" or "Change program description", the following window appears. Click OK to continue.

The selected Change Request(s) may require a rate review or amendment to the service contract as part of the approval process.  
Would you like to proceed?

OK
Cancel

8. The Notice of collection of personal information page appears. Read the



notice then click .

SOR-RL → Change Request → Select Licence → Notice of collection of personal information

### Notice of collection of personal information

Information on this form is collected under the legal authority of the Child, Youth and Family Services Act, 2017 and its regulations. For more information, please contact the Delegated Signing Authority of Licensing within your region.

Exit
Next

9. A page appears displaying the steps of the request at the top of the page.

SOR-RL → Change Request → Select Licence → Change program description

**1** Changes

Go to:

❗ Change program description

**2** Documents

Go to:

❗ Supporting documents

**3** Change Request

Go to:

❗ Change Request summary

[Hide steps](#)

## Change program description [Help](#)

<b>Name of Children's Residence:</b> ABC Inc.	<b>Change Request ID:</b> TBD	<b>Change Request status:</b>	<b>Licence number:</b> LI00002
---	-------------------------------	-------------------------------	--------------------------------

Change program description
▼

Current program
▼

Proposed new program
▼

Exit
Save
Save & next

*Children's residence example*

10. Expand each banner in the first section and complete the information. Click

.

11. The Supporting documents section appears.

Supporting documents <span style="float: right;">Item(s) per page: 10</span>						
Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval						Upload
Site plan					Does not expire	Upload
Proof of inspection of fire alarm systems and fire extinguishing equipment						Upload
Floor plan					Does not expire	Upload
Evidence of compliance with the local board of health and/or the local medical officer of health					Does not expire	Upload
Document for staffing/supervision					Does not expire	Upload

**Note:** The list of supporting documents required varies depending on the type of licence and the change(s) requested.

12. Upload the supporting documents and click [Next](#).

13. The Change Request Summary section appears.

**1** Changes

Go to:

[Change program description](#)

**2** Documents

Go to:

[Supporting documents](#)

**3** Change Request

Go to:

[Change Request summary](#)

[Hide steps](#)

---

## Change Request summary Help

Name of Children's Residence: ABC Inc.  
 Change Request ID: CR201900041      Change Request status: Draft      Licence number: LI00002

---

Change Request summary Edit

[Change program description](#)

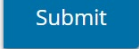

[Supporting documents](#)

---


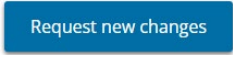
Withdraw Exit Back Submit

14. Review the information. If edits are required, click the applicable section to

edit from the top of the screen.

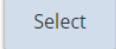
15. Click . The Declaration & consent page appears.
16. Read the declaration and consent and then answer the questions.
17. Click . A confirmation message appears.

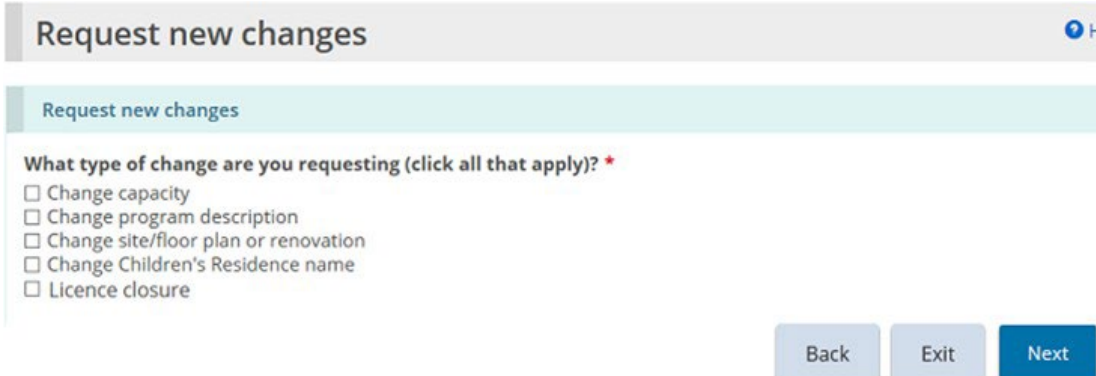
## Filing a change request for a licence closure

1. From the SOR-RL home page, click  **CHANGE REQUEST**. The Change Request module appears.
2. Click . The Select Licence page appears.



Item(s) per page: 10	Licence number	Licence type	Site/Agency name	Address	Licence expiry date	Action
	LI00002	Children's Residence	ABC Inc.	1 Xyz Street, Markham	2019-12-31	Select
	LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Street, Markham	2019-12-31	Select

3. Click . The Request new changes page appears (page contents differ depending on the type of licence).





**Request new changes**

What type of change are you requesting (click all that apply)? \*

- Change capacity
- Change program description
- Change site/floor plan or renovation
- Change Children's Residence name
- Licence closure

Back Exit Next

*Example of a Children's Residence page*

4. Select "Licence closure".
5. Click . The Notice of collection of personal information page appears.
6. Read the notice then click . The Licence closure page appears.

Licence closure
▲

**Rationale:** \*

0/3500

**Proposed date of closure:**

**Reasons for closure:** \*

Please select
▼

**Are there any children/ young persons remaining in the home at this time?** \*

Yes  No

**What is the date of last discharge of Children/ young persons?** \*

**What is your discharge plan?** \*

0/3500



**What is the method of returning the original Licence and all the records in possession or control that relate to the Children to whom services were being provided in the Residence/Foster Care. This includes any and all records in hard copy or electronic form, including any audio/visual recordings and any documents stored on a computer.**

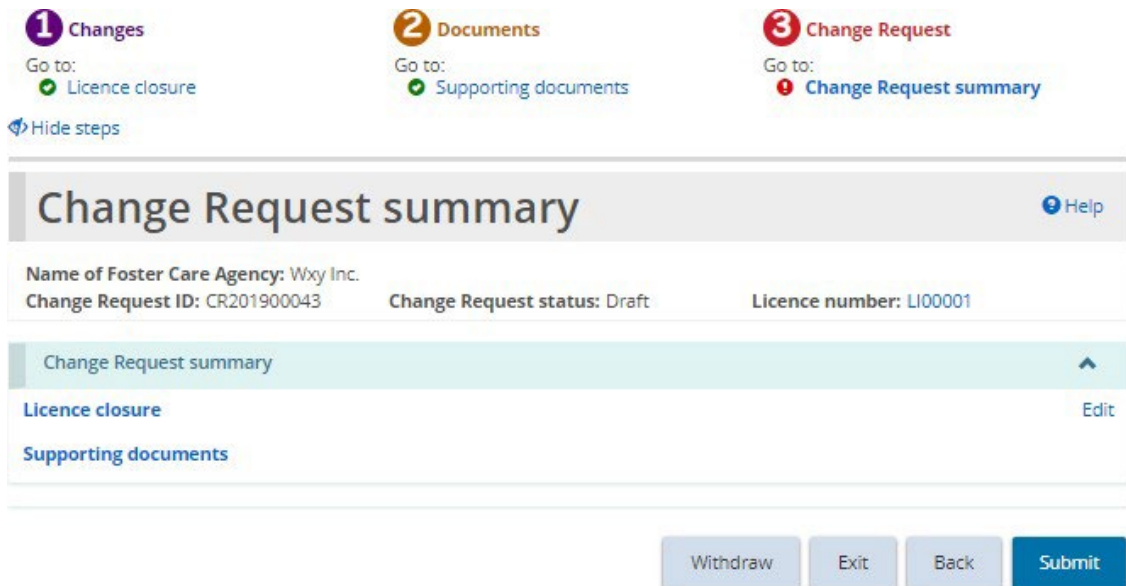
0/3500


**Date of returning the material**


*Children's Residence example*


7. Enter the information.


8. Click . The Supporting documents page appears.
9. Upload supporting documents if required.
10. Click . The Change Request summary page appears.



**1** Changes  
Go to:  Licence closure


**2** Documents  
Go to:  Supporting documents





**3** Change Request  
Go to:  Change Request summary



 Hide steps

## Change Request summary Help


Name of Foster Care Agency: Wxy Inc.  
Change Request ID: CR201900043      Change Request status: Draft      Licence number: LI00001

Change Request summary	
Licence closure	Edit
Supporting documents	

11. Review the summary. Click . The Declaration & consent page appears.
12. Read the declaration and consent and then answer the questions.
13. Click . A confirmation message appears.

## Filing a Change request to add or deactivate a site (Staff Model Homes only)

1. To add or deactivate a site for a staff model homes licence, a change request must be initiated. From the SOR-RL home page, click  **CHANGE REQUEST**. The Change Request module appears.
2. Choose the Change capacity, add, deactivate site(s) change request type.

SOR-RL → Change Request → Select Licence → New Change Request

## Request new changes Help

Request new changes ^

**What type of change are you requesting (click all that apply)? \***

- Change capacity, add, deactivate site(s)
- Change site/floor plan or renovation for site(s)
- Change program description
- Change operating name
- Licence closure

Exit Next

3. Click Next. The Notice of collection of personal information page appears.

4. Read the notice then click Next. The Change capacity, add, deactivate site(s) site page displays.

5. To add a new site, click Add SMH Site.

## Change capacity, add, deactivate site(s) Help

Operating name: S  
 Change Request ID:                      Change Request status:                      Licence number:

Staff Model Homes sites ^

Total approved Staff Model Homes sites 2  
 Total proposed Staff Model Homes sites 2

Site name	Approved Capacity	Proposed capacity	Site address	Region	Status	Action
	2				Active	
	2				Active	

Address has been verified by Canada Post. Addresses without this icon either have not yet been verified or could not be verified by Canada Post.

Add SMH Site

Exit Next

6. The Staff Model Home Site details page appears.

SOR-RL → Change Request → Select Licence → Change capacity, add, deactivate site(s) → Staff Model Home Site details

### Staff Model Home Site details Help

Operating name:

Change Request ID:  Change Request status:  Licence number:

- Staff Model Home Site address
- Staff Model Home Site information
- Safe drinking water act
- Staff Model Home Site contacts
- Site description
- Capacity

7. Expand the banners and complete all the required information. Click

Change capacity, add, deactivate site(s)
  Supporting documents
  Change Request summary

[Hide steps](#)

### Change capacity, add, deactivate site(s) Help

Operating name:

Change Request ID: CR202400502 Change Request status: Draft Licence number:


Staff Model Homes sites

Total approved Staff Model Homes sites 2

Total proposed Staff Model Homes sites 3

Site name	Approved Capacity	Proposed capacity	Site address	Region	Status	Action
	2				Active	<input type="checkbox"/> <input type="checkbox"/>
	2				Active	<input type="checkbox"/> <input type="checkbox"/>
Poplar Site		1	492 Poplar Ave, Ajax, Ontario, L1S 1E8 <input checked="" type="checkbox"/>	East		<input type="checkbox"/> <input type="checkbox"/>

Address has been verified by Canada Post. Addresses without this icon either have not yet been verified or could not be verified by Canada Post.

8. The proposed new site now shows in the Staff Model Homes sites list. This action can be repeated for each new site to be added.
9. Click . The Supporting documents page appears.



**1 Changes**

Go to:

- Change capacity, add, deactivate site(s)

**2 Documents**

Go to:

- Supporting documents

**3 Change Request**

Go to:

- Change Request summary

[Hide steps](#)

## Supporting documents [Help](#)

**Operating name:** ... **Change Request ID:** CR202400502 **Change Request status:** Draft **Licence number:** 0

Upload document for multiple sites

**Mandatory documents prior to submission** ▲

**Filter by type:** Please select... Apply filter Clear filter

Not uploaded documents Item(s) per page: 10

Document type	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	UAT upload doc.docx	Poplar Site				<span style="border: 1px solid #ccc; padding: 5px 10px;">Select</span>

**Other mandatory documents** ▲

**Filter by type:** Please select... Apply filter Clear filter

Not uploaded documents Item(s) per page: 10


Document type	File name	Type	Status	Submitted date	Expiry date	Action
A plan for securing funds to establish, equip and operate the Staff Model Homes. This plan should include a description on Staff Model Homes standards with respect to quality of care		Poplar Site			Does not expire	<span style="border: 1px solid #ccc; padding: 5px 10px;">Upload</span>
Information concerning facilities that are similar to the Staff Model Homes or that offer similar services to the Staff Model Homes within the community and their proximity to the proposed site of the Staff Model Homes.		Poplar Site			Does not expire	<span style="border: 1px solid #ccc; padding: 5px 10px;">Upload</span>
A description of the community in which the applicant proposes to establish the Staff Model Homes and of the ways in which the community will be suitable for the Staff Model Homes.		Poplar Site			Does not expire	<span style="border: 1px solid #ccc; padding: 5px 10px;">Upload</span>
Evidence that the municipalities and school boards in the area where the Staff Model Homes are to be located have been notified in writing of the intent to establish the Staff Model Homes.		Poplar Site			Does not expire	<span style="border: 1px solid #ccc; padding: 5px 10px;">Upload</span>

10. Upload the supporting documents.

11. Click . The Change Request summary page appears.


**1 Changes**

Go to:

-  Change capacity, add, deactivate site(s)


**2 Documents**

Go to:

-  Supporting documents

**3 Change Request**

Go to:

-  **Change Request summary**

[Hide steps](#)

---

## Change Request summary [Help](#)

**Operating name:** **Change Request ID:** CR202400502 **Change Request status:** Draft **Licence number:**

Change Request summary ^

**Change capacity, add, deactivate site(s)** [Edit](#)

Total approved Staff Model Homes sites	2
Total proposed Staff Model Homes sites	3


Site name	Approved Capacity	Proposed capacity	Site address	Region	Status!	Action
Poplar Site	1		492 Poplar Ave, Ajax, Ontario, L1S 1E8	East		<a href="#">Select</a>

[Supporting documents](#)

[Mandatory documents prior to submission](#)

[Other mandatory documents](#)

[Withdraw](#)
[Exit](#)
[Back](#)
**Submit**

12. Review the summary and click . The Declaration & consent page appears.

13. Read the declaration and consent and then answer the questions.

14. Click . A confirmation message appears.

[SOR-RL](#) → [Change Request](#) → [Confirmation](#)

---


## Confirmation [Help](#)

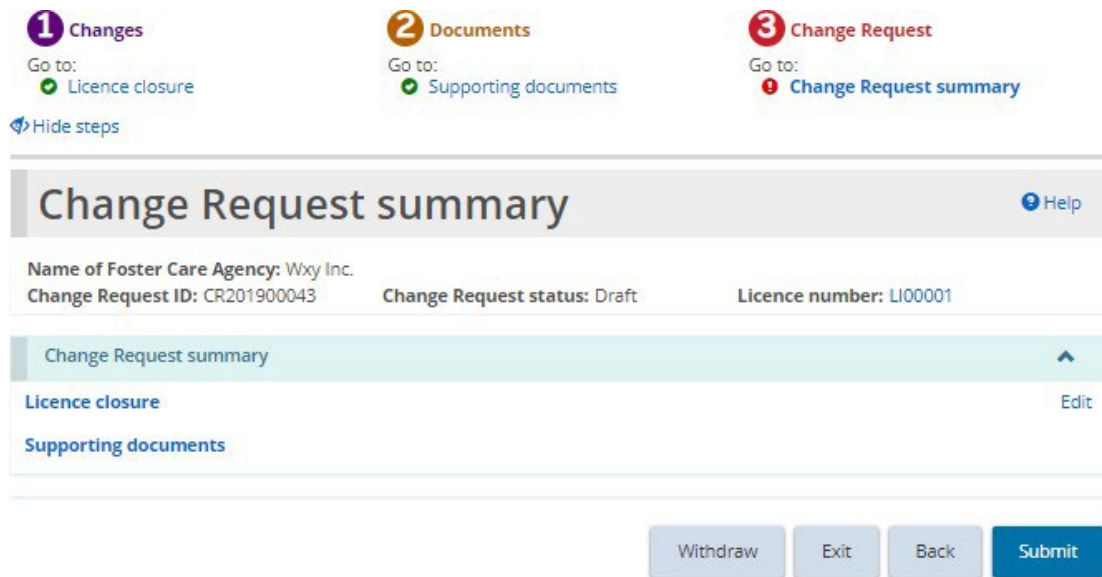
**Operating name:** **Change Request ID:** CR202400502 **Change Request status:** Under Ministry review **Licence number:**

Submitted successfully

[Back to module dashboard](#)

## Withdrawing a Change Request


1. From the SOR-RL home page, click  **CHANGE REQUEST**. The Change Request module appears.
2. Open the change request from your dashboard. The Change Request summary page appears.




**1** Changes  
Go to:  
● Licence closure

**2** Documents  
Go to:  
● Supporting documents


**3** Change Request  
Go to:  
● Change Request summary

 Hide steps

---

**Change Request summary** 

Name of Foster Care Agency: Wxy Inc.  
Change Request ID: CR201900043      Change Request status: Draft      Licence number: LI00001

Change Request summary	
Licence closure	Edit
Supporting documents	

*Children's Residence example*

3. Click  .
4. If the change request was already submitted (not a draft), select a reason for the withdrawal.
5. Click  . A confirmation message appears.

## Renewing a licence


You will be sent an email reminder 120 days before your licence expires. During that time, you must submit your licence renewal application. Supporting documents can be submitted after the renewal is submitted.

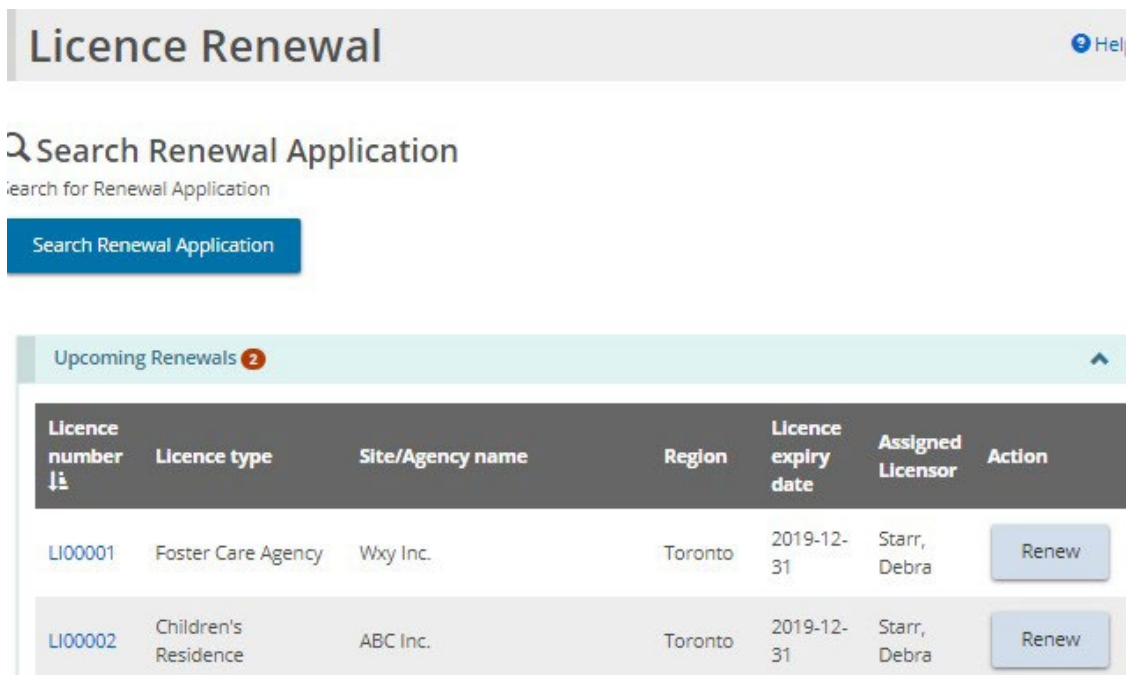
Renewals can be found in the Upcoming Renewals section of the Licence Renewal dashboard if:

- you have not submitted a renewal, and
- the licence expiry date is equal to or less than 120 days.

Completing a renewal is similar to creating a new application except that the majority of fields are already completed. Review and edit the information and upload documents as required.

### Start the renewal

1. From the SOR-RL home page, click  **LICENCE RENEWAL**. The Licence Renewal module appears displaying all licences that will expire within 120 days.



The screenshot shows the 'Licence Renewal' dashboard. At the top, there is a search bar labeled 'Search Renewal Application' with a blue button. Below this is a section titled 'Upcoming Renewals' with a red notification icon. It contains a table with the following data:

Licence number	Licence type	Site/Agency name	Region	Licence expiry date	Assigned Licensor	Action
LI00001	Foster Care Agency	Wxy Inc.	Toronto	2019-12-31	Starr, Debra	<button>Renew</button>
LI00002	Children's Residence	ABC Inc.	Toronto	2019-12-31	Starr, Debra	<button>Renew</button>

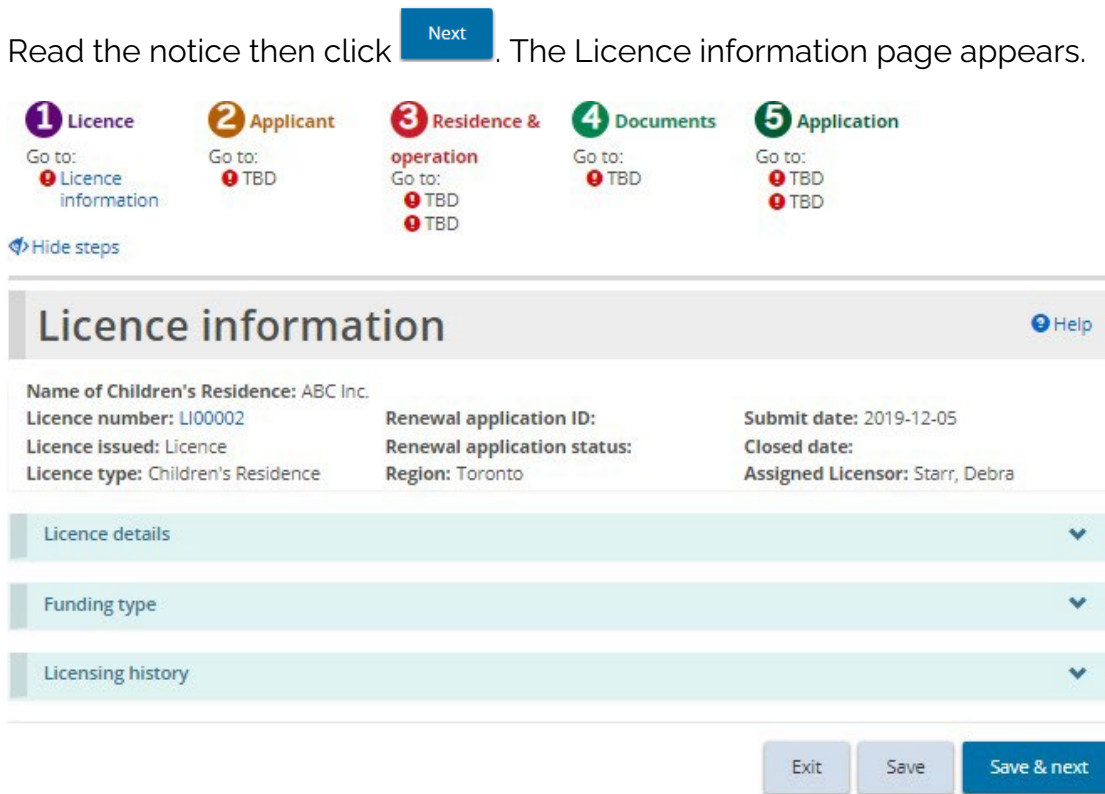
**Tip:** If you have several licences in the list, sort the upcoming renewals list by Licence

*Expiry Date by clicking on the column header to sort.*

- Click **Renew** to open the licence to be renewed. The Notice of collection of personal information page appears.



- Read the notice then click **Next**. The Licence information page appears.









*The Foster Care agency page is similar to the Children's Residence page.*

- As you saw when completing a new application, the steps section appears with a green checkmark as a page is completed.










*Example of a Children's Residence page*

<p><b>1</b> Licence</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Licence information</li> </ul>	<p><b>2</b> Applicant</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Applicant profile</li> </ul>	<p><b>3</b> Residence &amp; operation</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Foster Care Agency information</li> <li> Operation information</li> </ul>	<p><b>4</b> Documents</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Supporting documents</li> </ul>	<p><b>5</b> Application</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Director's approvals</li> <li> Renewal application Summary</li> </ul>
---	---	---	--	---

*Example of a Foster Care Agency page*

SOR-RL → Licence Renewal → Licence information

<p><b>1</b> Licence</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Licence information</li> </ul>	<p><b>2</b> Applicant</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Applicant profile</li> </ul>	<p><b>3</b> Residence &amp; Operation</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Staff Model Homes Information</li> <li> Operation information</li> </ul>	<p><b>4</b> Documents</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Supporting documents</li> </ul>	<p><b>5</b> Application</p> <p>Go to:</p> <ul style="list-style-type: none"> <li> Director's approvals</li> <li> Renewal application summary</li> </ul>
---	---	--	--	---

*Example of a Staff Model Homes page*

## Step 1: Review/update the licence information

1. From the Licence information page, expand the Licence information banner.
2. Change the Preferred language of Licence if required.

Licence details▲

**Licence type:** Children's Residence

**Youth Justice Facility:** No

**Licence number:** LI00002

**Licence issued:** Licence

**Date of issue for current licence:** 2019-12-11

**Expiry date:** 2019-12-31

**Preferred language of licence: \***

English  French

3. Answer the questions in the Licensing history section.

Licensing history ^

I currently have a licence to provide Residential Care pursuant to section 244 of the Child, Youth and Family Services Act, 2017 [Note: this includes either a licence to operate a Children's Residence or a licence to provide Residential Care, directly or indirectly, to three or more children not of common parentage in places that are not Children's Residences.]: \*

Yes  No

I have previously applied for a licence to provide residential care under section 244 of the Child, Youth and Family Services Act, 2017 or its predecessor, the Child and Family Services Act: \*

Yes  No

The Director has previously revoked, suspended or refused to renew my licence for a Children's Residence or Foster Care Agency: \*

Yes  No

I have voluntarily returned my licence to the Ministry to close my Children's Residence or Foster Care Agency: \*

Yes  No

Are you operating any sites/agencies other than those listed below? \*

Yes  No

Licence number	Licence type	Site/Agency name	Address	Licence status	Licence expiry date
LI00001	Foster Care Agency	Wxy Inc.	4 Xyz Markham ON	Issued	2019-12-31

4. Click  .

## Step 2: Review/update the applicant profile

1. The Applicant profile page appears.

**1 Licence**

Go to:  
✔ Licence information

**2 Applicant**

Go to:  
✘ Applicant profile

**3 Residence & operation**

Go to:  
✘ Residence information  
✘ Operation information

**4 Documents**

Go to:  
✘ Supporting documents

**5 Application**

Go to:  
✘ Director's approvals  
✘ Renewal application summary

[Hide steps](#)

---

## Applicant profile [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Children's Residence      **Region:** Toronto

Update Profile

- General information ▼
- Corporation details ▼
- Head office address ▼
- Head office mailing address ▼
- Operating name ▼
- Owners of the corporation ▼
- Directors of the corporation ▼
- Officers of the corporation ▼
- Supporting documents ▼

[Back](#)

[Exit](#)

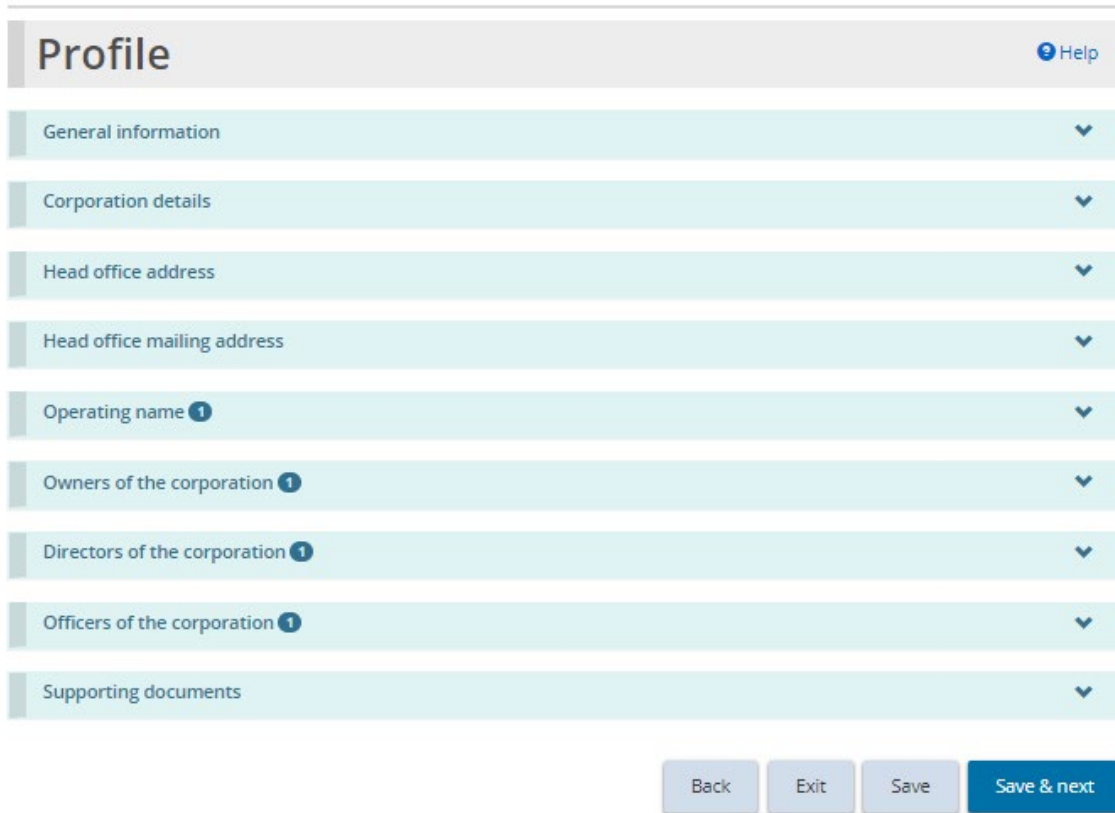
[Next](#)

*Your page may look different*

2. Review the applicant profile.
3. No changes can be made directly on the Applicant profile page. If changes are required, click Update Profile. This brings you to the Profile Module.



• [Profile](#) • [Supporting documents](#)



**Profile** [Help](#)

- General information
- Corporation details
- Head office address
- Head office mailing address
- Operating name **1**
- Owners of the corporation **1**
- Directors of the corporation **1**
- Officers of the corporation **1**
- Supporting documents

Back Exit Save **Save & next**

4. Make the change.

**Note:** Some changes cannot be made in the profile page; a Change Request may be required.

5. Click . The Supporting documents page appears.

**Note:** This list of supporting documents is related to your profile, not your licence.

• Profile      • **Supporting documents**

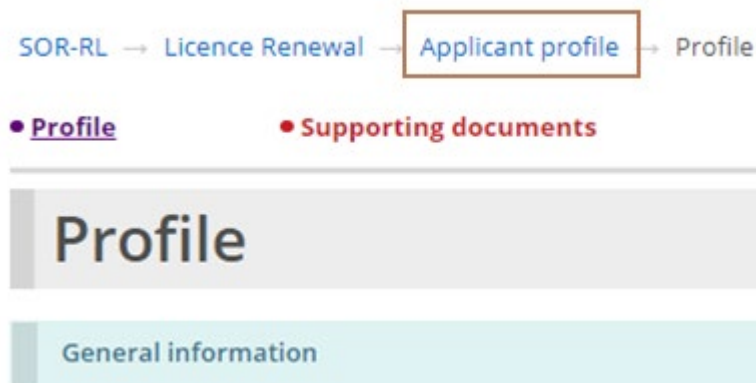
## Supporting documents Help

Supporting documents ↑

Item(s) per page: 10 ▾

Document type	File name	Status	Submitted date	Expiry date	Date of last Ministry review	Reviewed by	Action
Incorporation documents	<a href="#">Doc 3.docx</a>	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select
Documentation regarding Operator suitability (i.e. CV, resume) for Owner - Dddd, Deb	<a href="#">Doc 2.docx</a>	Satisfactory	2019-07-25	Does not expire	2019-07-30	Starr, Debra A.	Select

6. Upload any new versions of supporting documents.
7. Go back to the Licence Renewal by clicking the Applicant Profile breadcrumb at the top of the page.



8. Click .

## Step 3: Review/update the Children's Residence/Staff Model Homes/Foster Care Agency information

1. The Residence information, Staff Model Homes information or Foster Care Agency information page appears.

**1 Licence**  
Go to:  
✔ Licence information

**2 Applicant**  
Go to:  
✔ Applicant profile

**3 Residence & operation**  
Go to:  
❌ Residence information  
❌ Operation information

**4 Documents**  
Go to:  
❌ Supporting documents

**5 Application**  
Go to:  
❌ Director's approvals  
❌ Renewal application summary

[Hide steps](#)

---

## Residence information [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Children's Residence      **Region:** Toronto

- Residence information
- Children's Residence address
- Children's Residence mailing address
- Safe Drinking Water Act
- Residence contacts
- Staff summary

[Update Licence information](#)

[Back](#) [Exit](#) [Save](#) [Save & next](#)

*Example of a Children's Residence page*

SOR-RL → Licence Renewal → Staff Model Homes information

**1 Licence**  
Go to:  
● Licence information

**2 Applicant**  
Go to:  
● Applicant profile

**3 Residence & Operation**  
Go to:  
● Staff Model Homes Information  
● Operation information

**4 Documents**  
Go to:  
● Supporting documents

**5 Application**  
Go to:  
● Director's approvals  
● Renewal application summary

[Hide steps](#)

---

## Staff Model Homes information [Help](#)

**Operating name:** EMYS Staff Model Homes  
**Licence number:** 9000610  
**Licence issued:** Licence  
**Licence type:** Staff Model Homes Licence

**Renewal application ID:** LR202400020  
**Renewal application status:** Draft  
**Region:** Toronto

- Staff Model Homes information
- Staff Model Homes address
- Staff Model Homes mailing address
- Staff Model Homes contacts
- Staff summary

[Update Licence information](#)

[Back](#) [Exit](#) [Save](#) [Save & next](#)

*Example of a Staff Model Home information page*

**1 Licence**  
Go to:  
● Licence information

**2 Applicant**  
Go to:  
● Applicant profile

**3 Residence & operation**  
Go to:  
● Foster Care Agency information  
● Operation information

**4 Documents**  
Go to:  
● Supporting documents

**5 Application**  
Go to:  
● Director's approvals  
● Renewal application summary

[Hide steps](#)

## Foster Care Agency information [Help](#)

**Name of Foster Care Agency:** Wxy Inc.  
**Licence number:** LI00001  
**Licence issued:** Licence  
**Licence type:** Foster Care Agency

**Renewal application ID:** LR201900032  
**Renewal application status:** Draft  
**Region:** Toronto

Foster Care Agency information ▾

Office address ▾

Foster Care Agency mailing address ▾

Staff summary ▾

[Update Licence information](#)

[Back](#) [Exit](#) [Save](#) [Save & next](#)

*Example of a Foster Care Agency page*

2. Review and update the information. Answer the questions that appear.
3. For a Children's Residence, edit or add a contact if required.
4. For a Foster Care licence, review, edit or add office information if required.
5. To add/edit contacts, children, staff, or a foster home, click [Update Licence information](#). The Licence summary page appears.

[Licence summary](#)
•
[Update residence details](#)
•
[Supporting Documents](#)

**Licence summary** [Help](#)

<b>Name of Children's Residence:</b> ABC Inc.		
<b>Licence type:</b> Children's Residence	<b>Licensor:</b> Starr, Debra	<b>Licence status:</b> Issued
<b>Licence number:</b> LI00002	<b>Date of issue:</b> 2019-12-11	
<b>Licence issued:</b> Licence	<b>Licence expiry date:</b> 2019-12-31	

Licence information▼

Licensee profile▼

Children's Residence information▼

Operation information▼

Director's Approvals▼

Staff summary▼

Supporting documents▼

Exit
Next

*Example of a Children's residence page*

6. Make the changes.
7. Return to the Children's Residence/Staff Model Homes/Foster Care Agency Information section by clicking the section from the breadcrumbs at the top of the page.

SOR-RL → Licence Renewal → Residence information → Licence summary

•
[Licence summary](#)
•
[Update residence details](#)
•
[Supporting Documents](#)

*Children's Residence example*

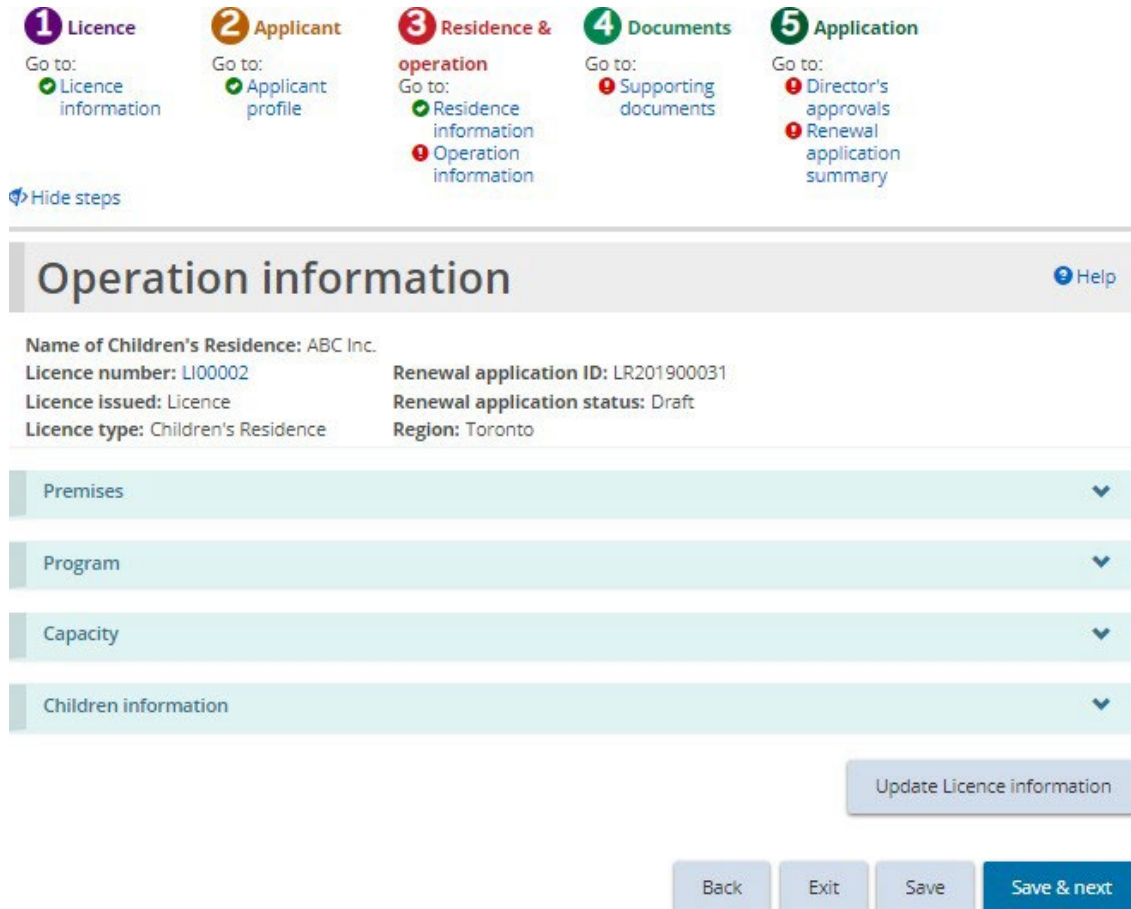
SOR-RL → Licence Renewal → Foster Care Agency information → Licence Management supporting documents

•
[Licence summary](#)
•
[Update Foster Care Agency details](#)
•
[Supporting Documents](#)

*Foster Care Agency example*

8. Click . The Operation information page appears.

## Step 4: Review the operation information



**1 Licence**  
Go to:  
● Licence information

**2 Applicant**  
Go to:  
● Applicant profile

**3 Residence & operation**  
Go to:  
● Residence information  
● Operation information

**4 Documents**  
Go to:  
● Supporting documents

**5 Application**  
Go to:  
● Director's approvals  
● Renewal application summary

[Hide steps](#)

---

### Operation information [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Children's Residence      **Region:** Toronto

Premises ▼

Program ▼

Capacity ▼

Children information ▼

[Update Licence information](#)

[Back](#) [Exit](#) [Save](#) [Save & next](#)

*Children's Residence page*

Go to:

✔ Licence information

Go to:

✔ Applicant profile

**Operation**

Go to:

- ❗ Staff Model Homes Information
- ❗ Operation information

Go to:

❗ Supporting documents

Go to:

- ❗ Director's approvals
- ❗ Renewal application summary

[Hide steps](#)

**Operation information** [Help](#)

**Operating name:** EMYS Staff Model Homes  
**Licence number:** 9000610      **Renewal application ID:** LR202400020  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Staff Model Homes Licence      **Region:** Toronto

Program ▼

Staff Model Home Sites ▲

**Total approved Staff Model Home Sites:** 2 [Hide inactive](#)

Site name <small>📍</small>	Approved capacity	Site address	Region	Number of children	Status	Action
Cabin B	1	67 CURZON ST, TORONTO, Ontario, M4M 3J3	Toronto	0	Active	<input type="button" value="Select"/>
Cabin A	2	396 AVENUE RD, TORONTO, Ontario, M4V 2H5	Toronto	0	Active	<input type="button" value="Select"/>

✔ Address has been verified by Canada Post. Addresses without this icon either have not yet been verified or could not be verified by Canada Post.

*Staff Model Home operation page*



**1 Licence**  
Go to:  
● Licence information

**2 Applicant**  
Go to:  
● Applicant profile

**3 Residence & operation**  
Go to:  
● Foster Care Agency information  
● Operation information

**4 Documents**  
Go to:  
● Supporting documents

**5 Application**  
Go to:  
● Director's approvals  
● Renewal application summary

[Hide steps](#)

## Operation information [Help](#)

**Name of Foster Care Agency:** Wxy Inc.  
**Licence number:** LI00001  
**Licence issued:** Licence  
**Licence type:** Foster Care Agency

**Renewal application ID:** LR201900032  
**Renewal application status:** Draft  
**Region:** Toronto

Program ▾

Foster Homes ▾

[Update Licence information](#)

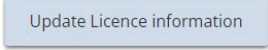
[Back](#) [Exit](#) [Save](#) [Save & next](#)

*Foster Care Agency page*

1. Review the operation information.

**Note:** *The Referral sources can be edited in the Program section.*

2. To add/edit contacts, children, staff, or a foster home, click



. The Licence summary page appears.

[Licence summary](#)
•
[Update residence details](#)
•
[Supporting Documents](#)

**Licence summary** [Help](#)

<b>Name of Children's Residence:</b> ABC Inc.		
<b>Licence type:</b> Children's Residence	<b>Licensor:</b> Starr, Debra	<b>Licence status:</b> Issued
<b>Licence number:</b> LI00002	<b>Date of issue:</b> 2019-12-11	
<b>Licence issued:</b> Licence	<b>Licence expiry date:</b> 2019-12-31	

Licence information
▼

Licensee profile
▼

Children's Residence information
▼

Operation information
▼

Director's Approvals
▼

Staff summary
▼

Supporting documents
▼

Exit
Next

*Example of a Children's residence page*

3. Make the changes.
4. Return to the Operation Information section of the renewal by clicking the section from the breadcrumbs at the top of the page.

SOR-RL → Licence Renewal → Operation information → Licence summary

5. Click Save & next.

## Step 5: Upload supporting documents

1. The Supporting Documents page appears.

Supporting documents Item(s) per page: 10 ▼

Document type!	File name	Type	Status	Submitted date	Expiry date	Action
Zoning approval	Doc2.docx		Satisfactory	2019-12-05		Select
Staff schedule					Does not expire	Upload
Proof of inspection of fire alarm systems and fire extinguishing equipment	Doc 3.docx		Satisfactory	2019-12-06	2020-12-02	Select
Liability insurance coverage	Doc1.docx		Satisfactory	2019-12-06	2020-12-02	Select
Fire department approval	Doc 3.docx		Satisfactory	2019-12-06	2020-12-02	Select
Evidence of compliance with the local board of health and/or the local medical officer of health					Does not expire	Upload
Building department approval					Does not expire	Upload

Upload additional document

Your page may list different documents.

**Note:** The documents on this page refer to the licence documents, not the profile.

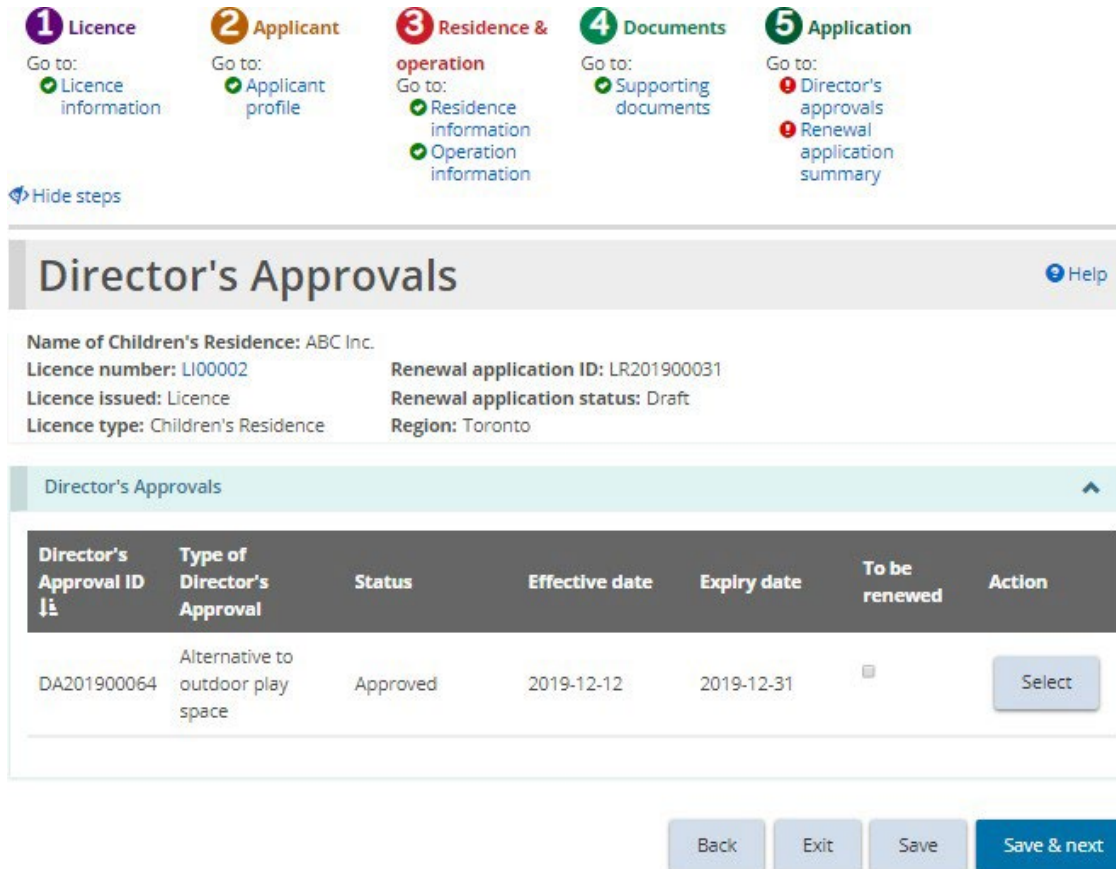
**Note:** Supporting documents can be uploaded after the renewal application is submitted.

2. Upload supporting documents as required. Please refer to the [working with supporting documents section](#), and [uploading a document to multiple sites under one licence](#) (staff model homes only) section for further details.

3. Click .

## Step 6: Review director's approvals

1. The Director's Approvals page appears.



**1 Licence**  
Go to:  
Licence information

**2 Applicant**  
Go to:  
Applicant profile

**3 Residence & operation**  
Go to:  
Residence information  
Operation information

**4 Documents**  
Go to:  
Supporting documents

**5 Application**  
Go to:  
Director's approvals  
Renewal application summary

[Hide steps](#)

## Director's Approvals [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Children's Residence      **Region:** Toronto

Director's Approval ID	Type of Director's Approval	Status	Effective date	Expiry date	To be renewed	Action
DA201900064	Alternative to outdoor play space	Approved	2019-12-12	2019-12-31	<input type="checkbox"/>	Select

Back   Exit   Save   **Save & next**

2. Review any Director's Approvals.
3. If the Director's Approval should be renewed along with your licence, click the "To be renewed" checkbox. Please see the [If you renewed a Director's Approval](#) section below for further details.

4. Click.  The Renewal application summary page appears.

SOR-RL → Licence Renewal → Renewal application summary

**1 Licence**

Go to:

- ✔ Licence information

**2 Applicant**

Go to:

- ✔ Applicant profile

**3 Residence & operation**

Go to:

- ✔ Residence information
- ✔ Operation information

**4 Documents**

Go to:

- ✔ Supporting documents

**5 Application**

Go to:

- ❌ Director's approvals
- ❌ Renewal application summary

[Hide steps](#)

---

## Renewal application summary [+ Show all](#) [Help](#)

**Name of Children's Residence:** ABC Inc.

**Licence number:** LI00002      **Renewal application ID:** LR201900031

**Licence issued:** Licence      **Renewal application status:** Draft

**Licence type:** Children's Residence      **Region:** Toronto

---

Application summary ▲

[Licence information](#)

---

[Applicant profile](#)

[Residence information](#)

[Operation information](#)

[Supporting documents](#)

---

[Declaration & consent](#)

---

Director's Approvals ▼

Back
Exit
Submit

*Children's Residence example*

## Step 7: Submit the renewal

1. Review the information. If changes are required, return to the section using the steps section at the top of the page.

2. Click . The Declaration and consent page appears.

**1 Licence**

Go to:  
 Licence information

**2 Applicant**

Go to:  
 Applicant profile

**3 Residence & operation**

Go to:  
 Residence information  
 Operation information

**4 Documents**

Go to:  
 Supporting documents

**5 Application**

Go to:  
 Director's approvals  
 Renewal application summary

[Hide steps](#)

---

## Declaration & consent [Help](#)

**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031  
**Licence issued:** Licence      **Renewal application status:** Draft  
**Licence type:** Children's Residence      **Region:** Toronto

Declaration & consent ^

**The Applicant certifies that the information supplied in support of this Application is true, correct, and complete**

I agree     I disagree

Attestation ^

**Attestation as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA**

I, Deb Dddd, attest that I have not been convicted of the following offences under the Criminal Code (Canada), as prescribed in s. 79 of Ontario Regulation 156/18 under the CYFSA:

1. Section 151 (sexual interference)
2. Section 153 (sexual exploitation)
3. Section 163.1 (making child pornography)
4. Section 215 (duty of persons to provide necessaries)
5. Sections 229, 230, 231 or 235 (murder)
6. Section 233 (infanticide)
7. Section 239 (attempt to commit murder)
8. Section 273 (aggravated sexual assault)
9. Section 279.011 (trafficking of a person under the age of eighteen years)
10. Subsection 279.02 (2) (material benefit - trafficking)

I agree     I disagree

Back
Exit
Confirm

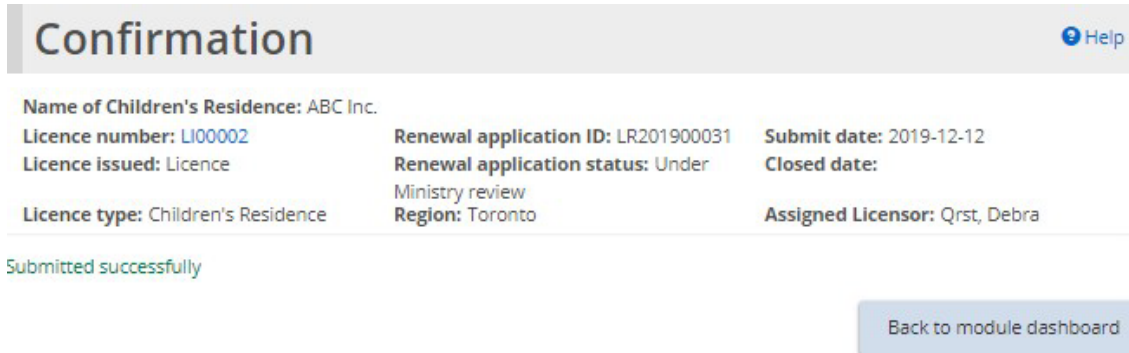
*Children's Residence example.*

3. Read the declaration and consent and answer the questions.

**Note:** An executive officer of the corporation who has authority to bind the corporation must complete the attestation. The declaration and consent must be signed by an officer of the agency that has the authority to legally bind the applicant, for example an executive director. The application can be completed by another individual with appropriate access in the system, however for the required individual to complete the consent and declaration they must first access the application and select the "assign to me" button at the bottom of the summary page. Please see the ["Assign to Me"](#) section for further details.



- Click . A Confirmation page appears.

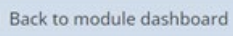


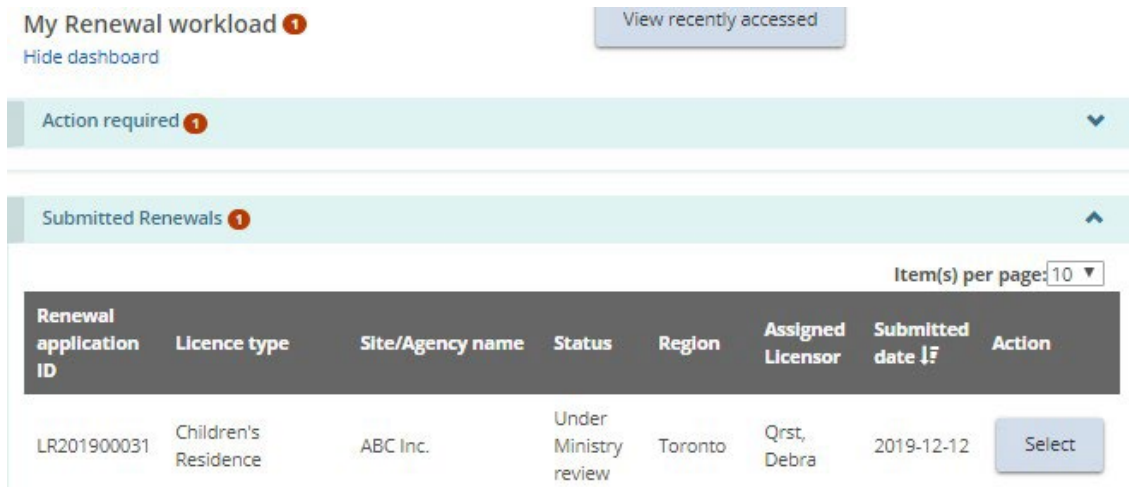
**Confirmation** [Help](#)


**Name of Children's Residence:** ABC Inc.  
**Licence number:** LI00002      **Renewal application ID:** LR201900031      **Submit date:** 2019-12-12  
**Licence issued:** Licence      **Renewal application status:** Under Ministry review      **Closed date:**  
**Licence type:** Children's Residence      **Region:** Toronto      **Assigned Licensor:** Qrst, Debra


Submitted successfully


[Back to module dashboard](#)

- Click . The renewal application can be found in the Submitted renewals section of your Licence renewals dashboard.



**My Renewal workload**  [View recently accessed](#)  
[Hide dashboard](#)

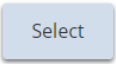

**Action required** 



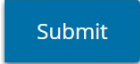


**Submitted Renewals** 

Item(s) per page: 10

Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date	Action
LR201900031	Children's Residence	ABC Inc.	Under Ministry review	Toronto	Qrst, Debra	2019-12-12	<a href="#">Select</a>

## If you renewed a director's approval

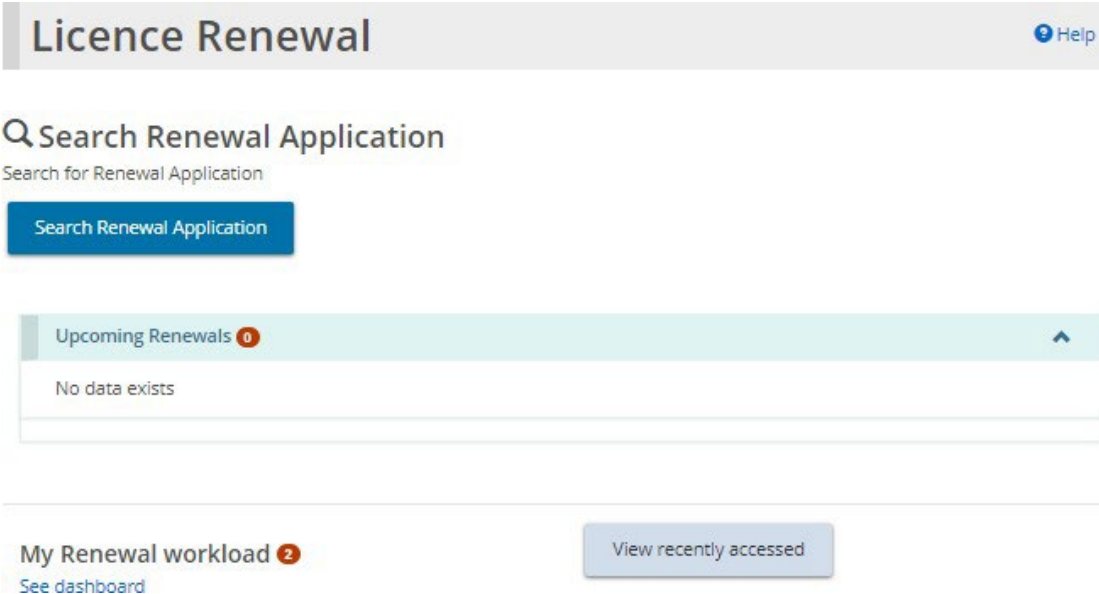
- Return to the SOR-RL home page.
- Click [DIRECTOR'S APPROVAL](#).
- Click See dashboard. The Action required section displays the draft Director's Approval.
- Click . The Director's Approval Summary page appears.
- Click  [Details](#). The Director's Approval details page appears.

6. Review/edit the details if required.
7. Click . The Supporting documents page appears.
8. Upload the supporting documents.
9. Click . The Director's Approval summary page appears.
10. Click . The Declaration and consent page appears.
11. Answer the questions and click . The Confirmation page appears.
12. Click . The Director's Approval is moved to the Submitted section of your dashboard.

## Viewing a draft licence renewal

As you work on a renewal, it is saved in the Licence Renewal dashboard.

1. Click  [LICENCE RENEWAL](#). The Licence Renewal module appears.



The screenshot shows the 'Licence Renewal' dashboard. At the top, there is a header with the title 'Licence Renewal' and a 'Help' icon. Below the header is a search bar with the text 'Search Renewal Application' and a 'Search Renewal Application' button. Underneath the search bar is a section titled 'Upcoming Renewals' with a red notification badge showing '0' and an upward arrow icon. The content of this section is 'No data exists'. At the bottom of the dashboard, there is a section titled 'My Renewal workload' with a red notification badge showing '2' and a 'See dashboard' link. To the right of this section is a 'View recently accessed' button.

2. Click See Dashboard. The draft renewal appears in the Action required section.

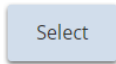


Action required 2

Item(s) per page: 10 ▼

Renewal application ID	Licence type	Site/Agency name	Status	Region	Assigned Licensor	Submitted date ↓	Action
LR201900031	Children's Residence	ABC Inc.	Draft	Toronto	Starr, Debra		Select
LR201900032	Foster Care Agency	Wxy Inc.	Draft	Toronto	Starr, Debra		Select

3. To open the renewal, click



## Withdrawing a licence renewal

Renewal applications cannot be withdrawn.

## Viewing serious occurrences

Only users with the SOR Initiator role can submit, access, update or revise Serious Occurrence Reports. Users with the Monthly Reporting User role can view Serious Occurrences. For more information on submitting a Serious Occurrence Report, see the SOR-RL Serious Occurrence Reporting User Guide for SOR Initiators and Probation Officers. You can find a copy of the Guide on the [SOR-RL Training Portal](#).

1. Click  **SERIOUS OCCURRENCE**. The Serious Occurrence module appears.

SOR Initiators can search for Serious Occurrence Reports, submit new SORs, update or revise existing SORs, view recently accessed SORs, and view their SOR dashboard which categorizes SORs and highlights outstanding action to be taken.

### Serious Occurrence

---

**🔍 Search Serious Occurrences**  
Search for existing Serious Occurrences

Search Serious Occurrences

**📄 New Serious Occurrence**  
Add for new Serious Occurrence

New Serious Occurrence

---

**My Serious Occurrences** 133  
[See dashboard](#)

View recently accessed

### *SOR Initiator view*

Monthly Reporting Users can search for Serious Occurrence Reports.

SOR-RL → Serious Occurrence

### Serious Occurrence Help

---

**🔍 Search Serious Occurrences**  
Search for existing Serious Occurrences

Search Serious Occurrences

### *Monthly Reporting User view*

## Appendix A: Terms and acronyms

---

Term	Definition
Head office/lead office	Head office indicated in the profile (head office of the corporation). Head office may be located anywhere, however, corporation must record a "lead" office location in the region in which they wish to have a licence be issued and operate.
Ministry	Ministry of Children, Community and Social Services
SOR-RL	Serious Occurrence Reporting and Residential Licensing

## Appendix B: System/functional roles

---

Refer to the [SOR-RL User Role Matrix](#) on the [SOR-RL Training Portal](#), which lists all SOR-RL user roles, their responsibilities, assignments and functionality.

## Appendix C: Statuses

---

### Application statuses

The application status will change as it progresses through the approval process. An application includes a new application, renewal application, director's approval application, change request application.

The following are the possible application statuses:

#### Draft:

- The item has not yet been submitted.
- The application can be updated, withdrawn or submitted.

#### Under Ministry Review

- The ministry is currently reviewing the application.
- Only some changes can be made by the applicant.

#### Incomplete:

- More information/revisions are required

#### Withdrawn:

- The item has been withdrawn by the applicant/licensee.

#### Approved

#### Not approved

### Condition/occurrence statuses

The following is a list of statuses and what they mean. Note that both occurrences and the overall condition has a status.

#### Active:

- The original occurrence has not been submitted by the licensee

## Overdue:

- The occurrence has not been submitted by the due date. Once an overdue item is in compliance, the word "Overdue" will appear in the submitted date column.

## Under ministry review

### In compliance:

- The submitted document or occurrence has been reviewed and is in compliance.
- When all occurrences are in compliance, the overall condition is "in compliance"











### Incomplete:

- Additional information is required.

### Removed:

- The licensor has removed the occurrence

## Appendix D: Symbols and icons quick reference

Symbol	Description
	Edit entry
	Delete entry
	Use calendar to select a date
	Table column sorted in ascending order
	Table sorted in descending order
Per Page <input type="text" value="10"/>	Number of lines appearing on a page
	Expand / collapse banner or section
	A number indicates the number of items in that section
	Information in the section is complete
	Information is missing from the section
	Mandatory field